

## Follow Up

- Ask if the hospital and referring physician have a patient portal. If you have a smart phone, tablet, or computer you can monitor results of tests and patient care through the patient portal. Ask the staff to set this up for you.
- If your concerns are not addressed you have the right to meet with any staff involved with the care of the patient. If you need to meet with someone, check with the patient navigator, charge nurse, or social worker to set up a case conference. If they are not being responsive, contact the referring doctor or the primary care physician to see if they can assist you.



### Documents to Bring with You to the Hospital.

- ☐ Insurance Information and Photo ID
- ☐ Emergency Contact Information
- ☐ Primary Doctor Contact Information
- ☐ Recent Lab, X-ray & Test Results
- ☐ A Current List of your Medications with Dosages and Frequency Taken
- ☐ List of Food Allergies

## How to Raise Complaints

If the patient is being discharged prematurely or services in the discharge plan will not be in place in time for a safe discharge:

- Call LIVANTA (1-866-815-5440) and ask to speak to someone for immediate advocacy. They can check with the staff at the hospital to see if it is a safe and timely discharge.

### Poor Care Received in the Hospital:

We recommend complaining to both:

- Call LIVANTA (1-866-815-5440)
- Call NYS Dept. of Health 1-800-804-5447

### In the Case of a Fatality While in the Hospital:

- Families are under tremendous stress during this stage of the situation. If in doubt, always ask for an autopsy to be performed as it will provide information as to the cause of why the patient passed away. This may help you understand what happened afterwards.

**Patient's Rights, Medicare,  
Medicare Fraud, EPIC Helpline**

**800-333-4374**

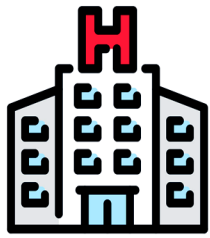
# Going to the Hospital for an Invasive Procedure



**STATE  WIDE**

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# Be Prepared



When you are referred to a hospital for an invasive procedure, you need to know what to do in case there is a problem, or if you need to raise a

question, concern or complaint.

Such invasive procedures carry risks to the patient no matter how routine they are. Sometimes unintended negative events, even death, can occur.

Family members can play an important role following a procedure as they often may recognize a problem such as unusual behavior, pain, discomfort or a down turn in patient condition before hospital staff.

Good communication between family members and care providers is critical and can improve outcomes and even save lives.

- During the hospital stay, staff other than the referring physician will be caring for the patient. These include hospitalists, nurses, aides, and other hospital staff. You need to be aware of how to communicate with them.
- Patients and families have the right to communicate with all care providers during a stay in the hospital.

# Questions to Ask

At your pre-admission meeting with the doctor, specialist, or anesthesiologist:



- Get a clear idea of the risks associated with the procedure.
- Prepare critical documents to help family advocate for the patient. Such as: HIPPA access, electronic medical records access, health care proxy, living will, and do not resuscitate orders.

## QUESTIONS TO ASK THE REFERRING PHYSICIAN



- What role will they or their group have in the patient's hospital care as hospital staff with no prior knowledge of the patient will be responsible for monitoring their progress.
- What is the **best way to contact their practice** with any concerns about the health status of the patient or quality of care while in the hospital. Obtain a number you can call after hours in case you need to talk to someone.

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# Steps for Good Care



- Ask for cards or record names of new doctors or care providers who see the patient, to keep a record of who has been involved. We recommend keeping a plastic card holder and or a ring binder to record names and keep cards and any other key reports, medication lists, or discharge plans provided at the hospital.
- Use our "Caregiver Log" to keep a timed record of your own observations about changes in patient status, concerns, or complaints that you make to staff at the hospital and/or the referring physician. This information may be critical if you need to document gaps in attention, assessment, or treatment by hospital staff that result in complications or injury during the patient's stay.
- Record the time of any changes that you observe and when you reported it to staff as well as the staff response.

## BE VOCAL, MINUTES COUNT!



Don't be afraid to **speak out** if you can't get the attention of staff and you have a serious concern.