



**El Campo  
Memorial  
Hospital**

979-543-6251

303 Sandy Corner Rd  
El Campo, TX 77437

[www.midcoasthealthsystem.org](http://www.midcoasthealthsystem.org)



# PATIENT HOSPITAL GUIDE

**Key information for your stay**

**WELCOME TO EL CAMPO MEMORIAL HOSPITAL**

# Welcome

## THANK YOU FOR TRUSTING US



As the Administrator of El Campo Memorial Hospital and CEO of Mid Coast Health System, it is my sincere pleasure to welcome you to El Campo Memorial Hospital, a facility of Mid Coast Health System. We take pride in offering the highest quality care and treatment. We are pleased you have chosen to trust El Campo Memorial Hospital to care for you. We understand that being in the hospital is an overwhelming experience; however, our entire team will strive to make your stay with us as pleasant and comfortable as possible. We are deeply committed to excellence in how we deliver care to all of our patients, and our goal is to always

exceed your expectations and create a safe, healing environment for our entire community.

To best meet your health care needs and ensure your comfort, please be sure to ask any questions or voice concerns to your nurse or any other member of your care team.

This patient guide provides important information about our facility, such as visiting hours, how to access our wireless network, meal times, and other special services. This guide also includes your patient rights and responsibilities, and the role you play and choices you have for your health care. As your hospital of choice, we offer the complete continuum of health care services for you and a spectrum of support for loved ones. We are happy to assist with your health care needs, even after you leave the hospital.

On behalf of the entire team at El Campo Memorial Hospital, we wish you good health and a speedy recovery.

Sincerely,

**Brett Kirkham**  
*CEO of Mid Coast Health System*



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# Phone directory

## CONTACT US DURING OR AFTER YOUR STAY

To reach the following departments within El Campo Memorial Hospital, simply dial the extension number. If using the telephone located inside of the room, please dial a 9 followed by the seven-digit number you are trying to reach. When calling from outside the hospital, dial the main number, **979-543-6251**, followed by the extension when prompted. Please find below direct lines to the following departments:

### HOSPITAL SERVICES

<i>Department</i>	<i>Extension</i>
Business Office	140
Care Management	113
Patient Advocate/ NSG Admin	248
Food Services	625
Health Information Management	170

Learn more -----



For more information on the resources available at El Campo Memorial Hospital, visit [midcoasthealthsystem.org/ecmh](https://midcoasthealthsystem.org/ecmh).

Let us know how we are doing!



@elcampomemorialhospital



# Our commitment to care

## 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 highest quality of 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 is still not resolved, please contact our Patient Advocate at Ext. 248.

### After your stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. You will receive a phone survey. Please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Want to know how we score? \_\_\_\_\_



You can review and compare the quality, care, and safety ratings for different hospitals at:

- Medicare - Care Campus, which uses HCAHPS results and other data:  
[www.medicare.gov/care-campus](http://www.medicare.gov/care-campus)



# TELL US HOW YOU FEEL

We grow with patient feedback

As part of our journey to excellence, our survey partner, Professional Research Consultants, may contact you about your visit. We use your feedback to ensure that we continue to offer quality care, gain a better understanding of what we are doing well and what we can improve.

We appreciate your participation!



healthcare **differently.**  
PRCCustomResearch.com



# Fast facts about your stay

## YOUR GUIDE TO MOST FREQUENTLY ASKED QUESTIONS



### Calling your nurse

Your call bell connects you to the nursing station via an intercom system. To call for your nurse, press the red "NURSE" call button located on your bedside remote and/or the pull string inside the bathroom. If you have any questions on how to use the call button, ask a staff member to show you.



### Cellphones

The use of cellphones is permitted, but please be respectful of those around you. To protect the privacy of other patients, the use of camera and video phones is strictly prohibited.

### Dietary needs

Our Food Services Department is able to provide many different types of foods in case of prescribed dietary restrictions. Please speak to your nurse about any special dietary needs you may have or contact Dietary at extension 625.

### Lost and found

To inquire about an item that has been lost, call Environmental Services extension 166 or the nurses station at extension 115.

### Medications

If you are currently taking any over-the-counter medicines, please bring all medications with you to the hospital for validation by your Physician and/or nurse. All medicines you take in the hospital must be cleared by your Physician, prescribed, filled, and administered to you by hospital staff. Tell your doctor/nurse about any medicines you regularly take. If you still need them, hospital staff will give them to you once the provider orders them.





## Smoking

Smoking and/or the use of any tobacco products, including e-cigarettes or vaporizers, is not permitted anywhere on hospital grounds.

## Visiting Hours

To provide quality care and privacy to our patients, and to foster a healing environment, we support open visitation, and only specific areas have visiting hours. The following may be dependent on status of unit.

Medical Surgical Unit & ICU

7:30AM - 9PM

ER - 1 visitor per patient for 18+

2 visitors per patient for minors

For visitor accommodation requests outside of visiting hours, please ask your charge nurse or nursing supervisor.

## Wi-Fi/internet access

The hospital offers free public wireless internet access on the G2 network. The password is **elcampohospital**.



## Patient valuables and belongings

ECMH suggests that all patients' valuables and belongings be left at home or sent home with a friend or relative. ECMH is not responsible for any personal belongings of patients or visitors on the ECMH facility premises, including patient rooms.

## Telephones

To make a call, dial 9 and follow with your seven-digit number. Your direct line to your bedside telephone can be found on the communication board inside of your room. Dial 0 for the hospital operator.









# Patient Rights

## YOU HAVE THE RIGHT TO THE BEST CARE

As a patient of ECMH, we wish to inform you of your legal rights as follows, prior to providing or discontinuing your care.

### Medical care

-  To receive the care and health services that the hospital is required by law to provide
-  To receive an understandable explanation from your physician of your complete medical condition, recommended treatment, expected results, risks involved and reasonable medical alternatives. If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given in an educational format for the patient to understand.
-  To give informed, written consent prior to the start of specified, non-emergency medical procedures or treatments. Your physician should explain to you—in words you understand—specific details about the recommended procedure or treatment, and risks involved, time required for recovery and any reasonable medical alternatives.
-  To make informed decisions regarding the course of care and treatment, including resolving dilemmas about care decisions, formulating advance directives, and having hospital staff and practitioners who provide care in the hospital comply with these directives, withholding resuscitative services, forgoing or withdrawing life-sustaining treatment, care at the end of life, and managing pain effectively.
-  To participate in the development and implementation of your plan of care.
-  To receive information about pain and pain relief measures and to expect a timely response to reports of pain.



### Concerns?

If you have concerns about your care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue is not getting resolved, please contact the Patient Advocate at extension 248.

# Patient Rights

## CONTINUED

- + To refuse medication and treatment after possible consequences of this decision have been made clear to you, unless the situation is life threatening or the procedure is required by law.
- + To be included in experimental research only if you give informed, written consent. You have the right to refuse to participate.

### Communication and information

- + To have a family member or representative notified promptly of your admission to the hospital.
- + To be informed of the names and functions of all health care professionals providing you with personal care.
- + To receive, as soon as possible, the services of a translator or interpreter if you need one to help you communicate with the hospital's health care personnel.
- + To be informed of the names and functions of any outside health care and educational institutions involved in your treatment. You may refuse to allow their participation.
- + To receive, upon request, the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life support mechanisms.

- + To be advised in writing of the hospital's rules regarding the conduct of patients and visitors.
- + To receive a summary of your patient rights that includes the name and phone number of the hospital staff member who you can ask questions or complain to about any possible violation of your rights.

### Medical records

- + To the confidentiality of your clinical record.
- + To have prompt access to the information in your medical record. If your physician feels this information is detrimental to your health, your next of kin or guardian has a right to see your records.
- + To obtain a copy of your medical record, make a written request to the hospital. Medical records can be accessed at any time through the MyCareCorner patient portal.

### Cost of hospital care



- + To receive a copy of the hospital payment rates. If you request an itemized bill, the hospital must provide one and explain any questions you may have.
- + To appeal any charges.
- + To be informed by the hospital if part or all of your bill will not be covered by insurance. The hospital is required to help you obtain any public assistance and private health care benefits to which you may be entitled.





# Patient rights

## CONTINUED





### Discharge planning

-  To receive information and assistance from your attending physician and other health care providers if you need to arrange for continuing health care after your discharge from the hospital.
-  To receive sufficient time before discharge to arrange for continuing health care needs. To be informed by the hospital about any special appeal process to which you are entitled by law if you disagree with the hospital's discharge plan.




### Transfers

-  To be transferred to another facility only when you or your family has made the request, or instances where the transferring hospital is unable to provide you with the care you need.
-  To receive an advance explanation from a physician of the reasons for your transfer and possible alternatives.




### Personal Needs

-  To be treated with courtesy, consideration and respect for your dignity, individuality and personal privacy.
-  To express your spiritual beliefs and cultural practices.
-  To have access to storage space in your room for your private use. The hospital must also have a system to safeguard your personal property.
-  To receive care in a safe setting.


### Freedom from abuse and restraints

-  To be free from all forms of abuse or harassment.
-  To be free from restraints and seclusion that is not medically necessary or if these are used for coercion, discipline, convenience or retaliation.
-  Chemical or physical restraints that are imposed to protect the safety of you or others will be instituted only after less restrictive measures have been found to be ineffective and must be authorized by a physician and utilized only for a limited period of time.

### Patient visitation rights

-  To receive visitors whom you (or your support person) designate, including, but not limited to, a spouse, a domestic partner, another family member or a friend.
-  To withdraw or deny visiting privileges to those individuals at any time.
-  To be informed whenever the hospital must limit or suspend visiting privileges for clinical purposes.

### Legal rights

-  To not be discriminated against regardless of your age, color, race, religion, national origin, sex, sexual preference, sexual orientation, gender identity, gender expression, genetic predisposition, handicap or disability, marital status, pregnancy status, ability to pay, source of payment or services in the United States Military.

# Patient rights

## CONTINUED

- ✚ To exercise all your constitutional, civil and legal rights.

### Questions and complaints

- ✚ To present questions or grievances to a designated hospital staff member and to receive a response and explanation of resolution in a reasonable period of time. The hospital must provide you with the address and telephone number of the Texas Department of Health agency that handles questions and complaints. You may contact them regardless of whether or not you first used the hospital's grievance process.

- **State of Texas Department of Health**

Division of Health Facility Compliance  
903-595-3585

















# Patient responsibilities

## YOUR ROLE IN YOUR CARE

### Your responsibilities as a patient

Healthcare is a partnership between the care team and the patient. As a patient you will be asked to do the following:

-  Provide, to the best of your knowledge, accurate and complete information about the condition of your health. This includes past illnesses, hospitalizations, medications (prescriptions, herbal remedies, supplements, etc.) and what your wishes are regarding your care.
-  It is expected that you will not take drugs that have not been prescribed for you and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay and or visit.
-  Assume responsibility for your personal belongings that you choose to keep with you.
-  Ask questions when you do not understand.
-  Tell us when you are in pain or if your pain treatment is not working.

-  Follow instructions and follow the plan for your care.
-  Tell us about any problems you may have about following your care plan or course of treatment.
-  Maximize healthy habits, such as exercising, not smoking and eating a healthy diet.
-  Follow hospital rules and regulations concerning patient care, conduct, visitation and safety.
-  If you have questions or problems concerning your care, speak with your physician, nurse or other staff member before you leave.
-  Be considerate of others. Respect their rights to privacy, observe smoking and visitor rules, and help create a healing environment by controlling noise and using your telephone (if permitted), television and lights in a courteous manner.
-  Meet financial obligations. Understand your insurance coverage and options. Provide accurate information about your health insurance and personal identification for billing purposes.

# Patient responsibilities

YOUR ROLE IN YOUR CARE



## OUR TEAM MEMBERS MATTER.

They are here to help you.

**Our hospital is a caring and healing environment. There is ZERO TOLERANCE for all forms of aggressive behavior. Any incidents may result in removal from the facility and prosecution.**

- Physical Assault
- Verbal harassment
- Abusive language
- Threats
- Sexual language directed at others

**Assault of a healthcare worker is a FELONY.**

Texas Penal Code Chapter 22

## AGGRESSIVE BEHAVIOR WILL NOT BE TOLERATED.



# 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 an advance directive 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

This is a legal document that names your health care proxy—someone who can make medical decisions for you if you're unable to do so. An official health care 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.

### DNR (Do-not-resuscitate) also known as DNAR

This is a legal document that instructs medical professionals not to perform cardiopulmonary resuscitation (CPR) if a patient's breathing or heart stops.

### DNI (Do-not-intubate)

This is a legal document that instructs medical professionals not to insert a breathing tube in the event the patient stops breathing.



### Fill out your forms

Bring a copy of your advance directives with you the day of your procedure and/or visit so your most current information and wishes are on file. You do not need a lawyer to fill these out. For free fillable forms, please visit <https://www.hhs.texas.gov/forms/advance-directives>



### Choose your care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.



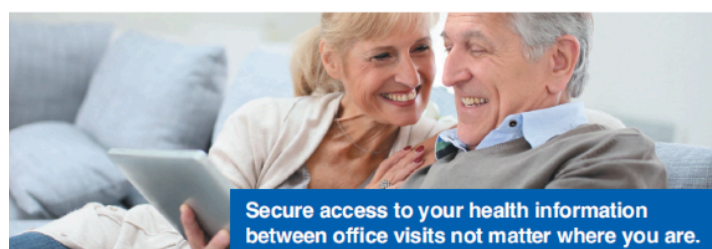
# Online patient resources

## WAYS TO ACCESS MEDICAL RECORDS & BILLING ONLINE

In addition to the traditional requests, patients can still obtain paper copies of their medical record files. El Campo Memorial Hospital has developed and deployed protected, safe, and easy-to-use platforms that allow patients to access their own medical portals. These portals contain nearly all a patient's medical records, including appointments, immunizations, lab work, imaging tests, prescriptions, and more, all in one place.

## YOUR HEALTH IS IMPORTANT. AND NOW IT'S MOBILE. INTRODUCING THE MYCARECORNER™ MOBILE APP

MyCareCorner is an interactive user interface that brings your health data to life and promotes a collaborative approach to care. With MyCareCorner, you have the tools to be more engaged in your health anytime, anywhere.



### DOWNLOAD THE MYCARECORNER APP WITH THESE EASY STEPS:

- 1.) Once you receive an email to join MyCareCorner, click the link in the email to create your account.
- 2.) After creating an account, download MyCareCorner from your App Store or Google Play Store.
- 3.) Now that the MyCareCorner app is downloaded on your phone, log in with the account you just created so you can have any time access to your record.
- 4.) You will be prompted to create a 4-digit pin for simple sign-in, in the future.



Download  
MyCareCorner  
in your app store

### Patient Portal

El Campo Memorial Hospital patients can now also enroll in and access MyCareCorner patient portal. The portal is a secure website that allows easy, immediate, protected and free access to your medical information - including your current medications, allergies, immunizations, health issues and select past lab results, as well as educational materials. The patient portal can be accessed from anywhere with an internet connection.

### Online Bill Pay

You may pay your bill online by logging into your MyCareCorner patient portal.

### After discharge

To enroll while you are a patient in our facility or emergency department:

- + Provide your email address to our staff member or nurse; you will receive an email to claim your invitation online.
- + Once enrolled, access your account by logging in at <https://login.mycarecorner.net/Signin.aspx?&MultipleIDPSelection=true>.

MYCARECORNER™

# Giving back

## HELP US HELP OTHERS

### El Campo Medical Foundation

Established in 1974, the El Campo Medical Foundation is dedicated to enhancing access to quality healthcare within the El Campo region. The Foundation's mission revolves around collaborative efforts with healthcare organizations, community groups, and philanthropic partners to effectively identify and address the unique healthcare challenges faced by rural communities. By actively engaging in fundraising endeavors, cultivating donor relationships, and maximizing support from our communities, the Foundation can help improve the health and well-being of individuals in our region. Whether a gift is large or small, El Campo Medical Foundation deeply appreciates all philanthropic acts that benefit El Campo Memorial Hospital. For further information, please contact Executive Director Pamela Hunt at [phunt@midcoasthealthsystem.org](mailto:phunt@midcoasthealthsystem.org).



### Organ and tissue donation

One donor can change the lives of up to 75 individuals. A federal law now requires hospitals to perform specific blood tests for all patients who may be a candidate for organ or tissue donation in the future as part of their routine care. If you have chosen to be an organ donor on your driver's license, your wishes will be honored. For more information about organ donation, or to obtain an organ donor card, contact the Donate Life Texas by visiting [donatelifetexas.org/](http://donatelifetexas.org/) register, or speak to a nurse or doctor.

### Spotlight



*Pictured is El Campo Medical Foundation Executive Director, Pamela Hunt, Mid Coast Health System's Director of Radiology, Amy Shoppe, and El Campo Chamber Director, Kelly Balthrop, with several others in celebration of the grand opening and ribbon cutting for El Campo Memorial Hospital's new 3D Mammography System located inside Mid Coast Women's Health Center. Pam worked extremely hard raising funds through philanthropy and grant writing to make this new service available for the women in and around Wharton County.*

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



# **What are patients are saying about our staff at ECMH!**

**Armando Martinez, LVN- Chung Middle Tsai, RN and Dr. Jacobson: I came in because I was feeling short of breath. The ER nurses were excellent. They kept me and my mom informed and I was later diagnosed with pneumonia Armando was able to order a food tray for me and get me my meds. The crew was great.**

**Tommy Morton, ER Clerk; Morgan Snyder, RN; Josie (Jasie Brymer, RN); Jade Wang, RN; Tracey Matula –Radiology - Wonderful staff, very knowledgeable, friendly and professional, explained everything; treated with care**

**Dr. Owo  
was great!**

**Dr. Ochoa; Heather  
Walters, MSN RN CNO  
- very kind and  
attentive**

**Isabella Vargas  
Hard Worker  
Gives Amazing  
Care**

**Kaitlyn Galvan, CNA  
God sent and angel.  
Very good service  
Well pleased!**

**Crystal Garza,  
Brenda Peña,  
and Destiny Cruz.  
All of these ladies  
were great! Thank  
you**

**Karen Sellers  
Thank you for  
your time &  
help.  
You are always  
so nice!**

**Jassie Brymer, RN  
She was so much  
help with  
CT patients.**

**Whole hospital  
very  
nice staff!**

# Walk-In Clinics

## Two Locations

- ✓ No appointment needed
- ✓ Convenient hours
- ✓ Compassionate care
- ✓ Close to home

### Mid Coast Medical Clinic

Next to El Campo Memorial Hospital

305 Sandy Corner Rd, El Campo

#### Walk-In Hours:

Mon. -Thurs 8:00 AM – 5:00 PM

Friday 8:00 AM – 4:00 PM

979-543-5510

### Mid Coast Well Care – Midtown

1201 N Mechanic St, El Campo

#### Walk-In Hours:

Mon. -Thurs. 7:30 AM – 6:30 PM

Friday 7:30 AM – 4:30 PM | S

Sat. & Sun. 8:00 AM – 2:00 PM

979-942-3687

