Thank You for Trusting Us

Welcome, and thank you for choosing Chestnut Hill Hospital—Tower Health for your healthcare needs. Our entire staff is committed to providing individualized, quality and compassionate care during your time away from home. This patient guide will provide answers to many general questions about your hospital stay. We encourage you to address other questions with your nurses or any member of the staff.

To help ensure that your needs are met, our clinical staff will visit you every hour. During these visits, your care team may administer medication, make sure you are resting comfortably or simply check in to see if you or a family member has questions, concerns or special requests.

We’re dedicated to anticipating the individual patient’s personal needs and actively monitoring their well-being so that family and friends can help their loved one focus on recovery. These hourly checks are an extra touch point to ensure that we’re providing great care.

We extend our wishes for a rapid recovery. We are here when you need us.

Sincerely,

John Cacciamani, MD
President and Chief Executive Officer
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Contact Us: 8835 Germantown Ave. • Philadelphia, PA 19118
215-248-8200 • ChestnutHill.TowerHealth.org

Take Charge of Your Care

- 7 Tips to Take Charge
- Protect Your Health
- 5 Ways to Fight Infections
- Don’t Ignore Pain
- Safety & Preparation
- Be Proactive
- Manage Your Medicines
We Care About Your Care
Please speak up and tell us if we can do more. In fact, after your stay, we’ll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

Why We Are the Right Choice for Your Care
Chestnut Hill Hospital has been taking care of families for more than 100 years. At Chestnut Hill Hospital, our patients come first. We’ve brought together a team of excellent physicians, advanced medical technology and updated facilities to bring you exceptional healthcare in your own backyard. Bringing the best in Philadelphia, closer to home.

Chestnut Hill Hospital is now part of Tower Health. Tower Health includes more than 11,000 employees and offers a strong, regional, integrated healthcare provider/payer system that offers leading-edge, compassionate healthcare and wellness services to a population of 2.5 million people.

Quality
Chestnut Hill Hospital’s quality care and services are nationally recognized.

Certified Chest Pain Center
Advanced Primary Stroke Center
MBSAQIP Accredited Center for Bariatric Surgery

- Stroke Honor Roll Elite Plus
- Target: Blood Pressure Gold Award
## Phone Directory

### Key Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>215-248-8200</td>
</tr>
<tr>
<td>Patient Advocate Hotline</td>
<td>215-248-8213</td>
</tr>
<tr>
<td>Patient Information</td>
<td>215-248-8276</td>
</tr>
<tr>
<td>Physician Referral</td>
<td>215-753-2000</td>
</tr>
<tr>
<td>Administration</td>
<td>215-248-8373</td>
</tr>
<tr>
<td>Café</td>
<td>215-248-8273</td>
</tr>
<tr>
<td>Case Management</td>
<td>215-248-8283</td>
</tr>
<tr>
<td>Central/Outpatient Scheduling</td>
<td>215-248-8400</td>
</tr>
</tbody>
</table>

### Chestnut Hill Hospital

- Penn Radiation Oncology: 215-242-1100
- Diabetes Education: 215-248-8030
- Emergency Department: 215-248-8568
  (Call 9-1-1 for a medical emergency.)
- Health Information Management/Medical Records: 215-248-8280
- Hospital Billing: 800-430-3762
- Housekeeping: 0
- Human Resources: 215-248-8496

### Physical Therapy (Hospital)

- 215-248-8559

### Radiology File Room

- 215-248-8583

### Senior Behavioral Health

- 215-248-8117

### Sleep Center

- 215-248-8082

### Surgical Center/Pre-Admission Testing

- 215-242-5353

### Women's Center

- 215-248-6100

### Wound Care Services

- 215-248-8887

### Phone Tip

Calling from inside the hospital? Dial the last four digits only.
Patient Satisfaction Matters to Us

How’s your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact a patient advocate at ext. 8213, Monday through Friday, 8 a.m. to 4 p.m. You also have the right to file your complaint with either:

Pennsylvania Department of Health
625 Forster St.
Health and Welfare Bldg.
Room 526
Harrisburg, PA 17120

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then click “Report a Safety Event”

After Your Stay

Once you leave our care, we may ask you to take a survey. This confidential survey helps us measure and report patient satisfaction. It’s made up of simple questions on key topics, such as:

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital

If you’re selected to receive this survey, please take the time to complete it. The results will help us recognize what we’re doing right and identify where we can improve.
Rapid Response Team

Special Support to Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You, a family member, visitor or employee can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

When to Call Rapid Response

Call for help if you notice:

- change in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- change in urine output (much more or less urine)
- change in mental status or level of consciousness
- any change in the patient’s condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team
- any time you are worried something might be wrong

How to Call Rapid Response

Step 1: Dial 5555 on bedside phone.

Step 2: Tell the operator: your name, room number, patient’s name and your concern.

Step 3: The Rapid Response Team will be sent to your room.
Fast Facts About Your Stay

An A-Z Guide to the Most Frequently Asked Questions

Café
Location: first floor

Hours:
Daily: 7 a.m. to 9 p.m.
Holiday times may vary.
The hospital’s café is located in the main lobby. The café provides a selection of hot and cold foods, snacks and hot/cold beverages. Cash and credit cards accepted.

Cafeteria
Location: ground floor

Hours:
Monday through Friday:
Breakfast: 6:30 to 10 a.m.
Lunch: 11 a.m. to 2 p.m.
All visitors are welcome to dine in the cafeteria.

Electrical Appliances
Only battery-operated devices are allowed in patient rooms. Do not use electric hairdryers, curling irons, razors, heating pads, portable heaters, VCRs/DVRs or other electric devices.

Fire Safety
We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers
Volunteers deliver flowers, gift baskets and non-latex balloons daily. Flowers and balloons are not permitted in the Intensive Care units or Protective Isolation. To reduce the possibility of allergic reactions to pollen, we ask that you limit the size of floral arrangements delivered to patients’ rooms. Latex balloons are not permitted anywhere in the hospital.

We will return flowers or other arrangements arriving after your discharge to the florist, who will contact the sender for delivery information.

Hearing Impaired
Telephone amplifiers and TDDs (telephone devices for the deaf) are available for the hearing impaired. If you need a special phone, please notify your nurse.

Housekeeping Services
Our housekeeping staff will clean your room each day.

Information Desk
Visitors should stop at the Information Desk, located just inside the main entrance, to obtain directions. For your visitors’ convenience, a courtesy phone is available at the Information Desk. It can be used to dial a room or other areas within the hospital.

Visiting the Hospital?
Thanks for taking the time to support your loved one’s care and recovery. See p. 9 for important visitor information.
Internet

We offer guests wireless internet access in all areas of the hospital. Click the Tower Health Guest Wireless network to connect.

Interpreters

You can receive language translation services for non-English-speaking patients by contacting your nurse.

Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital, unless requested. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

Pastoral Care

During times of illness, many patients are comforted by a visit from their priest, rabbi, minister or other spiritual advisors. We welcome clergy of all faiths. Upon admission, you will be asked whether you choose to identify with a particular religion or local congregation. We do this to provide pastoral ministry to people of various faiths. If you belong to a local faith community, we will notify your congregation upon your request.

An interfaith chapel, located on the first floor, is open for your family’s use 24 hours a day.

Patient Meals

We are committed to providing the best quality meals and services. Patient meals are served during the following hours:

- Breakfast: 7:30 to 9 a.m.
- Lunch: 11:30 a.m. to 1 p.m.
- Dinner: 4:30 to 6 p.m.

If you have any questions or problems understanding your diet, please ask to speak with one of our dietitians, or call 215-248-8046.

Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Chestnut Hill Hospital cannot be responsible for replacing personal belongings.

Patient Portal

MyTowerHealth is a free online portal that gives you secure electronic access to managing your health at your convenience. From viewing your health record and requesting appointments to staying in touch with your healthcare team, being informed and proactive is just a click away. You can have online access to your hospital inpatient records—test results, medications, diagnoses and discharge instructions—through our secure patient portal, MyTowerHealth.

Ask a staff member or stop by Registration to set up your MyTowerHealth account. After providing your email address, you will receive an email with a link to the portal so you can finalize your account.

If you did not provide an email address during your hospital stay, you can call our toll-free Help Line at 484-628-6924 or the Hospital Health Information Department to verify your identity and provide an email address to receive instructions and set up your account.

Access MyTowerHealth by visiting https://ChestnutHill.TowerHealth.org/
Public Restrooms

For everyone’s health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask a hospital staff member to direct you to the nearest public restroom.

Smoking

For our patients, visitors and staff, we are a smoke-free hospital. This includes all electronic smoking devices such as e-cigarettes and vapors. You can request a nicotine replacement alternative from your physician.

Telephone

All patient rooms have phones. To place a local call, dial 9 + area code + the phone number.

For calls outside the local calling area, dial 9 + 0 + area code + the phone number. Wait for the tone. Follow the operator’s instructions for special payment options. For local and national directory assistance, dial 9 + 411.

TV

Each patient room has a television. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Headphones are available upon request. If you have any service issues, dial 0 and the operator will assist you.

Vending Machines

Vending machines offering beverages and snacks are located in the cafeteria and are available during visiting hours. Vending machines located outside of the waiting areas are available 24 hours a day, seven days a week.

Visiting Hours

3 South, 3 Front, 4 South and 5 South (adult medical & surgical units): 11 a.m. to 8 p.m. Note: Special arrangements can be made.

ICU: First floor, open to visitors.

SBHU: Monday through Friday, 12 to 1:30 p.m. and 5 to 6:30 p.m. Weekends/Holidays, 2 to 6:30 p.m.

Visitor Guidelines

Family and friends are an important part of your healing process and are encouraged to visit. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- All visitors should be in good health for the protection of our patients.
- Children under age 14 are not encouraged to visit.
- Please limit the number of visitors to two people at a time in order to respect your roommate’s privacy and care needs.
- Please do not leave children unattended in the lobby, waiting rooms or any other area of the hospital.
- Please be aware that visitors may be limited at the request of the patient or the nursing staff.

Waiting Areas

Family and friends may use the following waiting areas: Visitors Lobby (first floor), ED (ground floor), ICU (first floor) and Surgery (second floor).

Your Room

We offer a combination of private and semi-private rooms, and we reserve the right to make all placement decisions. For your safety, if your physician or nurse has instructed you to remain in bed, please do not get up. If you need assistance, please use your nurse call button.

The side rails on your bed may be up for your safety. If so, do not attempt to put them down and do not ask your visitors to do so.
You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

You’re in charge.
You are the center of your healthcare team. Know what’s happening every step of the way.

Always double-check.
Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

Know your medicines.
Understand what they treat, why you need them and how to take them for the best results.

Educate yourself.
Learn about your medical condition, tests and treatment options.

Speak up.
Ask questions and voice concerns. It’s your body and you have the right to know.

Find a support person.
Pick someone to help speak up for your care and needs during your stay.

Check before you go.
Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.
Protect Your Health
Take Charge of Your Care

Speak Up
If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

And, Remember, Take Charge of Your Communication:
- **Ask About Jargon:** If you hear a medical term you don’t understand, ask what it means.
- **Teach Back:** After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.
- **Take Notes:** Write down any key facts your doctor tells you so you won’t forget.

Check IDs
While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

- Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.
5 Ways to Fight Infections
Take Charge of Your Care

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. **Clean your hands**
   - after touching hospital objects or surfaces
   - before eating
   - after using the restroom

2. **Ask hospital staff members to clean their hands.** This should be standard practice, but don’t be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands, too!

3. **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues, promptly throwing them away, and avoiding touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.

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**Cleaning Tip**
Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing “Happy Birthday” twice).

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**About Antibiotics**
While you’re in the hospital, your doctor will review and make changes to your medicines—including antibiotics. This helps to make sure you’re taking antibiotics in the safest and most effective way. Talk to your doctor or nurse to learn more.
No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse:
- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don’t try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

Which words describe your pain?
- aching
- bloating
- burning
- comes and goes
- constant
- cramping
- cutting
- dull
- numbing
- pressing
- pressure
- pulling
- radiating
- searing
- sharp
- shooting
- soreness
- stabbing
- throbbing
- tightness

Wong-Baker FACES® Pain Rating Scale

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No Hurt</td>
</tr>
<tr>
<td>2</td>
<td>Hurts Little Bit</td>
</tr>
<tr>
<td>4</td>
<td>Hurts Little More</td>
</tr>
<tr>
<td>6</td>
<td>Hurts Even More</td>
</tr>
<tr>
<td>8</td>
<td>Hurts Whole Lot</td>
</tr>
<tr>
<td>10</td>
<td>Hurts Worst</td>
</tr>
</tbody>
</table>

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they’re available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It’s better to be extra careful than risk another medical problem.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- your name
- the type of surgery you are having
- the body part to be operated on

Hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it’s correct.

Take simple steps like these to help prevent medical mistakes.

Ask Questions

Ask your surgeon to take a “time out” to check: you’re the right person, getting the right surgery, on the right body part.
Pay Attention to Your Care

- Tell your nurse if something doesn’t seem right.
- Know what time you normally get medicine, and tell your nurse if you don’t get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don’t be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care. A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help

You Are Key

You are the most important member of your healthcare team. Make sure you:

- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge

Don’t Forget

Tell the staff who you’ve picked to be your support person.

S P E C I A L   F E A T U R E
Whether you take one medicine or five, it’s important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

Take Care of Your Medi cines

Remember, take charge of your medicines. Think you’re due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don’t be afraid to ask. Review the Guide to Medication Side Effects booklet in this folder.

Prevent Medicine Errors

Be sure your doctors and nurses know:

- That your name matches the name on the medicine (use your ID bracelet to double-check).
- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
Prevent Hospital Infections

Superbugs
A superbug is a germ that causes a bacterial, viral or fungal infection but doesn’t respond to usual treatments. These bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E. coli, C. diff and VRE. Superbugs spread from person to person by touching hands or objects. Learn how to protect yourself with the prevention tips below.

Take Steps to Reduce Your Risk During Your Stay

According to the Centers for Disease Control and Prevention (CDC), 1 in 31 patients gets a healthcare-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

<table>
<thead>
<tr>
<th>Type</th>
<th>How It Starts</th>
<th>Symptoms</th>
<th>Prevention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catheter-Associated Urinary Tract Infections (UTI)</td>
<td>Germs enter your urinary tract while using a tube to drain urine.</td>
<td>fever, burning, pain, bloody or frequent urination</td>
<td>clean hands before touching area, keep urine bag below level of bladder to prevent backflow, don’t tug, pull, twist or bend the tube, secure catheter to your leg and ask every day if it’s still needed</td>
</tr>
<tr>
<td>Surgical Site Infections</td>
<td>Germs affect the site of your surgery—either on your skin or internally.</td>
<td>redness, pain, drainage of cloudy fluid, fever</td>
<td>do not shave surgery site (irritation increases risk of infection), clean hands before touching area, don’t let visitors touch or dress your wound, ask your nurse to show you how to care for your wound</td>
</tr>
<tr>
<td>Central Line-Associated Bloodstream Infections</td>
<td>Germs enter your bloodstream through a large tube that’s inserted in a vein near your neck, chest or groin.</td>
<td>red skin and soreness at site, fever, chills</td>
<td>clean hands before touching area, make sure staff wears gloves, gown, cap, mask and sterile drape when handling tube, speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore, avoid touching tube or letting visitors touch tube, ask that tube be removed as soon as possible</td>
</tr>
<tr>
<td>Ventilator-Associated Pneumonia</td>
<td>Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.</td>
<td>cough, mucus, fever, chills, shortness of breath</td>
<td>clean hands before touching area, ask if it’s safe to raise the head of your bed, know how often the inside of your mouth needs to be cleaned and speak up when it hasn’t happened, ask that tube be removed as soon as possible</td>
</tr>
</tbody>
</table>
You Have the Right to the Best Care

You Have the Right to:
- Be treated in a dignified and respectful manner and to receive reasonable responses to reasonable requests for service.
- Effective communication that provides information in a manner you understand, in your preferred language with provisions of interpreting or translation services at no cost, and in a manner that meets your needs in the event of vision, speech, hearing or cognitive impairments; information should be provided in easy-to-understand terms that will allow you to formulate informed consent.
- Respect for your cultural and personal values, beliefs and preferences.
- Personal privacy, privacy of your health information and to receive a notice of the hospital’s privacy practices.
- Pain management.
- Accommodation for your religious and other spiritual services.
- Access, request amendment to and obtain information on disclosures of your health information in accordance with law and regulation within a reasonable time frame.
- Have a family member, friend or other support individual to be present with you during the course of your stay, unless that person’s presence infringes on others’ rights or safety or is medically contraindicated.
- As a patient, you or your legally responsible party has the right to care without discrimination due to age, AIDS or HIV status, ancestry, color, culture, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership or who will pay your bill. As our patient, you have the right to safe, respectful and dignified care at all times. You will receive services and care that are medically suggested and within the hospital’s services, its stated mission, and required by law and regulation.
- Participate in decisions about your care, including developing your treatment plan, discharge planning, and having your family and personal physician promptly notified of your admission.
- Select providers of goods and services to be received after discharge.
- Refuse care, treatment or services in accordance with law and regulation, and to leave the hospital against advice of the physician.
- Have a surrogate decision-maker participate in care, treatment and services decisions when you are unable to make your own decisions.
- Receive information about the outcomes of your care, treatment and services, including unanticipated outcomes.
- Give or withhold informed consent when making decisions about your care, treatment and services.
- Know the benefits, risks and side effects to proposed care, treatment and services; the likelihood of achieving your goals; any potential problems that might occur during recuperation from proposed care, treatment and service; and any reasonable alternatives to the care, treatment and services proposed.
- Give or withhold informed consent to recordings, filming or obtaining images of you for any purpose other than your care.
- Participate in or refuse to participate in research, investigation or clinical trials without jeopardizing your access to care and services unrelated to the research.

Concerns?
If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn’t resolved, contact a patient advocate (see p. 5).
• Know the names of the practitioner who has primary responsibility for your care, treatment or services, and the names of other practitioners providing your care.
• Formulate advance directives concerning care to be received at end of life and to have those advance directives honored to the extent of the hospital’s ability to do so in accordance with law and regulation. You also have the right to review or revise any advance directives.
• Be free from neglect, exploitation and verbal, mental, physical and sexual abuse.
• An environment that is safe, preserves dignity and contributes to a positive self-image.
• Be free from any forms of restraint or seclusion used as a means of convenience, discipline, coercion or retaliation; and to have the least restrictive method of restraint or seclusion used only when necessary to ensure patient safety.
• Access protective and advocacy services, and to receive a list of such groups upon your request.
• Receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend. You may deny or withdraw your consent to receive any visitor at any time. To the extent this hospital places limitations or restrictions on visitation, you have the right to set any preference of order or priority for your visitors to satisfy those limitations or restrictions.
• Examine and receive an explanation of the bill for services, regardless of the source of payment.

You Have the Responsibility to:
• Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization, and any other matters concerning your health.
• Tell your caregivers if you do not completely understand your plan of care.
• Follow the caregivers’ instructions.
• Follow all medical center policies and procedures while being considerate of the rights of other patients, medical center employees and medical center properties.

You Also Have the Right to:
Lodge a concern with the state, whether you have used the hospital’s grievance process or not. If you have concerns regarding the quality of your care or coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO).

Regarding Problem Resolution, You Have the Right to:
Express your concerns about patient care and safety to hospital personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care; and to be informed of the resolution process for your concerns. If your concerns and questions cannot be resolved at this level, contact the accrediting agency indicated below.

The Pennsylvania Department of Health also is available to assist you with questions or concerns about your hospital. You can reach the Department of Health by calling 800-254-5164 or writing:

Pennsylvania Department of Health
625 Forster St.
Health and Welfare Bldg., Room 526
Harrisburg, PA 17120

Livanta
BFCC-QIO Program
9090 Junction Dr., Suite 10
Annapolis Junction, MD 20701
Phone: 866-815-5440 • TTY: 866-868-2289
Fax (Appeals): 855-236-2423
Fax (All Other Reviews): 844-420-6671

Acute and Ambulatory Care Services
Pennsylvania Department of Health
625 Forster St.
Health and Welfare Bldg., Room 532
Harrisburg, PA 17120
800-254-5164

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then click “Report a Safety Event”
Notice of Nondiscrimination

We’re Here to Help You

Chestnut Hill Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Chestnut Hill Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

**Chestnut Hill Hospital:**

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 and other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the Risk Manager at Chestnut Hill Hospital.

If you believe that Chestnut Hill Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Risk Manager, Chestnut Hill Hospital, 8835 Germantown Ave., Philadelphia, PA 19118, 215-248-8194, TTY: 800-654-5988, Fax: 215-753-2026. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Risk Manager is available to help you.

**Civil Rights Complaint**

You also can 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 ocrportal.hhs.gov/ocr/smartscreen/main.jsf, or by mail or email at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
OCRComplaint@hhs.gov

Complaint forms are available at www.hhs.gov/ocr/complaints/index.html.
English
ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-215-248-8200 (TTY: 1-800-654-5988).

Spanish

Chinese
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-215-248-8200（TTY：1-800-654-5988）。

Vietnamese

Russian

Pennsylvania Dutch

Korean

Italian

Arabic

French

German

Gujarati

Polish

French Creole

Cambodian

Italian
Advance Directives

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

Living Will
This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney
For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you’re unable to do so. An official healthcare proxy can represent your wishes on emergency care, but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone or the same person to help manage your finances if you cannot.

Fill Out Your Forms
Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact your nurse.
Support for Caregivers

Caregivers Need Care, Too
If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

- www.acl.gov
  Caregiver resources from the Administration for Community Living
- www.caregiving.com
  Online support groups and articles on caregiving
- Eldercare Locator
  800-677-1116
  eldercare.acl.gov
  Help with locating aging services throughout the U.S.
- National Alliance for Caregiving
  www.caregiving.org
  Support for family caregivers and the professionals who serve them
- Caregiver Action Network
  202-454-3970
  www.caregiveraction.org
  Support for caregivers of chronically ill, aged or disabled loved ones

How to Play a Role in Your Loved One’s Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring for and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

What to Know Before You Leave
Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)? Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.
- What new and former medicines does my loved one need to take? Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- What health warning signs do I need to watch for and what do I do if they happen? Help your loved one by writing these symptoms down as well as the name and contact number to call.
Which Vaccines You Need to Protect Your Health

Vaccines work with your immune system to help protect you from infections and disease. As you age, you’re more at risk of certain health conditions because your immune system isn’t as strong as it used to be. And if you do get sick, the symptoms can be more serious.

Three types of vaccines are especially important for older adults, including:

**Influenza Vaccine**—The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

**Zoster or Herpes Zoster Vaccine**—The CDC recommends a shingles vaccine called Shingrix for all adults age 50 and older—even if you’ve already had shingles or received the older vaccine. You’ll need two doses, two to six months apart.

**Pneumococcal Vaccines**—These vaccines can prevent serious infections like pneumonia and meningitis.

- **Pneumococcal polysaccharide or PPSV23:** You need at least one dose of this vaccine after you turn 65 years old.
- **Pneumococcal conjugate or PCV13:** Adults age 65 and older may need one dose of this vaccine one year before receiving the PPSV23 vaccine. Talk to your doctor about whether you should get the PCV13 vaccine.

Talk to Your Doctor

Your doctor is your best source for information about vaccines. Which vaccines are right for you depend on your age, other health conditions you have (including pregnancy) and where you travel.
Before You Leave the Hospital

Checklist for Discharge

- **Discharge summary**
  This includes why you were in the hospital, who cared for you and your procedures and medicines.

- **Medicine list**
  This includes the medicine names and details of how much to take, and when to take it. Make sure you know why you are taking each one and what has changed.

- **New prescriptions**
  Check that your pharmacy has your new prescriptions, and that you have a plan to get them filled and picked up.

- **Local resources**
  Ask your discharge planner for help finding local after-care services or other support groups that you may need.

- **After-hospital services**
  Know if you’ll need support in these areas and make a plan for getting it:
  - Personal care: bathing, eating, dressing, toileting
  - Home care: cooking, cleaning, laundry, shopping
  - Healthcare: taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment

- **Follow-up care instructions**
  Beyond medicine, this can include:
  - foods or activities to avoid
  - tests or appointments
  - how to care for incisions or use equipment
  - warning signs to watch for
  - daily living adjustments (like how to get into bed)
  - who to call with questions
Plan Early

Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your case manager, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don’t feel well

A Reason to Plan Early
If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you’ll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html
- www.qualitycheck.org

It is helpful to register for MyTowerHealth because your discharge instructions also will be listed there. See p. 8 for more information.

Try the Teach-Back Method
Repeat back what you hear the case manager say to make sure you understand the details correctly.

Not Ready to Leave?
You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital. Speak with your case manager or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.
Top 9 Questions

1. Who can I call right after I leave the hospital if I have questions or concerns?

2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Are my new medicines safe to take with my other medicines, vitamins or supplements?

7. Do I know how and when to take my medicines and how I will get prescriptions filled?

8. Who will provide personal, home or healthcare services I may need?

9. Who can help me if I have concerns about medical costs?

Need Medical Equipment or Supplies?
If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit www.medicare.gov and select “Where can I get covered medical items?” or call 1-800-MEDICARE (800-633-4227).

See Your Doctor
After your stay, make an appointment to see your doctor for any follow-up tests you may need.
After-Hospital Care

Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

**Home Healthcare**—care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing.

**Independent Living**—an option available at some continuing care retirement communities. Options may include: private apartments or homes, meals, housekeeping, maintenance, social activities and transportation.

**Assisted Living**—individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines, plus social activities and transportation. Medical staff is on-site 24 hours.

**Nursing Home**—long-term care facility for those who don’t need a hospital, but can’t be cared for at home. Includes: daily living and personal care services, 24-hour skilled nursing care, social activities and events. Special units often are available for people with Alzheimer’s disease or memory loss.

**Hospice**—care program that provides support for terminally ill patients in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

**To get started evaluating or finding after-hospital care resources in your area, visit:**

- Eldercare Locator: eldercare.acl.gov
- National Respite Network and Resource Center: www.archrespite.org

You also can talk to your case manager or social worker for help finding the right after-hospital care.

Insurance Tip
Contact your health insurance provider, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.
Staff Definitions

Physicians/Doctors
Your primary care physician, a resident physician on duty or a hospitalist will supervise your care while you are in the hospital.

Hospitalists
A hospitalist’s only focus is to take care of patients when they are in the hospital.
Hospitalists work in close consultation with the patient’s primary care physician and specialists. They manage a patient’s entire hospital experience, from admission until discharge.

Nurses
In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Nursing assistants and nurse technicians assist registered nurses. The nursing staff is available around the clock.

Dietitians
A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians also are available to educate you about any diets you may need to follow after discharge.

Rehabilitation Therapists
Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Technicians and Technologists
Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Case Managers
Case managers will review your medical record and discuss your discharge planning. They also are available to assist you with arrangement for home care, admission to a long-term care facility or rehabilitation care. Case managers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

Pharmacists
While you are in the hospital, hospital pharmacists will dispense all of your medications. They can answer any questions you have regarding your medications.

Chaplains
Clergy are available to all patients and their families. Please contact your nurse to request these services.

Hospital Scrubs
You may have noticed the color-coded scrubs our staff members are wearing. Here is a list of who’s who by color.
- Registered Nurses: Navy Blue
- Patient Care Technicians: Light Blue
- Unit Support Coordinator: Khaki
- Radiology Staff: Khaki
- Laboratory Staff: Black
- Respiratory Staff: Hunter Green
- Transportation Staff: Wine Top/Black Pants
- Environmental Services: Gray Top/Black Pants
Learn More About the Medicines You Take

Foods can have unwanted—and sometimes unsafe—effects on your medicines. This chart lists common drug and food interactions. If you have questions, talk to your doctor or pharmacist.

<table>
<thead>
<tr>
<th>Drug Class</th>
<th>RX Medicine</th>
<th>Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analgesics (pain relievers)</td>
<td><strong>Percocet</strong> (acetaminophen/oxycodeone)</td>
<td>Avoid drinking alcohol. Take with food to reduce upset stomach. Avoid over-the-counter Tylenol (acetaminophen)-containing products. It’s unsafe to take more than 3,000 mg of acetaminophen in 24 hours without a doctor’s order.</td>
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<tr>
<td></td>
<td><strong>Tylenol #3</strong> (acetaminophen/codeine)</td>
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<tr>
<td></td>
<td><strong>Norco, Vicodin</strong> (acetaminophen/hydrocodone)</td>
<td></td>
</tr>
<tr>
<td>Anti-arrhythmics (irregular heart beat)</td>
<td><strong>Cordarone, Pacerone</strong> (amiodarone)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.</td>
</tr>
<tr>
<td>Antibiotics</td>
<td><strong>Ampicillin</strong></td>
<td>Take on an empty stomach for best absorption.</td>
</tr>
<tr>
<td></td>
<td><strong>Penicillin</strong></td>
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<tr>
<td></td>
<td><strong>Cipro</strong> (ciprofloxacin)</td>
<td>To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products.</td>
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<tr>
<td></td>
<td><strong>Doxycycline</strong></td>
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<td></td>
<td><strong>Tetracycline</strong></td>
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<tr>
<td></td>
<td><strong>Levaquin</strong> (levofloxacin)</td>
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<tr>
<td></td>
<td><strong>Flagyl</strong> (metronidazole)</td>
<td>Avoid alcohol while taking and for 3 days after finishing the medication. Take with food to prevent upset stomach; take probiotics (yogurt or supplements) to prevent diarrhea.</td>
</tr>
<tr>
<td></td>
<td><strong>Tindamax</strong> (tinidazole)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Griseofulvin</strong></td>
<td>Take with fatty food (ice cream, whole milk or cheese) for better absorption.</td>
</tr>
<tr>
<td>Drug Class</td>
<td>RX Medicine</td>
<td>Tips</td>
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<tr>
<td>Anti-coagulants (blood thinners)</td>
<td>Coumadin, Jantoven (warfarin)</td>
<td>Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea, bacon, butter, cheese) and multivitamins with vitamin K. Check with your doctor or pharmacist for a complete list. Limit alcohol and cranberry juice.</td>
</tr>
<tr>
<td>Antidepressants</td>
<td>Paxil (paroxetine)</td>
<td>Avoid drinking alcohol; avoid use of nicotine or tobacco products.</td>
</tr>
<tr>
<td></td>
<td>Prozac (fluoxetine)</td>
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<tr>
<td></td>
<td>Zoloft (sertraline)</td>
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</tr>
<tr>
<td></td>
<td>Lexapro (escitalopram)</td>
<td></td>
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<tr>
<td></td>
<td>Celexa (citalopram)</td>
<td></td>
</tr>
<tr>
<td>Antipsychotics</td>
<td>Clozaril (clozapine)</td>
<td>Avoid drinking alcohol and caffeine.</td>
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<tr>
<td></td>
<td>Abilify (aripiprazole)</td>
<td>Avoid drinking alcohol and grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td>Seroquel (quetiapine)</td>
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<tr>
<td></td>
<td>Geodon (ziprasidone)</td>
<td>Take with a meal for best absorption.</td>
</tr>
<tr>
<td>Anti-seizure</td>
<td>Dilantin (phenytoin)</td>
<td>Take on an empty stomach at the same time every day. Avoid calcium or antacids within 2 hours of taking medicine.</td>
</tr>
<tr>
<td></td>
<td>Carbatrol, Tegretol (carbamazepine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice.</td>
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<tr>
<td></td>
<td>Depakote (divalproex)</td>
<td>Avoid drinking alcohol.</td>
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<tr>
<td></td>
<td>Lamictal (lamotrigine)</td>
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<tr>
<td></td>
<td>Lyrica (pregabalin)</td>
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<tr>
<td></td>
<td>Topamax (topiramate)</td>
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<tr>
<td></td>
<td>Zantac (bethamethasone)</td>
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<tr>
<td></td>
<td>Tagamet (cimetidine)</td>
<td>Avoid drinking alcohol, caffeine and nicotine.</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>Lipitor (atorvastatin)</td>
<td>Avoid eating large amounts of grapefruit or grapefruit juice (greater than 1 quart per day). Do not eat oat bran within 2–4 hours of taking medicine. Best if taken in the evening.</td>
</tr>
<tr>
<td></td>
<td>Mevacor (lovastatin)</td>
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<tr>
<td></td>
<td>Zocor (simvastatin)</td>
<td></td>
</tr>
<tr>
<td>Diabetes Drugs</td>
<td>Glucophage (metformin)</td>
<td>Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.</td>
</tr>
<tr>
<td></td>
<td>DiaBeta (glyburide)</td>
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<tr>
<td></td>
<td>Glucotrol (glipizide)</td>
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<td></td>
<td>Amaryl (glimepiride)</td>
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<tr>
<td>Gastrointestinal Drugs</td>
<td>Reglan (metoclopramide)</td>
<td>Avoid drinking or limit alcohol. Take 30 minutes before meals.</td>
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<tr>
<td></td>
<td>Nexium (esomeprazole)</td>
<td>Take at least 1 hour before meals.</td>
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<tr>
<td></td>
<td>Prilosec (omeprazole)</td>
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<td></td>
<td>Protonix (pantoprazole)</td>
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</tr>
<tr>
<td></td>
<td>Tagamet (cimetidine)</td>
<td>Avoid drinking alcohol, caffeine and nicotine.</td>
</tr>
<tr>
<td>Drug Class</td>
<td>RX Medicine</td>
<td>Tips</td>
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<tr>
<td>----------------------------------</td>
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</tr>
<tr>
<td>*<em>Gout Medications</em></td>
<td>Colcrys (colchicine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td>Zyloprim (allopurinol)</td>
<td>Take after meals.</td>
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<td></td>
<td>*If you have gout, avoid large amounts of purine-rich foods (anchovies, beef stock gravies, sardines, shellfish, asparagus, lentils and red meat—especially pork). Check with your doctor or pharmacist for a complete list.</td>
<td></td>
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<tr>
<td><strong>High Blood Pressure</strong></td>
<td><strong>ACE Inhibitors</strong></td>
<td>Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, tomato juice, spinach).</td>
</tr>
<tr>
<td></td>
<td>Monopril (fosinopril)</td>
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<td></td>
<td>Prinvil, Zestril (lisinopril)</td>
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<td></td>
<td>Vasotec (enalapril)</td>
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<tr>
<td></td>
<td><strong>Calcium Channel Blockers</strong></td>
<td>Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice.</td>
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<tr>
<td></td>
<td>Calan (verapamil)</td>
<td>Limit caffeine when taking Calan.</td>
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<td></td>
<td>Cardizem (diltiazem)</td>
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<td></td>
<td>Plendil (felodipine)</td>
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</tr>
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<td></td>
<td>Procardia (nifedipine)</td>
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<tr>
<td><strong>Beta Blockers</strong></td>
<td>Tenormin (atenolol)</td>
<td>Avoid drinking orange juice. Do not take calcium products within 2 hours of taking medicine.</td>
</tr>
<tr>
<td></td>
<td>Lopressor (metoprolol tartrate)</td>
<td>Take with or immediately after meals. Do not take calcium products within 2 hours of taking medicine.</td>
</tr>
<tr>
<td></td>
<td>Coreg (carvedilol)</td>
<td>Take with meals to help reduce side effects.</td>
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<tr>
<td><strong>Diuretics</strong></td>
<td>Aldactone (spironolactone)</td>
<td>Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach).</td>
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<tr>
<td></td>
<td>Dyrenium (triamterene)</td>
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<td></td>
<td>Midamor (amiloride)</td>
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<tr>
<td><strong>Immunosuppressant Drugs</strong></td>
<td>Neoral, Sandimmune (cyclosporine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, spinach).</td>
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<tr>
<td></td>
<td>Prograf (tacrolimus)</td>
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<td></td>
<td>Rapamune (sirolimus)</td>
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<tr>
<td><strong>MAO Inhibitors</strong></td>
<td>Eldepryl, Zelapar, Emsam (selegiline)</td>
<td>Avoid foods high in tyramine (aged cheese, avocado, banana, bologna, pepperoni, salami, pickled herring, liver, raisins, yeast extracts, red wine, sour cream). Avoid drinking large amounts of alcohol and caffeine (chocolate, coffee, tea).</td>
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<tr>
<td></td>
<td>Marplan (isoscarboxazid)</td>
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<td></td>
<td>Nardil (phenelzine)</td>
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<tr>
<td></td>
<td>Parnate (tranylcypromine)</td>
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<tr>
<td><strong>Osteoporosis</strong></td>
<td>Bisphosphonates</td>
<td>Take on an empty stomach with 8 oz. of water in the morning before breakfast. Do not take any other drugs, vitamins or food within 30 minutes (60 minutes for ibandronate) of taking medicine. Remain upright, not reclining or lying down, for 1 hour after taking.</td>
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<td></td>
<td>Fosamax (alendronate)</td>
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<td></td>
<td>Boniva (ibandronate)</td>
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<td></td>
<td>Atelvia, Actonel (risedronate)</td>
<td></td>
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<tr>
<td><strong>Thyroid Hormones</strong></td>
<td>Levoxyl, Synthroid, Unithroid, Tirosint (levothyroxine)</td>
<td>Take on an empty stomach 30–60 minutes before breakfast with 8 oz. of water. Avoid eating walnuts, soybean flour, dietary fiber, and calcium products within 4 hours of taking medicine.</td>
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</tbody>
</table>