

INPATIENT CENTER AT PORT JEFFERSON

Patient and Family Guide



Good Shepherd Hospice

Catholic Health Services

At the heart of health

(631) 642-4200

www.goodshepherdhospice.net

Welcome to the Good Shepherd Hospice Inpatient Center

This Patient and Family Guide will help you familiarize yourself with our services and provide you with important information during your stay at the Inpatient Center.

The Inpatient Center is owned and operated by Good Shepherd Hospice, a member of Catholic Health Services of Long Island and a Ministry of the Diocese of Rockville Centre. Good Shepherd Hospice's mission is to promote the physical, spiritual and emotional well being of those who are completing life's journey and their family members, providing comprehensive, compassionate, end of life care of the highest quality.

The Inpatient Center provides professional nursing care in a home-like setting 24 hours a day to those who require an inpatient level of care. Utilizing an interdisciplinary approach to care, social work, pastoral care and volunteer services are an essential part of the hospice team.

Hospice recognizes the uniqueness and dignity of every patient. Our goal is to create an individualized plan of care in partnership with you and your family.

CHS Mission Statement

Catholic Health Services of Long Island (CHS), as a ministry of the Catholic Church, continues Christ's healing mission, promotes excellence in care and commits itself to those in need.

CHS affirms the sanctity of life, advocates for the poor and underserved, and serves the common good. It conducts its health care practice, business, education and innovation with justice, integrity and respect for the dignity of each person.



Good Shepherd Hospice

Catholic Health Services

At the heart of health

Your Patient Rights

You have signed consents that authorize your hospice inpatient care at the Inpatient Center. You have elected the hospice benefit and have authorized release of your records for billing purposes. You have been given a copy of the “privacy notice” that describes the protection of your health information while a patient of Good Shepherd Hospice. If you or your family have any questions about this, do not hesitate to speak with the hospice team.

To protect and promote the rights of each patient to be treated with dignity and respect, you have been given a copy of the patient’s rights and responsibilities in your admission packet.

Adults in New York State have the right to accept or refuse medical treatment. You have the opportunity to document your wishes for your medical care through the completion of an advance directive, such as a health care proxy, if you have not already done so. This directive will be respected and guide us in your care at the Inpatient Center.

If there is ever a time when you feel that your needs are not being met, have any concerns, or have any questions, please speak to a member of the hospice team.

Your Room At The Inpatient Center

Your private room and bathroom will afford you the ability to keep your personal belongings close, and give your family the opportunity to visit with you uninterrupted. You are welcome to bring personal photos and mementos in order to personalize your room. Your room has a color television with cable and access to an internet connection.

Your personal belongings (clothes, shoes, robe, pillows, etc.) will be inventoried upon admission. If your family brings you anything new, please ask the nurse on duty to make note of it in our chart.

We ask that you do not keep any valuables such as jewelry or cash with you. In fact, we strongly encourage you to have your family bring valuables to your home. If you feel you must keep them with you, these valuables will be inventoried and locked in the nurse's medication room when appropriate. Good Shepherd Hospice is not responsible for any lost or stolen items not reported to the nurse at admission.

You may receive phone calls in your room. Your room's phone number will be available on admission. Your family can also call the Inpatient Center at any time during the day or night by dialing (631) 642-4200. There is no charge for local phone service.

You may receive incoming mail at the Inpatient Center. It should be addressed to you at:

The Good Shepherd Hospice Center

200 Belle Terre Road
Port Jefferson, NY 11777



Patient, Family & Hospice Team Admission Conference

Within 24-48 hours of the patient's admission to the Inpatient Center, a family conference will be held with the hospice team, patient, and patient's designated family members. The purpose of this conference is to inform, educate, support and orient the patient and caregivers to the Inpatient Center. In addition, transfer planning will be discussed, if appropriate. This conference is confidential and serves the important purpose of keeping the lines of communication open among everyone who is planning and participating in the patient's care.

Counseling and Support

Your social worker is available to provide support, counseling and guidance. The social worker will meet with you on a regular basis or as requested to meet your needs. The social worker will also assist you with any transfer plans when appropriate.

Bereavement Services

It is our sincere promise to you that your loved ones will be supported and comforted by the Good Shepherd Hospice Bereavement team. We will create an individualized care plan based on your family's needs and we will continue our relationship with them for up to 13 months.

Pastoral Care

Our hospice chaplains are available to provide spiritual support, a listening ear and the opportunity for quiet prayer. They can also act as a liaison between you and your spiritual minister and community of faith.

There is an interfaith chapel connected to the front lobby that is a quiet serene place for meditation or prayer. Prayer service offered daily at 8:45 am in chapel.



Volunteers

In addition to the professional staff, you will notice that hospice volunteers have an important role here at the Inpatient Center. Our hospice volunteers may provide companionship for the patient and support for their family. All hospice volunteers are specially trained and sensitive to the needs of hospice patients. The Inpatient Center also offers specialized volunteers, *Compassionate Shepherds*, who offer comfort, support and calming presence to patients in their final hours of life.

Child Life Program

Our child life specialist is available for the needs of children of all ages to provide extra support in dealing with death and dying. We have designated areas and specialized activities customized for children.

Patient Call System

You have the ability to reach a nurse at any time of the day or night with the patient call system. We will demonstrate how to use this system to you and your family and we will show you the location of the “call buttons” throughout the Inpatient Center in case you need assistance. When you are in your bathroom, the call button is affixed to the wall.



Meals

Our dietary service will meet your unique nutritional needs and desires. Your family members are welcome to bring in food for you which can be heated in the Family Kitchen.

Medical Services

The Medical Staff, comprised of specialist physicians and nurse practitioners, provides medical care to all patients at the Inpatient Center. They collaborate with your attending physician and other doctors to plan for your care and provide relief from pain and other symptoms. Members of the Medical Staff are board certified in hospice & palliative medicine, a hallmark of their expertise in this field.

Pain and Symptom Management

The professional staff at the Inpatient Center has extensive experience in providing the highest quality compassionate end of life and palliative care. It is our goal to maintain comfort and quality of life, to help you enjoy every day as fully as possible.

Medications will be kept in the nurse's station and will be administered by the nurses according to doctor's orders. If you experience pain, the level of your pain and how it is being managed will be reassessed continuously. Our nurse work closely with physicians and our hospice Medical Director to ensure comfort.

Transfer from the Inpatient Level of Care

Care at the Inpatient Center is designated for patients whose medical condition requires continuous assessment and management that cannot be provided in another setting, such as at home or in a nursing facility. For some patients, this care stabilizes their condition, and they will no longer require this intensive level of medical management. The hospice team will discuss with you the potential for transfer from the inpatient setting shortly after admission and as the patient's condition warrants. In addition, transfer planning will be discussed, if appropriate.

Making Final Arrangements

The professional staff at the Inpatient Center will make every effort to ensure your time with us is a time of serenity and comfort. If you have not considered your final arrangements, we can help you accomplish this.

Wireless Internet Access

There is free wireless internet access for patient, family and visitor use.

Username: HOSPICEGUEST1

Password: GuestAccess

If you have trouble configuring your laptop to the network, contact the front desk.

Spa Tub

A state of the art spa tub is available for patient use when appropriate.

Pets

Pets are welcome at the Inpatient Center when prior arrangements are made with the nursing staff. The pet must be bathed 24 hours prior to the visit and kept on a leash or in a pet carrier and be supervised at all times in the patient's room. Pets should be up to date on all vaccinations and people friendly.

Handwashing

Please make frequent use of the hand sanitizing dispensers located throughout the facility, especially upon entering and leaving the building. We have enclosed a "stay healthy" insert in your admission folder for more detailed information.



Overnight Visitors

A family member is welcome to spend the night in the patient's room. A sleeper chair with linens is provided for this purpose. We ask that family members notify the nurse if they plan to spend the night.



Visiting At The Inpatient Center

Visiting Hours

Visiting hours are unlimited and not restricted by age. Adult family and friends as well as children and pets can visit any time of the day or night with appropriate supervision.

Upon arrival, the visitor will ring the doorbell and respond when asked whom they are visiting. If the visitor cannot name the patient he/she is visiting, they will not be granted admission to the building. There are Security Guards in the evening hours to ensure the safety of patients and staff at the Inpatient Center. When you visit the Inpatient Center you will be asked to sign in and sign out at the reception desk.

There is designated parking for the Inpatient Center.

Common Areas

The Inpatient Center has many areas for visitors to use such as our Gathering Pavilion, which is a living room-like setting that features a 540-gallon salt-water aquarium, connecting computer room for teens and children, double-sided fireplace and two televisions. There is a sunroom with comfortable seating, large flat screen television, and children's play area. There is a large kitchen area with multiple tables where families may dine themselves or share meals with patients. Please be considerate of others when using the common spaces.



Guidelines for Visitors

In our desire to provide a quiet dignified environment for our patients and their families, please note the following guidelines:

- There should be a limited amount of visitors at the patient's bedside. If you have a large family, try to plan ahead and stagger your visits so that the patient can enjoy the company of visitors while not being overwhelmed with the presence of too many people.
- If you know a large group of visitors is expected, take turns spending time in the patient's room.
- Close the door of the patient's room to afford you and others privacy.
- When in the anteroom or hallway, please keep the level of your voice low.
- Be aware that patients are at different phases of the dying process. The chapel is available if you need a private place to express your emotions.
- Please do not use the patient's bathroom; use the visitor bathroom located in the main lobby.
- Young children **MUST** be accompanied by an adult at all times. If a young child is crying, either close the door of the patient's room, or remove the child to a room where he/she will not disturb others.

- Children are welcome to play with games that have been made available. Please have them clean up when they are done. Children should be instructed to keep their voices low.
- The kitchen is stocked with items for patient and family use. You may also bring in food items marked with your loved one's room number and the date it was brought in.
- Consumption of alcohol is strictly prohibited. If there is a special circumstance that requires discussion, please bring it to the attention of the nurse manager.
- Please be considerate of other patients and families during your stay. Please keep the TV turned to a low volume. If you are watching TV in any general public areas, please make sure the content is acceptable to a general audience.



Good Shepherd Hospice Inpatient Center

Directions

Long Island Expressway / 495 (*Heading East or West*)

- Take the Long Island Expressway/495 heading east or west to exit 62N/ Nicolls Road.
- Take Nicolls Road North to Route 347
- Make a right on Route 347 heading east to Route 112.
- Make a left onto Route 112 heading North.
- Cross over the railroad tracks in Port Jefferson. Make a right at the next light onto North Country Road. You will then come to another light, where you will make a left onto Belle Terre Road.
- At the top of the hill, at the traffic light, make a left and St. Charles Hospital is on your right.
- Good Shepherd Hospice Inpatient Center is on the Chapel side of the hospital campus. Designated parking is available in the lot near the Inpatient Center.

Contact Us

Inpatient Center at Port Jefferson

200 Belle Terre Road
Port Jefferson, New York 11777
(631) 642-4200

Access to Care

(631) 465-6363 / (516) 586-1420



Good Shepherd Hospice

Catholic Health Services

At the heart of health

Administrative and Clinical Offices

110 Bi-County Blvd, Ste 114

Farmingdale, NY 11735

(631) 465-6300

www.goodshepherdhospice.net

