Patient Guide

Patient Room Number

Floor

Patient Telephone Number:
(318) 214-(4 + room#)
A Note from Kirk Soileau, CEO

On behalf of the Associates, physicians and volunteers at Natchitoches Regional Medical Center (NRMC), I want to welcome you and let you know that our entire team is focused on achieving a good outcome for you.

Our goal is to provide you with outstanding care from the moment you arrive until the moment you go home. Every step of the way, we will talk with you often to keep you informed and want to partner with you on your health. Please feel free to ask questions and talk with your caregivers. We are here to help you get better and back home as quickly as possible.

I also want to stress that we will do all that we can to protect you from germs, falls, and other issues that could adversely affect you while you are with us. From hand washing practices to housekeeping and food safety, we take extra measures to keep you safe. We also are constantly focused on meeting your needs and expectations. Our entire team wants to make your visit as comfortable as possible.

Kirk Soileau, CEO

Memberships and Affiliations

NRMC is pleased to be a member of the following organizations:

- American Hospital Association
- Louisiana Hospital Association
- Southeastern Hospital Association
- Louisiana Rural Hospital Association
- Louisiana Nursing Home Association
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About Our Health System

As a Service District Hospital, NRMC is governed by a seven-member Board of Commissioners appointed by the Parish Council, and the heart of the hospital are the 100 physicians on active and consulting staff and the 700+ associates who work diligently to improve the quality of health in our community.

Board of Commissioners
John Luster, Chairman
Roger Williams, Vice Chairman
Ronald Corkern
Chris Ingram, MD
Arthur Welch
Samuel Jackson
Russell Rachal

NRMC Leadership Team
Kirk Soileau, MHA, FACHE - Chief Executive Officer
Brad McCormick, CPA - Chief Financial Officer
Phyllis Mason, MD, MPH - Chief Medical Officer
Dawna DeBlieux, RN, MSN, NP - VP Clinical Services, Chief Nurse Executive
Eugene Spillman, Executive Director of Facilities & Construction
Nanette Bienvenu, NHA - VP of Outpatient & Continuum of Care Services
Tom Matuschka, MNM - VP of Business Development & Philanthropy
Debbie Vennekotter, MHA - VP of Organizational Development & Human Resources
Cathy Jacobs, Director of Physician & Community Relations

Managed by CHRISTUS Health
Natchitoches Regional Medical Center has been affiliated with CHRISTUS Health since 1997. CHRISTUS Health is an international Catholic, faith-based, not-for-profit health system comprised of almost 350 services and facilities, including more than 60 hospitals and long-term care facilities, 175 clinics and outpatient centers, and a dozen of other health ministries and ventures.

Talk to Us
Communication is central to a good experience. Talk with your nurses and doctors about your care, needs, medicines, pain management, and discharge information. So many things affect your health, and we want to ensure we create the kind of healing environment you need and deserve. During your stay or visit, please let us know how we’re doing and if there is anything you need.

Many of our patients also give their feedback by participating in our patient satisfaction surveys. This helps us gain a better understanding of how well we are performing, so we can further improve the services we provide. Our goal is to be in the top percentiles for patient satisfaction compared to national benchmarks. Above all else, we want to be the kind of hospital you believe in and recommend to your family and friends.
Focused on High Quality Outcomes

You can expect us to measure the quality of every aspect of care we offer. We know that every single step and action we take matters, including processes, protocols, organizational systems and structure, infection control and more. The Centers for Medicare and Medicaid Services (CMS) and the United States Department of Health and Human Services (HHS) have established quality measures that provide tools for hospitals to measure quality of care. At Natchitoches Regional Medical Center, we focus on processes that ensure effective, safe, efficient, patient-centered, equitable and timely care as defined by CMS and HHS.

Recognized for Commitment to Patient Care

Natchitoches Regional Medical Center was recently recognized as a Top 100 SafeCare Hospital by the SafeCare Group for low Infections, low complications, and low readmissions. Only about two percent of hospitals in the United States earn the prestigious 100 SafeCare Hospitals® distinction, and the top 50 hospitals represent the top one percent of U.S. hospitals. Natchitoches Regional Medical Center was named in that Top 1% for 2018.

100 SafeCare Hospitals® represent the nation’s top performing hospitals in evidence-based metrics of Medical and Surgical Infections, 30-Day Mortality rates, Complications rates for Medical and Surgical Care, Patient Satisfaction, 30-Day Medical and Surgical Readmissions, and overall value. NRMC has demonstrated this exemplary level of performance in the comprehensive, evidence-based metrics of the Centers of Medicare and Medicaid (CMS) value-based program (HVBP), readmissions reduction program (HRRP), and acquired complications reduction program (HACRP).

Honor the Red, White & Blue

Natchitoches Regional Medical Center honors our U.S. Veterans who are patients, volunteers, associates and physicians for their service to our country. The NRMC Honor the Red, White & Blue program ensures that veterans, both living and deceased, receive the recognition and respect they deserve for this commitment and dedication to our country. Please let your care team know if you are a veteran and would like more information regarding the NRMC Honor the Red, White & Blue program.

Visitation

Natchitoches Regional Medical Center recognizes the importance of family, friends and other outside support to a patient’s recovery. Visitors are welcome; however, the hospital must protect a patient’s right to privacy, minimize disruptions in patient care and maintain a safe environment. In order to do this, we ask that you comply with the following:

- Only two visitors at one time may visit a patient.
- Limit visits to 15 minutes.
- Absolutely no smoking is allowed in patient rooms or on the hospital campus.
- Children under 12 are not allowed to visit.
• Please do not allow visitors to your room or the hospital who have colds, flu, other illnesses or communicable diseases.
• All visitors must wash their hands upon entering a patient room and upon leaving.
• No food or beverages are allowed in patients’ rooms without permission of the Nurse Supervisor.
• Do not handle equipment in the patient rooms.
• Refrain from loud conversations as a courtesy to other patients.

Visiting Hours
The visiting hours for NRMC are as follows: 8:00 am until 9:00 pm daily

Obstetrics: Postpartum (Limited to 3 visitors at a time)
7:00 am to 9:00 pm
Visitation is not allowed for children younger than 12 years of age.

ICU
9:30 am • 12:00 Noon • 5:00 pm • 8:00 pm
Due to the critical nature of the patients in this unit, visitation is limited to thirty minutes.

Emergency Department (Limited to 1 person once patient is stabilized)
Visitation is not allowed for children younger than 12 years of age.

Insights Behavioral Hospital
Monday, Wednesday, Friday: 1:00 pm - 2:00 pm
Tuesday, Thursday: 5:30 pm - 6:30 pm
Saturday, Sunday: 2:00 pm - 4:00 pm
For patient privacy and confidentiality, Insights Behavioral Hospital uses a code system. Only those individuals with the patient’s assigned code number may visit.

Senior Care Unit
Monday, Wednesday, Friday: 1:00 pm to 2:00 pm
Tuesday, Thursday: 5:30 pm to 6:30 pm
Saturday, Sunday: 2:00 pm to 4:00 pm
Visitation is not allowed for children younger than 12 years of age.

Overnight Stays
For children and seriously ill patients, it may be necessary for a family member to remain with a patient during the night. Please speak with the nursing staff regarding any request to stay overnight in a patient’s room. Each room contains a chair bed to use for overnight guests’ convenience. The nursing team can provide linens and blankets.

Surgery Waiting Room
A family waiting room is located outside of the surgery suite. The Hospital Guild volunteers in the waiting room and assists families while a patient is in surgery. In order to maintain patient confidentiality and ensure good communication from the clinicians to the family during the surgery or procedure, we ask that one family member be appointed as the point of contact for patient communications. This designated person will be allowed to visit the patient in the pre-op room and during recovery.
Food & Nutrition Services

For Your In-Room Dining
Each day a Nutrition Services Representative will visit your room to review various menu options including your choice of an entree, side dishes, beverages, and dessert. Your meals will be brought to you in the morning between 7:00 am and 8:00 am, at lunch between 11:30 am and 12:00 noon, and dinner from 5:00 pm to 6:00 pm. Light meals and snacks, depending on your diet restrictions if any, are available by talking with your nurse.

Your diet, like your medications, treatments, and diagnostic tests, is prescribed by your physician. Regular, modified, and special diets are served with your health and welfare in mind according to your doctor’s orders.

Please check with the nursing staff before bringing any food or drinks into your room. Our dietary staff is here to help you with your nutritional needs, and your comments and suggestions are welcomed.

Cafeteria Services
The hospital cafeteria is open as a convenience to visitors and families of our patients. The menu varies daily, and every effort is made to provide great tasting meals at a reasonable price.

Breakfast
Served daily
6:15 am to 10:30 am

Lunch
Served Monday - Friday
11:00 am to 3:00 pm
(Salads, Sandwiches and Dessert 3:00 pm to 5:00 pm)
Served Saturday - Sunday
11:00 am to 3:00 pm

Vending Machines
Refreshments and snacks are available 24 hours a day at the vending machines across from the cafeteria. Beverage machines are located in the lobbies of each floor.
Chapel
The Dr. Charles E. Cook Memorial Chapel is located in the main lobby of the hospital. The Chapel provides a quiet place for reflection and prayer, and the door is always open.

Clergy
Visits by the clergy are not restricted to visiting hours. Upon request, the nurse can contact the clergy of your choice. Also, if you give your church denomination when you register, your clergy will call to offer pastoral services.

Gift Shop
The hospital has a fabulous gift shop that is operated by the NRMC Auxiliary. The shop offers many items including gifts, cards, toiletries, jewelry, home goods, and more. Visit anytime between 8:00 am and 3:00 pm Monday through Friday.

Telephones
Telephones are available in all patient rooms. For local calls, dial 9 followed by the number including the three-digit area code prefix. All long distance calls must be collect or billed to your home phone line and may be placed by dialing 0. The switchboard will then place the long-distance call. Pay phones are located in the hospital in numerous locations for visitor convenience.

Valuables
Please leave valuables at home or send them home with family members. If this is not possible, you may store them in the hospital safe until your discharge from the hospital. The hospital is not responsible for money or other valuables kept in your room. Keep your dentures, eyeglasses and contact lenses in a bedside cabinet when you are not using them. A container for dentures will be provided for your convenience. The hospital is not responsible for breakage of such items.

Wireless Internet
We are pleased to offer wireless internet services to our patients during their stay. Ask your nurse for login information.

Medications
Due to legal and quality assurance issues, all medications you receive while in the hospital must be dispensed through the hospital pharmacy and administered by a nurse. Do not bring medications from home.
No Smoking Policy
Natchitoches Regional Medical Center is a Tobacco Free Campus. No tobacco products, including electronic devices, are allowed.

Nursing Care
Our nursing team consists of nurse practitioners (NP), registered nurses (RN), licensed practical nurses (LPN), and nurses’ aides. All of these individuals are members of our nursing team and work directly under the supervision of the Vice President of Nursing.

Identification Badges
All hospital employees and volunteers are required to wear picture identification badges. This helps ensure easy identification.

Television
Complementary television services are available in patient rooms.

Following is a channel guide:

2 KTBS RADAR 21 SYFY
3 KTBS (ABC) 22 BRAVO
4 KTBS ALL NEWS 23 TBS
5 KALB (NBC) 24 TNT
6 KTAL 25 SPIKE
7 KNHS 26 AMC
8 KLAX (ABC) 27 WGN
9 KMSS (FOX) 28 A&E
10 KALB (CBS) 29 USA
11 KSLA (CBS) 30 LIFETIME
12 KPLA (CBS) 31 LIFETIME MOVIE
13 WEATHER 32 ESPN
14 MeTV 33 ESPN 2
15 GRIT 34 ESPN CLASSIC
16 QVC 36 COX SPORTS
17 KPJX (UPN 21) 37 FOX SPORTS
18 FX 38 VERSUS
19 SPEED 39 CSPAN
20 CSPAN 2
21 HEADLINE NEWS
22 CNN
23 FOX NEWS
24 MSNBC
25 WGN
26 USA
27 ABC
28 FOX BIX NEWS
29 CNBC
30 VH1
31 EWTN
32 CNN
33 MTV
34 VH1 CLASSIC
35 A&E
36 CMT
37 CARTOON
38 ESPN
39 VH1
40 ESPN 2
41 NAT GEO
42 FOX BIX NEWS
43 DISCOVERY
44 TRAVEL
45 EVERYFAMILY
46 CARTOON
47 CAREER
48 FOOD
49 HISTORY
50 ESPN
51 LEARNING
52 CABLE
53athe
54 HSN
55 DISCOVERY
Handwashing

Handwashing prevents infections. We ask that you help prevent the spread of germs by:

- Cleaning your own hands and asking those around you to do the same.
- Don’t be afraid to use your voice: It’s ok to ask your healthcare provider questions, such as:
  - “I didn’t see you clean your hands when you came in the room, would you mind cleaning them again before you examine me?”
  - “I’m worried about germs spreading in the hospital. Will you please clean your hands once more before you start my treatment?”
- Ask your loved ones to clean their hands, too.

Proper Handwashing Techniques

One of the best ways to stop the spread of germs is to use proper handwashing techniques to cleanse your hands with either a waterless hand sanitizer or with soap and water.

Directions for Use

Alcohol-based Hand Sanitizer

- Put product on hands and rub hands together
- Cover all surfaces until hands feel dry (about 20 seconds)

Soap and Water

- Wet your hands with warm water. Use liquid soap if possible. Apply a nickel or quarter sized amount of soap to your hands.
- Rub your hands together until the soap forms a lather and then rub all over the top of your hands, in between your fingers and around and under the fingernails.
- Continue rubbing your hands for at least 15 seconds. Imagine singing the “Happy Birthday” song twice.
- Rinse your hands well under running water.
- Dry your hands using a paper towel if possible. Then use your paper towel to turn off the faucet and to open the door, if needed.

Clean hands are the first defense in the fight against germs.
Patient Portal
NRMC is pleased to offer patients access to our Patient Portal.

This online, confidential tool allows patients to view and download:

- Health Records
- Medications
- Lab and X-ray Results
- Online Bill Pay

To access your records, visit www.nrmchospital.org and click on the link for Patient Portal.
Financial Arrangements
At the time of your admission, it will be necessary that you or a representative make satisfactory arrangements for payment of your hospitalization. If you do not have insurance, or have limited coverage, you will be expected to make a cash deposit. If you see difficulty in paying your bill, we urge you to contact our business manager prior to admission and make necessary arrangements. If you have insurance, bring your individual, employer group or other insurance card with you at the time of admission. Patients who are eligible for Medicare or Medicaid or other Federal, State of local assistance programs should present their membership cards and proof of eligibility upon admission. Medicare and private insurance may not cover the greater part of your bill, so at the time of admission you will be required to pay the difference between your coverage and your total bill.

Your hospitalization coverage is a contract between you and your insurance company. We will cooperate to the fullest in expediting your claim; however, you are ultimately responsible for your account. Hospital insurance plans do not normally provide full coverage of your hospital bill. You will be expected to pay the difference between your coverage and your total bill. Your hospital bill will not include your attending physician’s bill or specialist’s fees. Professional fees will be billed separately by the attending physician or specialist. You will also receive separate bills from the radiologist, anesthesiologist, and pathologist if imaging services, anesthesia services, or laboratory services are provided.

Advanced Directive
An Advanced Directive is a document in which a person makes a personal declaration regarding their wishes to have life sustaining procedures withheld or withdrawn if their condition is determined by a physician to be terminal and irreversible. This document must be dated, signed, and witnessed by two persons who are not related to the person.

Medical Power of Attorney
A Medical Power of Attorney is a document in which a person names someone to make decisions regarding their healthcare should they become incapacitated and unable to make decisions for themselves. This document must also be signed, dated, and witnessed in the same manner. The Medical Power of Attorney needs to be someone other than the Executor of the Financial Estate.
Discharge Planning

Before You Go Home

At NRMC, we follow three steps to discharging you from the hospital:

1. An order for your discharge will be written by your physician.
2. Your physician will discuss your discharge and subsequent treatment with you.
3. You will be escorted to the door by a volunteer or member of the nursing staff.

Please keep in mind that it sometimes requires 24 hours for the charge slip to be posted to your account. Therefore, some charges incurred on the day of discharge may not appear on your bill until after you go home. You will receive an updated statement within a few days that will show these delayed charges. You will also receive separate billing for your physician’s fees and other physicians such as radiologists and pathologists. Please contact Patient Accounts if you have any questions regarding your bill.

What Is Discharge Planning?
Discharge planning helps with your needs after you leave the hospital. A case manager is a nurse who works with you, your family, and your care team members. The Case Management team makes sure everything needed is in place when you are discharged.

What Does Your Case Management Team Do?

- Looks at your needs and helps coordinate your care with other team members. Your team may include these caregivers:
  - Social Workers
  - Discharge Health Coach
  - Dietitians
  - Doctors
  - Nurses
  - Pharmacists
  - Physical, occupational, and speech therapists
- Helps you make decisions about the therapy, nursing, and home health care you need after you go home
- Helps answer your financial and insurance coverage questions
- Helps arrange for items you may need after you leave the hospital such as a walker, hospital bed, and oxygen
- Can give you information about other helpful community resources
- Provides counseling if needed to help you and your family adjust to health or lifestyle changes
The Courtyard of Natchitoches

Conveniently located in the heart of Natchitoches at 708 Keyser Avenue, The Courtyard of Natchitoches offers a beautiful campus with many amenities for our residents and their families. The Courtyard is designed to meet the needs of those requiring skilled nursing care whether temporary or permanent.

Licensed by the State of Louisiana and Medicare and Medicaid certified, the facility was built in 2009 at a cost of $8.5 million and consists of 112 patient rooms, three dining areas, whirlpool baths, a gated courtyard with walking track, a beauty shop, activities room, television/game room and more.

Key services for residents include skilled nursing, rehabilitation services (speech, occupational and physical therapy), long-term nursing care, ultrasound therapy, electro-stimulation therapy, Hivamat therapy, diabetes teaching and management, medication teaching and management, safety awareness, and education for caregivers and family members. Food and housekeeping services are provided by Natchitoches Regional Medical Center.

Emphasis is placed on not just meeting residents’ needs and expectations but exceeding them. Staffed by registered nurses, licensed practical nurses, and certified nursing assistants, all team members receive ongoing education and training to ensure the most innovative environment for our residents. All associates are committed to continual improvement and serve as advocates for our residents to create a unique and caring environment. For more information, please call 318.214.4366.
Natchitoches Assisted Living
Located just minutes from the hospital at 1907 South Drive, Natchitoches Assisted Living is a gated retirement community designed for resident’s comfort, security and peace of mind that allows each individual to live as independent as possible.

The facility includes a reading library, activity room, whirlpool, outdoor recreation areas, walking track, laundry facilities and a relaxed dining atmosphere. There are several floor plans to choose from including studio, one and two bedroom apartments. Some units offer full kitchens for those who wish to prepare their own meals. There are three levels of assistance offered for those requiring help with the activities of daily living including medications, bathing, grooming, dining and escort services. Our goal is to reduce the level of stress and responsibility and offer encouragement so that residents can maintain as much independence as possible. For more information, please call 318.356.0016.

Our Foundation
The Natchitoches Regional Medical Center Foundation is a non-profit organization committed to providing scholarships for area students who want to pursue a career in healthcare. Since its inception in 1987, the Foundation has provided scholarships totaling more than $600,000 to students in the fields of nursing, radiology, laboratory sciences, and pharmacology.

In addition, the Foundation provides grants to area agencies and organizations who are involved in delivering healthcare services and wellness programs to the citizens of the parish. Grant applications are accepted annually and awarded to those initiatives that are in support of healthy lifestyles and our mission. For more information please call 318.214.4841.

Hospital Guild
The NRMC Hospital Guild provides many services including making stockings for babies over the holidays, staffing the surgery waiting room, delivering flowers to patient rooms, and operating the gift shop at the hospital. They support hospital events including health fairs and Hospital Week activities.

The NRMC Hospital Guild operates the gift shop from 8:00 am to 3:00 pm Monday through Friday. The shop is conveniently located on the first floor near the main entrance. From personal items for patients and visitors including toothpaste, toothbrushes, and other toiletry items to balloons and cards and everything needed for get well wishes, you’ll find the gift shop has just what you’re looking for. There are also items for special occasions such as holiday gift giving, birthdays, and anniversaries.

The NRMC Hospital Guild has helped support a number of projects at NRMC through proceeds from their jewelry and book fairs held semi-annually.
Our Clinic Network

NRMC began as a community hospital and has grown into an impressive healthcare system. In addition to the 96-bed flagship hospital, NRMC has established an extensive clinic network.

**North Natchitoches Medical Clinic** - Located in Campti, Louisiana, North Natchitoches Medical Clinic offers primary care services from newborns to seniors. With an emphasis on wellness and prevention, the clinic serves communities in northern Natchitoches Parish. The clinic is located at 3194 Hwy 71 in Campti. *For more information or to schedule an appointment, please call 318.476.3999.*

**NRMC Walk-In Clinic** - For minor illnesses and injuries, the NRMC Walk-In Clinic offers care seven days a week from 8:00 am to 8:00 pm. NRMC Walk-In Clinic is located at 740 Keyser Avenue in Natchitoches. *For more information or to schedule an appointment, please call 318.238.5300.*

**NRMC Primary Care Services** - As an extension of the Walk-In-Clinic, the NRMC Primary Care Clinic provides to the adult Medicaid population preventative and primary care, chronic disease management, and day to day illnesses care. Open seven days a week from 8:00 am – 8:00 pm. Located within the NRMC Walk-In Clinic at 740 Keyser Avenue, Suite E in Natchitoches. *For more information or to schedule an appointment, please call 318.238.5300.*

**NRMC Women’s Health Center** - Conveniently located in the heart of Natchitoches, the NRMC Women’s Health Center provides a continuum of care for today’s busy women. From obstetrics to gynecology to other health concerns, the Center focuses on the unique needs of women. NRMC Women’s Health Center is located at 655 Bienville Circle in Natchitoches. *For more information or to schedule an appointment, please call 318.238.3652.*

**PRISM Center** - PRISM offers outpatient rehabilitation services including physical therapy, occupational therapy, and speech therapy. Emphasis is placed on improving patient’s abilities and helping each individual reach his/her potential. PRISM is located at 140 South Williams Avenue. *For more information, please call 318.214.0088.*

**Natchitoches Imaging Center** - An important step in the diagnosis and treatment of an illness or injury often begins with imaging. Natchitoches Imaging Center couples state-of-the-art technology with experienced imaging staff to capture precise images. The Imaging Center focuses on convenience, service, and quality care. Natchitoches Imaging Center is located at 105 East Fifth Street in Natchitoches. *For more information or to schedule an appointment, please call 318.214.4650.*

**Regional Cardiology Clinic** - Providing both inpatient and outpatient care, Regional Cardiology Clinic offers a broad spectrum of noninvasive diagnostic services as well as pacemaker and defibrillator care. From routine checkups and monitoring to testing and heart procedures, the staff focuses on improving the quality of life of each patient. Regional Cardiology Clinic is located in NRMC. *For more information or to schedule an appointment, please call 318.214.4550.*

**Natchitoches Comprehensive Wound Care Services** - For individuals with chronic wounds, traumatic injuries, and those with diabetes or other conditions which make healing wounds more challenging, the Natchitoches Comprehensive Wound Care Services is located within the hospital. *For more information or to schedule an appointment, please call 318.214.4822.*

**Northwestern Louisiana Cancer Center** - Many members of the community are diagnosed each year with some form of cancer. The Northwestern Louisiana Cancer Center provides radiation therapy and chemotherapy services in Natchitoches. The Cancer Center is located at 211 Medical Drive. *For more information or to schedule an appointment, please call 318.238.3322.*
Insights Behavioral Health - Insights, our inpatient behavioral health facility, provides specialized mental health services to individuals ages 50 and above who are experiencing acute psychiatric symptoms, which include, but are not limited to, changes in mood, behavior and thoughts, and cognitive disorders. Our highly qualified team of professionals include licensed and board certified psychiatrists, internal physicians and family physicians, licensed psychotherapists, registered and licensed psychiatric nurses, certified therapeutic recreation specialists, mental health techs and certified nursing assistants. Physicians, healthcare professionals, nursing care centers, hospitals, friends and family members may refer an individual to our programs 24 hours a day. This facility does not discriminate on the basis of race, color, national origin or disability. Insights provides confidential pre-admission screenings and transportation to and from the unit. Insights is located within NRMC. For more information, please call 318.214.4380.

Reflections Behavioral Health - Reflections is a structured outpatient program that offers group, individual, education and family therapy as part of the comprehensive treatment program led by a multidisciplinary team, comprised of psychiatrists, psychiatric nursing and Master’s level psychotherapists. Offering confidential pre-admission screenings, Reflections accepts individuals 21 years or older, who are medically stable, are not actively suicidal or homicidal, or experiencing significant memory loss. Treatment includes a wide rage of mental issues from depression, anxiety, hallucinations to sleep or appetite disturbances, and other mood, behavioral and thought disorders. Reflections is located at 212 Medical Drive in Natchitoches. For more information or to schedule an appointment, please call 318.238.3696.

Discovery House Behavioral Health - Discovery House is a residential facility for men ages 21 and up who have a primary psychiatric diagnosis and who are currently in transition of permanent housing. Residents are linked with outpatient behavioral health services. We encourage healthy support systems to be involved throughout the treatment process and through weekend visitation. At Discovery House, we strive to create a safe and tranquil setting for all of our residents as we teach them the tools to handle conflicts so they can express their needs in a more appropriate manner. Daily meals and transportation to and from the Reflections program and to local shopping are provided. For more information, please call 318.238.3696.

NRMC Pain Institute - The NRMC Pain Institute is an outpatient service designed to provide care for patients with chronic pain who are not responding to traditional pain management. By using pain relief therapies, medications, and special procedures, our team can effectively manage patients’ pain. NRMC Pain Institute is located in NRMC. For more information or to schedule an appointment, please call 318.214.4153.

NRMC General Surgery Associates - General surgeons, Dr. William A. Ball, Jr., and Dr. Damian DeFrancesch, provide traditional, laparoscopic and robotic surgery. In addition to their office appointments and scheduled surgery patients, they provide emergency consultations and emergency surgeries 24 hours a day, 7 days a week. General Surgery Associates is located at 740 Keyser Avenue, Suite D in Natchitoches. For more information or to schedule an appointment, please call 318.354.2555.

Sleep Center - For people who have problems with sleep, including sleep apnea, our state-of-the-art sleep center helps doctors monitor and diagnose sleep concerns. Our team conducts many different types of sleep studies depending on a patient’s symptoms. Located on the first floor of Natchitoches Regional Medical Center, the Sleep Center has its own private entrance. For more information, please call 318.214.4464.

NRMC Ear Nose & Throat Associates - ENT Clinic physician Dr. Lauren Anderson diagnoses and treats patients for conditions affecting the head, neck, mouth, throat, larynx, esophagus, nasal cavity and sinus, and inner and outer ear disorders including hearing loss. Dr. Anderson is a board certified surgeon. She also performs head and neck surgeries, sinus surgeries, adenoidectomies, and tonsillectomies, as well as other surgeries. For more information or to schedule an appointment, please call 318.238.6301.
Our Physicians

Olusegun Adeleye, MD  
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405 Bienville Street  
Natchitoches, LA  71457  
318.356.7211

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*Ears, Nose and Throat*  
1029 Keyser Avenue, Suite C  
Natchitoches, LA  71457  
318.238.6301

Martin Aviles, MD  
*OB/GYN*  
627 Bienville Circle  
Natchitoches, LA  71457  
318.352.9595

William Arthur (Bill) Ball, Jr., MD  
*General Surgery*  
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Otis Ray Barnum, DO  
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318.352.6800

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318.352.6800

Christopher Lee Ingram, MD  
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Natchitoches Regional Medical Center has implemented The DAISY Award program. The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. To thank a deserving nurse, patients and families are invited to complete a DAISY nomination form and share a story about an extraordinary nurse.

The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family.

Each DAISY Award Honoree is recognized at a public ceremony in her/his unit and receives: a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitled A Healer’s Touch. Additionally, everyone in the unit will celebrate with cinnamon rolls – a favorite of Patrick’s during his illness. The Barnes Family asks that whenever and wherever nurses smell that wonderful cinnamon aroma, they stop for a moment and think about how special they are.

Nominate an Extraordinary Nurse
Anyone may thank a nurse by filling out a DAISY form and submitting it to our DAISY Coordinator. Forms are available at each nurses’ station as well as online at NRMChospital.org.
Know the Facts

• Antibiotics are life-saving drugs when used wisely.
• Antibiotics treat infections caused by bacteria. They do not work on viruses that cause colds and flu.
• Each year, almost 2 million people in the U.S. become infected with bacteria that antibiotics can’t treat. These bacteria no longer respond to antibiotics. At least 23,000 people die each year from these infections.
• A reaction to an antibiotic may require a visit to the ER, especially for kids.
• Antibiotics also kill good bacteria in your body. This may lead to other problems like diarrhea or yeast infections.

When Do You Really Need an Antibiotic?

Antibiotics are powerful drugs for fighting infections. They don’t work for every sickness. This chart shows when you may be given an antibiotic.

<table>
<thead>
<tr>
<th>Illness</th>
<th>Virus</th>
<th>Bacteria</th>
<th>Should you expect an antibiotic?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bronchitis (in healthy children and adults)</td>
<td>✓</td>
<td>✓</td>
<td>May be recommended</td>
</tr>
<tr>
<td>Cold or runny nose</td>
<td>✓</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Ear infection</td>
<td>✓</td>
<td>✓</td>
<td>May be recommended</td>
</tr>
<tr>
<td>Flu</td>
<td>✓</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Fluid in the middle ear</td>
<td>✓</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Sinus infection</td>
<td>✓</td>
<td>✓</td>
<td>May be recommended</td>
</tr>
<tr>
<td>Sore throat (except strep)</td>
<td>✓</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Strep throat</td>
<td>✓</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Urinary tract infection</td>
<td>✓</td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

Information available on the Centers for Disease Control and Prevention website

Questions to Ask When You Are Given an Antibiotic:

• Why do you need it?
• What kind of infection do you have? Is this the best drug for it?
• How long should you take it?
• Will you get better without it?
• What are the side effects?
• Will it interact with other drugs?
• How and when should you take it?
Antibiotic DO’s and DON’Ts

- **DO** take it exactly as your health care provider says
- **DO** take only the drugs prescribed for you
- **DO** prevent infections by washing your hands and getting vaccinated
- **DON’T** skip doses
- **DON’T** share the drugs with others
- **DON’T** insist on an antibiotic if your health care provider doesn’t think you should have one

**Taking Antibiotics When You Don’t Need Them Doesn’t Make Sense!**

- How you use antibiotics today will affect how well the drugs work tomorrow for everyone.
- It takes many years to develop new antibiotics. We need to improve the use of the drugs currently available.
- One of the world’s biggest health threats is from bacterial infections that no longer respond to antibiotics. Everyone must work together to use antibiotics wisely.

SpeakUp™ Antiobiotics
provided to you by

The Joint Commission

For more information
Association for Professionals in Infection Control and Epidemiology (APIC)
Centers for Disease Control and Prevention (CDC)
The goal of Speak Up™ is to help patients and their advocates become active in their care.
Understanding Prescription Opioids
Opioids are natural or synthetic chemicals that relieve pain by binding to receptors in your brain or body to reduce the intensity of pain signals reaching the brain. Opioid pain medications are sometimes prescribed by doctors to treat pain.

Common types include:
• Hydrocodone (e.g. Vicodin)
• Oxycodone (e.g. OxyContin)
• Oxymorphone (e.g. Opana)
• Morphine

Opioids can have serious risks including addiction and death from overdose.

Opioids & Chronic Pain
Many Americans suffer from chronic pain, a major public health concern in the United States. Patients with chronic pain deserve safe and effective pain management. At the same time, our country is in the midst of a prescription opioid overdose epidemic.

The amount of opioids prescribed in the US quadrupled since 1999, but the overall amount of pain reported has not changed.

There is insufficient evidence that prescription opioids control chronic pain effectively over the long term, and there is evidence that other treatments can be effective with less harm.

Promoting Safer & More Effective Pain Management

Improve Doctor & Patient Communication
The Centers for Disease Control and Prevention's (CDC) Guideline for Prescribing Opioids for Chronic Pain provides recommendations to primary care doctors about the appropriate prescribing of opioid pain medications to improve pain management and patient safety:

• It helps primary care doctors determine when to start or continue opioids for chronic pain.
• It gives guidance about medication dose and duration, and on following up with patients and discontinuing medication if needed.
• It helps doctors access the risks and benefits of using opioids.

Prescription opioid overdose is an epidemic in the US.
Doctors and Patients Should Talk About

- How opioids can reduce pain during short-term use, yet there is not enough evidence that opioids control chronic pain effectively long term
- Nonopioid treatments (such as exercise, nonopioid medications, and cognitive behavioral therapy) that can be effective with less harm
- Importance of regular follow-up
- Precautions that can be taken to decrease risks including checking drug monitoring databases, conducting urine drug testing, and prescribing naloxone if needed to prevent fatal overdose
- Protecting your family and friends by storing opioids in a secure, locked location and safely disposing unused opioids

Guidelines for Prescribing Opioids for Chronic Pain

CDC developed the Guideline for Prescribing Opioids for Chronic Pain to:

- Help reduce misuse, abuse, and overdose from opioids
- Improve communication between primary care doctors and patients about the risks and benefits of opioid therapy for chronic pain.

Learn more at www.cdc.gov/drugoverdose/prescribing/guideline.html

Information provided by the U.S. Department of Health and Human Services Centers for Disease Control and Prevention (CDC).
Patient Rights & Responsibilities

Patient Rights
Every patient, and/or his/her representative, shall whenever possible, be informed of the patient’s rights and responsibilities in advance of his/her admission to the hospital.

The rights of the patient and/or his/her representative when appropriate include the right to:

1. Have a family member, chosen representative and/or his/her own physician notified promptly of his/her admission to the hospital.

2. Receive treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preference, handicap, diagnosis, ability to pay or source of payment.

3. Be treated with consideration, respect, dignity and recognition of their individuality, including the need for privacy in treatment; and respect for their personal values, beliefs, cultural, psychosocial, spiritual needs and preferences.

4. Be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient. These people shall identify themselves by introduction and/or by wearing a nametag.

5. Receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital’s health care personnel or individuals outside the hospital.

6. Receive and participate in the development and implementation of his/her plan of care.

7. Make informed decisions regarding his/her care, and be informed about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.

8. Be informed of his/her health status, be involved in care planning and treatment, and be able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

9. Be included in experimental research only when he/she gives informed, written consent to such participation, and to refuse to participate in experimental research, including the investigations of new drugs and medical devices. Be informed if the hospital has authorized other health care and/or educational institutions to participate in the patient’s treatment and to know the identity and functions of these institutions, and may refuse to allow their participation in his/her treatment.

10. Formulate advance medical directives (AMD) and have hospital staff and practitioners who provide care in the hospital comply with these directives. The
patient’s health care provider may decline to honor an AMD for reasons of beliefs or conscience and/or may decline to comply with the wishes of the patient (or the patient’s agent or surrogate) or if the requested medical care would be medically ineffective or contrary to generally accepted standards, for example, pregnancy. The physician must inform the patient and surrogate of each determination and seek agreement on a mutually acceptable plan of care. If any attending physician refuses to comply with the declaration of a qualified patient, he/she shall make a reasonable effort to transfer the patient to another physician. This provision does not allow a physician to refuse to honor the designation of a patient representative or support person. The hospital will not condition the provision of health care or otherwise discriminate against the patient based upon whether an advanced directive has been executed.

11. Be informed by the attending physician and other providers of health care services about any continuing health care requirements after his/her discharge from the hospital and to have hospital staff make arrangements for the required follow-up care after discharge.

12. Have his/her medical records, including all computerized medical information, kept confidential; and to access information contained in his/her medical records within a reasonable time frame.

13. Be informed of unanticipated outcomes of care, treatment and services that relate to sentinel events considered reviewable by The Joint Commission, by the hospital and/or the LIP.

14. Consent to and receive visitors he/she designates, either orally or in writing, including but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member, or a friend according to hospital visitation policy; and to withdraw or deny his/her consent to receive specific visitors, either orally or in writing.

15. The hospital may impose any justified clinical restriction on a patient’s visitation rights in order to provide safe care to the patient or other patients. This may include, but not be limited to one or more of the following: (i) a court order limiting or restraining contact (ii) behavior presenting a direct risk or threat to the patient, hospital staff, or others (iii) behavior disruptive of the functioning of the patient care unit (iv) reasonable limits on the number of visitors at any one time (v) patient’s risk of infection by the visitor or visitor’s risk of infection by the patient (vi) extraordinary protections because of a pandemic disease outbreak (vii) patient’s need for privacy or rest (viii) when patient is undergoing a clinical intervention or procedure and the treating health care professional believes it in the patient’s best interest to limit visitation during the clinical intervention or procedure. Specific unit visitation policies include:

- Obstetrics: postpartum is 7:00 am to 9:00 pm, Labor and delivery does not allow children less than 12 years old and is limited to three persons at a time. Nursery is limited to parents of border babies.
**Patient Rights & Responsibilities (continued)**

b. Intensive Care Unit: Visitation is not allowed for children less than 12 years of age and is limited to two persons at a time. Visitation hours are daily from 9:30 am to 10:00 am, 12:00 noon to 12:30 pm, 5:00 pm to 5:30 pm; and 8:00 pm to 8:30 pm.

c. Emergency Department: Visitation is not allowed for children less than 12 years of age and is limited to one person after the patient is stabilized.

d. Senior Care Unit: Visitation is not allowed for children less than 12 years of age and is limited to two persons at a time. Visitation hours are Monday, Wednesday, Friday from 1:00 pm to 2:00 pm, Tuesday and Thursday from 5:30 pm to 6:30 pm, and weekends from 2:00 pm to 4:00 pm.

16. The hospital cannot restrict visitation based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability of either the patient (or support person or representative, where appropriate) or the patient’s visitors.

17. Be free from restraints in any form that are not medically necessary or are used as a means of coercion, disciplinary convenience or retaliation by staff.

18. Be free from all forms of abuse and harassment.


20. Receive assistance in pain management.

21. Examine and receive an explanation of the patient’s hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital.

22. Be informed in writing about the hospital’s policies and procedures for initiation, review and resolution of patient complaints or grievances, including the address and telephone number of where complaints may be filed with the department.

23. Be informed of his/her responsibility to comply with hospital rules, cooperate in the patient’s own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property and provide required information regarding payment of charges.

24. Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution.

25. Access, request amendment to, and receive an accounting of disclosures regarding his/her own health information as permitted under applicable law.

26. Access protective and advocacy services.
Patient Responsibilities
It is the patient’s responsibility to treat others with respect. All patients deserve respect, and also, staff, other patients and visitors deserve respect. This includes following rules about smoking, noise, number of visitors, conduct and respect of property that belongs to others or the hospital.

It is the patient’s responsibility to give accurate information. There may be a need to answer numerous questions about their health, medical history, etc.

The patient is responsible for bringing their advance medical directive to the hospital, if available. This may include living wills, durable power of attorney for health care, and other forms of healthcare decisions.

The patient is responsible for following their health care team’s treatment plan while in the hospital and following discharge.

The patient is responsible for asking questions if they do not understand certain instructions and/or procedures.

The patient is responsible for accepting financial responsibility associated with his/her care.

The patient is responsible for following the hospital’s rules and regulations.

It is the patient’s responsibility to advise the nurse, physician, and/or patient advocate of any dissatisfaction they may have regarding their care or safety.

Please note: Patients who receive treatment for mental illness or developmental disability, in addition to the rights listed above, also have the rights listed in the Mental Health Law.

If you feel your rights have been violated, or a situation has not been appropriately resolved, you may contact:

Department of Health and Human Services
866.280.7737

State Quality Improvement Organization (eQHealth)
800.433.4958

Joint Commission
800.994.6610 or www.jointcommission.org

NRMC Integrity Hotline
888.728.8383
Notes
Our Services

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