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Your Care

Care Team Members

Your care team is made up of many people including:

Medical

- **Hospitalist (MD):** A hospitalist is a medical doctor (MD) who cares for hospitalized patients. The hospitalist will see you every day during your hospital stay. He/she will obtain your medical history, consult with your primary care provider (PCP) and arrange for specialist(s) to see you as needed. You may also have specialist doctors assigned to care for you while in the hospital.

- **Registered Nurse (RN):** Each shift, an RN is assigned to care for you and help manage all aspects of your care. This includes taking vital signs, assisting with daily care and frequently checking on you.

- **Nurse Technician (NT):** A nurse technician assists nurses with your daily personal care. They also assist patients with bathing, eating, getting out of bed, walking, and walking to the bathroom.

- **Care Coordinator:** Will assist you, your family and caregivers to make sure you have everything you need to leave the hospital. They can also help schedule follow-up appointments, order medical equipment and arrange transportation.

Your care team may also include other healthcare professionals, including pharmacists, radiology staff and lab technicians. If you have any questions or concerns about any healthcare role, please ask a member of your care team.

Non-Medical

- **Chaplain Services:** Chaplains are available to assist with any religious or spiritual needs you may request. Please ask any of your care team members to contact a chaplain for you, when needed.

- **Patient and Family Advocates:** May visit you in the hospital and talk to you about how your hospital stay has been. They will help to address any concerns you and your family may have about your stay and pass along any recognition for staff.

- **Social Workers:** Will assist you and your family with available community services.
Your Care

Communicating with Your Care Team

Bedside Shift Report

Rust Medical Center would like to make sure you are actively involved with your care team!

Bedside Shift Report occurs at each shift (a.m. and p.m.) change in the hospital. During Bedside Shift Report, the a.m. and p.m. nurses will come into your room and talk with you and your family about:

- Who will be caring for you during the new shift
- What happened during the last shift
- Your plan of care for the day
- Answer any questions you or your family might have

During Bedside Shift Report, you are encouraged to ask questions and participate in the discussion about your care.

Communication Board

In your hospital room there is a communication board that you and your care team can use to communicate about your care.

The communication board has helpful information on it including the names of your doctors and your nurses. It also can help you keep track of your pain management and medication schedule. You and your care team will use the communication board to keep track of your daily goals and any questions you may have. This board can be written on by you, your family, and all care team members.

Purposeful Hourly Rounding

Rust Medical Center provides hourly rounding to help keep patients safe and meet their healthcare needs. Someone from the healthcare team will check on you approximately every hour throughout your hospital stay. Your pain, bathroom, positioning and other needs will be assessed during hourly rounding.

Call Light Button

At your bedside, you have a call light button you can use to call a member of your care team to your room for any help you may need. The call light button is located on the same device as the TV remote. Don’t hesitate to use your call light button if you need to report a safety concern or have questions! We ask that you always keep the call light button within reach for your safety and convenience.
Volunteer Services

Presbyterian Healthcare Services (PHS) has volunteers which serve in more than 100 departments throughout the Albuquerque area. Many of our patients and family members want to join our team and give back to their community.

If you are interested in volunteering, please visit www.phs.org and click the “Community” tab for more information.
Your Safety

General Information
Rust Medical Center wants to provide you with a safe environment for your care and recovery. All employees you meet wear a name badge and will introduce themselves to you.

Patient Identification
You will have a patient identification (ID) wristband. You also may have other wristbands for allergies or other health risks. During your hospital stay, we ask that you always make sure to wear your patient ID band. This is a white band that should be worn on either wrist. The patient ID band has your name, date of birth and a bar code. Please make sure that your name is spelled correctly and your date of birth is correct. If any corrections need to be made, please inform a healthcare team member.

What you should expect:
• Care team members will check your patient ID band frequently to confirm your name and date of birth.
• Nurses will scan the bar code on your ID band when giving you medicine.

Bed and Chair Alarms
Your safety is very important to us. During your stay, you may be at a higher risk of falling since you are in an unfamiliar setting and may be taking medications which make you dizzy, disoriented or unsteady on your feet. If your nurse determines you are at risk for falling, we will ask you to use the call button for assistance when getting out of bed or going to the bathroom. We may use a bed/chair alarm to alert your care team that you are getting up and may need help.

What you should expect:
• The bed alarm will sound if you get up while it is on.
• The nurse will check your bed alarm during each visit.
• Use your call button before you get up.

Hand Washing
Clean hands are an important way to prevent the spread of infection. Your care team members will wash their hands or use waterless hand cleanser every time they enter or exit your room. We also encourage your family and friends to wash their hands each time they enter or exit your room. You should feel free to ask members of your care team to wash their hands or use waterless hand cleanser, which is available throughout the hospital.
Your Safety

Isolation Precautions
There are infections that require extra safety precautions. Patients with infections may be placed in isolation. Isolation precautions require anyone entering your room (care team members or family/friends) to wear protective gowns, gloves and masks.

Be Heard
Your safety is our primary concern. If you see any of your care team members not following safety guidelines, please let us know as soon as possible. If you have any questions or concerns, please share them with any member of your care team.

   It’s ok to ask:
   • Did you want to check my ID band?
   • Did you wash your hands?
   • Are you sure that medicine is for me?

Medical Evaluation Team Nurse
If you or your family sense a noticeable change in your medical condition, call your nurse immediately. If you or your family remain concerned, a Medical Evaluation Team nurse can help.

To ask for a Medical Evaluation Team nurse, dial 0 from your hospital room phone.

Fire Drills
Rust Medical Center performs regular fire safety drills to make sure all systems work properly in the event of an actual emergency.

In the unlikely event of a fire, only the affected areas will be evacuated. There are fire doors in each unit and section of the hospital, which can contain a fire if needed.

If there is a fire drill or an emergency, remain calm and wait for instructions from a member of your care team or hospital employee.


Your Stay

Food/Nutrition/Meals • Dial 1680

Rust Medical Center offers room service for your meals between 7 a.m. and 7 p.m. You will be given a menu specific for your diet so you can order meals when you want to eat and they will be brought to your room by our food service department.

Dial 1680 from your hospital room and place your order for every meal. You can order your meals from 7 a.m. to 7 p.m. Family members and visitors can order room service for a small fee, payable by credit card, so they can eat with you in your room. Meals may also be pre-ordered to be delivered to your room at your requested time.

Coffee, water and juice are available in nourishment areas within the hospital. Please ask a member of your care team where to find the nourishment area closest to your room.

Before you go home, your doctor may ask you to speak to a dietitian. A dietitian is an expert in nutrition and can give you information about meal plans that meet your needs. If you would like to talk to a dietitian, please ask a member of your care team.

Housekeeping/Environmental Services

Your room will be cleaned every day by the Environmental Services department between 7:30 a.m. and 5 p.m. Cleaning includes:

- Emptying trash
- Disinfecting “high-touch surfaces” (patient phone, call light button, light switches)
- The bathroom
- Sweeping and mopping

If at any time you feel that your room is not clean, please inform a member of the care team and we will arrange to have your room refreshed.

Medical Records • (505) 253-1160

A complete and official copy of your medical record is not available until 24-48 hours after your discharge from the hospital. If you would like information before that time, you may contact the Medical Records department to see what is available. You may also visit www.phs.org for more information.

If you would like to discuss the contents of your medical record, please contact your doctor.
Your Stay

Personal Belongings
If you have valuables with you in the hospital, like jewelry and cash, please give them to a family member/friend for safekeeping. If you are unable to give your valuables to someone, Security can store your items in the hospital safe. Please inform a care team member if you need your valuables stored in the hospital safe.

If you are not using your contact lenses, eyeglasses, hearing aids or dentures, they should be stored in your bedside table. Please do NOT leave them on your bed or food tray to avoid damage or loss.

If you need basic toiletries, please ask your nurse.

*Rust Medical Center cannot be responsible for replacement of personal belongings.*

Personal Information
Rust Medical Center keeps your personal information private and protected. If you have any questions or concerns, please call (505) 923-6176 and ask for the Privacy Officer.

Chapel and Gardens
There is a chapel next to the main entrance of the hospital for patients and families. Adjacent to the chapel is the Chapel Garden. Next to the Tower 2 elevators is the Healing Garden for patients and families. It is open from 6 a.m. to 8 p.m. Both the Chapel and Healing Garden are wheelchair accessible. Mass is also available through Chaplain services.

Reading Material
Volunteers at Rust Medical Center have magazines and books available for you to enjoy. If you would like a magazine or book, please dial (505) 253-1401 to leave a message with your request (type of book/magazine) and your room number.

Service Animals
Rust Medical Center allows the use of certified service dogs. Service animals must be harnessed, leashed or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. If the handler is unable to manage the animal, alternatives as listed in our policies may be requested.
Amenities and Services

**ATM**
A Bank of America ATM is located on the first floor, next to the gift shop.

**Cafeteria**
Monday - Friday: 6:30 a.m. to 8 p.m., Saturday and Sunday: 6:30 a.m. to 7 p.m.
The Rust Medical Center cafeteria is located on the lower level of the hospital. Hot food entrees, salad bar, sandwiches, fruit, snacks and a variety of drinks are available in the cafeteria.

**Child Life Program (for pediatric patients)**
The goal of the Child Life Program is to help you and your child feel as relaxed as possible during your hospital stay. You can be assured that our Child Life staff will welcome your child into our warm, child-friendly play area and help make the hospital stay a bit easier. Child Life Specialists help infants, children, youth and families cope with the stress and uncertainty of illness, injury and treatment. We provide opportunities to utilize a playroom during hospitalization, while providing developmentally appropriate interactions, including therapeutic play, preparation and education to reduce fear, anxiety and pain.

**Financial Services /Insurance • (505) 253-1096 or (505) 253-1098**
Monday - Friday: 8 a.m. to 5 p.m.
Financial advocates are available if you have any questions about your hospital bill. They are also available to go to your hospital room.

A Financial Assistance Center is located on the lobby floor. The Financial Assistance Center staff can provide information on resources and programs that may be available to you and answer any questions about your insurance or bills.

**Gift Shop**
Monday - Friday: 8:30 a.m. to 4 p.m.
Saturday: 10 a.m. to 2 p.m., Sunday: 11 a.m. to 5 p.m.
Patients heal with the love and support from family and friends. The gift shop at Rust Medical Center has gifts and personal items which are perfect for any patient. The selection includes: jewelry, greeting cards, candy, snacks, stuffed animals, personal care products, magazines, paperback books, stamps and flowers.
Amenities and Services

Lost and Found • (505) 253-1000

Rust Medical Center’s Security department keeps items found on campus for 30 days. You may contact them to ask about missing or found items.

Parking

Rust Medical Center provides patient/visitor and staff parking areas around the hospital. Please remember to secure your valuables to prevent theft. It is always best to leave your valuables at home.

The hospital main entrance is for patient drop-off or pick-up only. Parking at the hospital entrance is not permitted.

Sample Pharmacy

Monday - Friday: 8:30 a.m. to 5 p.m., closed from 12:30 p.m. to 1:30 p.m. and holidays

A pharmacy is located on the first floor of Physician Office Building connected to Rust Medical Center. The pharmacy can fill prescriptions for patients to pick up.

Security • (505) 253-1000

Rust Medical Center provides security 24 hours a day, 7 days a week. Staff are trained to help you with medical escorts, security escorts after hours, vehicle assists, lost and found property and finding your way around the campus.

Vending Machines

Vending machines are located throughout the hospital. They can be found near Tower 1 and 2 elevators on each floor. There are also vending machines on the Lower Level next to the cafeteria.
Amenities and Services

Visiting
At Rust Medical Center, we believe the ability for family and friends to visit our patients is important to their healing. Please be mindful to keep noise to a minimum in patient areas so patients can enjoy a private, safe and healing environment. After 9 p.m. the front doors in the lobby are locked and family/friends must gain entrance to the hospital through the Emergency Department.

During the cold and flu season, children 14 and under are asked to stay in the lobby with an adult and not visit patients in their rooms. We ask that you not visit the hospital if you are sick.

Certain departments may have additional guidelines for the safety and individual needs of the patient.

Waiting Areas for Visitors
The main waiting area is in the lobby near the main entrance of the hospital.

The surgical waiting area is located on the second floor and the radiology waiting area is located on the first floor by the Tower 1 elevator. Each floor has a small waiting area located near the elevators.

Wheelchairs
Wheelchairs are available at the front entrance of the hospital for patients and family members.

Wireless Service/Charging Stations
Wi-Fi Network Name: PresFreeWiFi (no password required)

Rust Medical Center provides free Internet access for patients and visitors. Please note that this network is not secure. Please use the Internet in a legal and responsible manner.

Full-speed, multi-device mobile charging stations are located throughout the hospital.
Discharge

Discharge Planning
Your care team will work with you and your family to plan your discharge. Your doctor will tell you when you can expect to leave the hospital and what kind of follow-up care you may need.

Preparing to leave the hospital: When you are ready to be discharged, your nurse will give you discharge instructions. A care coordinator or discharge planner may also help you and your family with any needed follow-up care. If you have any questions about your care or medications, please ask any member of the care team.

Please wait until a member of the care team informs you that all of your paperwork is completed before leaving the hospital.

Please remember to take home all of your belongings when you leave the hospital. Check closets, drawers and bathroom for any personal belongings prior to leaving.

Discharge Call Center
One to three days after your hospital discharge, a nurse from the Presbyterian Discharge Call Center will call you or a family member to follow up on how you are doing following your discharge. The nurse will also answer questions concerning the doctor’s instructions and follow-up care and will assist with providing any information related to your recovery.

Tell Us About Your Stay: Patient Survey
Rust Medical Center is committed to providing you safe, high-quality healthcare. When you go home, you may receive a survey asking about your hospital stay. Your feedback is important to us. Please use this survey to tell us what you liked about the care you received and what we can do better. All the survey responses are confidential.

You may also contact us at: Rust Medical Center Administration
2400 Unser Blvd. SE
Rio Rancho, NM 87124
Phone: (505) 253-1142
Want to Get Involved?

Presbyterian Healthcare Foundation

Big or small, every gift to the Presbyterian Healthcare Foundation makes a difference. Your generous gift helps provide patient care services and medical staff training and supports programs/activities throughout the organization.

The Presbyterian Healthcare Foundation works with the community to identify areas with the greatest needs and opportunities. Contributions to the Foundation can be donated to specific areas of interest or given as a general contribution.

Contact us for ways to give:

Presbyterian Healthcare Foundation
PO Box 26666
Albuquerque, NM 87125-6666
Phone: (505) 724-6580 or Phone/TTY: (505) 724-6580
Email: phf@phs.org

Patient and Family Advisory Council

Presbyterian Healthcare Services (PHS) values feedback from patients and family members. Throughout PHS there are several Patient and Family Advisory Councils. These are councils where patient/family members and care team members partner to help improve the patient/family experience.

If you or a family member are interested in serving on a council, please email pfac@phs.org.
Telephone and Television Services

Telephone

Your family and friends can contact you by calling Rust Medical Center at (505) 253-7878 and asking for you by name. There is a telephone at your bedside, and the number to call you directly should be listed on the communication board in your room.

To use the phone in your room:

- Dial 0 for the hospital operator.
- To make local calls, dial 9 before the phone number.
- To make long-distance phone calls, please use your long-distance calling card. When calling long-distance, dial 9, then 1, before the phone number.

If you have questions about how to use your hospital phone, please ask a care team member.

Wellness Channel

The Wellness Channel, on channel 0, shows various health topics with important wellness and recovery information. The Wellness Channel gives you information that can help you manage your medical condition and improve your health.

TV Channel Guide

Please ask a care team member for the current television channel guide.