Dear Valued Patient and Family Members,

Thank you for choosing Pottstown Hospital for your healthcare needs. Our entire staff is committed to providing excellent-quality care in a safe, caring and friendly atmosphere. While you are here, our focus is to meet your physical and personal needs, and to treat you with compassion and respect.

This patient guide is intended to answer most of your questions during your stay. If you have questions or concerns, please feel free to discuss them with your nurses or any member of our staff. Being in the hospital can be overwhelming and confusing at times. Don’t ever hesitate to ask for help.

Welcome to Pottstown Hospital. It is our pleasure to serve you. We extend our best wishes to you for a rapid recovery. We are happy to be here when you need us. We will take great care of you.

Respectfully,
Rich Newell, CEO
# Take Charge of Your Care

- Protect Your Health
- Don’t Ignore Pain
- Opioid Pain Medicines
- Safety & Preparation
- Be Proactive
- Manage Your Medicines
- 5 Ways to Fight Infections

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Contact Us: 1600 E. High St. • Pottstown, PA 19464  
610-327-7000 • www.towerhealth.org

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About Us

We Care About Your Care
Please speak up and tell us if we can do more. In fact, after your stay, a survey provider (Press Ganey) will be mailing you a survey for us to receive feedback on your stay. Please be honest and take a few moments to tell us what you think. Your responses to this patient experience survey will help improve our services.

Why We Are the Right Choice for Your Care

Pottstown Hospital, now part of Tower Health, is a Joint Commission-accredited, 232-bed acute care hospital. The medical staff includes 260 physicians representing 40 medical specialties, and is committed to serving the healthcare needs of residents in Pottstown and the surrounding areas.

The hospital offers a range of health services, including inpatient and outpatient, and medical, surgical, diagnostic and emergency care, to name a few. A continuum of care is provided to patients through a dedicated team of physicians, nurses, staff and volunteers. Pottstown Hospital strives to exceed patient expectations, while delivering compassionate, safe, quality care.

Distinctions

Center for Orthopedics and Spine
- Joint Commission Gold Seal of Approval™ for Hip and Knee Replacement

Primary Stroke Center
- Joint Commission Gold Seal of Approval™
- Gold Plus Distinction, AHA Stroke Association Get with the Guidelines

Regional Cancer Center
- Five-time recipient of Accreditation with Commendation with Outstanding Achievement Award by the American College of Surgeons, Commission on Cancer

Chest Pain Center
- Chest Pain Center accreditation and Heart Failure accreditation from the American College of Cardiology (ACC) Accreditation Services, in recognition of the hospital’s commitment to the highest standards in the country for cardiac care
Phone Directory

Hospital Services

Key Numbers
Main
610-327-7000

Patient Advocate
610-327-7431

Case Management
610-327-7140

Central Scheduling
610-327-7500

Dining on Call
610-327-7459 (patients)
484-945-6368 (families)

Environmental Services
610-327-7070

Gift Shop
610-327-7044

Information Desk
610-327-7474

Medical Records
610-327-7550

Patient Financial Services
610-327-7022

Volunteer Services
610-327-7136

Phone Tip
Calling from inside the hospital? Dial the last four digits only.
Our Commitment to Care

Want to Know How We Score?
You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare uses HCAHPS results and other data: www.medicare.gov/hospitalcompare/search.html
- Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- DNV GL Healthcare: www.dnvglhealthcare.com
- The Joint Commission: www.qualitycheck.org

You also can find information on hospitals at:

- Pennsylvania Department of Health
  Room 526, Health and Welfare Bldg.
  625 Forster St.
  Harrisburg, PA 17120

- Office of Quality and Patient Safety
  The Joint Commission
  One Renaissance Blvd.
  Oakbrook Terrace, IL 60181
  Fax: 630-792-5636
  Website: www.jointcommission.org/report_a_complaint.aspx, then click “Report a Patient Safety Event”

Patient Experience 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 best quality care. To do so, we ask for feedback from patients like you.

During Your Stay
Please speak with your nurse leader if you have any questions or concerns about your care. If your issue still is not resolved, then contact a patient advocate at 610-327-7431. You also have the right to file your complaint with either:

After Your Stay
Once you leave our care, you may receive a survey in the mail. This survey is a tool to measure and report our patients’ experience. It’s made up of simple questions on key topics, such as:

- doctor and nurse communication
- medicine and discharge information
- pain management and staff responsiveness
- overall quality of the hospital

If you’re selected to receive this survey, please take the time to complete it. The results will help us know what we’re doing right and where we can improve.
Rapid Response Team

Special Support to Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You, a family member, visitor or employee can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

When to Call Rapid Response

Call for help if you notice:

- change in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- changes in urine output (much more or less urine)
- change in mental status or level of consciousness
- any change in the patient’s condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team
- any time you are worried something might be wrong

How to Call Rapid Response

Step 1: Dial 42 on bedside phone.

Step 2: Tell the operator: your name, room number, patient’s name and your concern.

Step 3: The Rapid Response Team will be sent to your room.
Fast Facts About Your Stay
An A-Z Guide to the Most Frequently Asked Questions

Calling Your Nurse

Just press the call button and the nurse will be signaled at the nurses station.

Dining on Call

My Dining automated room service program gives patients the opportunity to order their meals when they are ready to eat, with delivery within 45 minutes by friendly, professional staff.

After calling the service, a Nutrition operator greets you and helps you order your meal. Foods are prepared fresh to order, and you can order breakfast foods at dinner or traditional dinner foods for breakfast. If you forget to order a meal, we’ll make a reminder call. Guest meals are available for family members with the purchase of a $5 voucher.

Dining Options

The Underground Restaurant

Location: Ground floor
Hours: Monday through Friday: 6:30 a.m. to 6:30 p.m.
Saturday and Sunday: 6:30 a.m. to 1 p.m.

Visitors can enjoy a variety of seasonal entrees, which include selections from our deli bar, soup and salad bar, and daily grill specials, to name a few. The café also features a variety of grab and go entrees and snacks for your convenience.

Electrical Appliances

Please do not bring your TV, radio, hairdryer, curling iron or heating pad from home. You will not be allowed to use them due to strict hospital safety regulations.

Gift Shop

Location: In the lobby
Hours: Monday through Friday: 9 a.m. to 7 p.m.
The Just For You gift shop offers items for newborns, snacks, cards, flowers, handmade crafts, stuffed animals, personal care items and more. To make a purchase yourself, ask a nurse or call the gift shop at ext. 7044.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Hearing Impaired

For assistance, dial 9 + 711# to reach a Text Telephone (TTY) operator. You also can ask your nurse for TTY phone access.
Fast Facts About Your Stay  continued

An A-Z Guide to the Most Frequently Asked Questions

**Hospital Safe**

If you cannot send your valuables home, please speak with your nurse about storing them in the hospital safe. Pottstown Hospital cannot be responsible for any valuables left in your room.

**Hospitalists**

During your stay, you will be treated by hospitalists who work in close consultation with your primary care physician and specialists. They manage your entire hospital experience, from admission until discharge.

**Mail and Flowers**

We will deliver mail, packages and flowers to your room. Any mail received after your discharge will be forwarded to your home address.

**Please note:** Flowers or balloons are not permitted in the ICU. Latex balloons are not permitted in the hospital.

**Newspaper**

The local newspaper, free magazines or puzzles are available upon request. You may contact a volunteer by dialing ext. 7474, and the item will be delivered to you.

**Personal Belongings and Valuables**

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Pottstown Hospital cannot be responsible for replacing personal belongings.

**Public Restrooms**

Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

**Smoking**

For our patients, visitors and staff, we are a smoke-free hospital. This includes all electronic smoking devices such as e-cigarettes and vapors. You can request a nicotine replacement alternative from your physician.

**Spiritual Care**

Clergy are welcome to visit their church members at any time. (In maternity, however, they may visit only during scheduled visiting hours.) Spiritual health counseling is available to all patients. To arrange a visit from the chaplain, or to arrange for special religious needs, dial ext. 7134 or ask a nurse to assist you.

**Telephone**

For all local calls, dial 9 + 10-digit number. For long-distance calls, dial 9 + 0 + 10-digit telephone number. Long-distance calls must be charged either to your home phone or credit card, or made
Visitors are encouraged not to bring food into the hospital.

Any exceptions to our visiting policies are handled on a case-by-case basis.

**Visiting Hours**

We welcome you to visit our hospital during general visiting hours, 9 a.m. to 9 p.m. Special hours apply on some units. Read below for details.

**Intensive Care Unit:**

24-hour visitation is limited to immediate family. Two visitors at a time at the bedside. Children are allowed to visit at the discretion of the patient’s nurse and patient’s clinical condition, and must be accompanied and supervised by an adult at all times.

**Maternity:**

24-hour visitation – Parent or support person who has been issued an identification bracelet to match the newborn. All other visitors will adhere to the general visiting hours and must be over the age of 12, unless accompanied by an adult that is not the patient.

**Nursery:**

All visitors to the Special Care Nursery shall be accompanied by a parent or support person who has been issued an identification bracelet to match the newborn. Children under the age of 12 are not permitted in the Special Care Nursery.

**Center for Behavioral Medicine:**

Monday through Friday: 6 to 7 p.m. Saturday, Sunday and Holidays: 1 to 3 p.m. and 6 to 7:30 p.m. Children are permitted 4 to 5 p.m. daily when accompanied by an adult.

**Volunteers**

We have an active Volunteer Services department who gives thousands of hours to Pottstown Hospital to enhance the care of our patients and families. If you would like more information, contact Sharon Steinmetz at 610-327-7136. Volunteers should be a minimum of 14 years old.

**Your Hospital Bed**

The controls for your bed are located on the side rails. Unless your doctor orders otherwise, you can raise or lower your bed to find the most comfortable angles for you.
Protect Your Health
Take Charge of Your Care

Speak Up

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff:

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

And, Remember, Take Charge of! Your Communication:

- Ask About Jargon: If you hear a medical term you don’t understand, ask what it means.
- Teach Back: After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.
- Take Notes: Write down any key facts your doctor tells you so you won’t forget.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

- Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- Speak up if hospital staff does not check your ID bracelet. Any time staff enters your room to give you medicine, transport you or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.
Don’t Ignore Pain
Take Charge of Your Care

Non-Drug Treatments of Pain
- Breathing and relaxation
- Imagery
- Massage, pressure, vibrations
- Distraction
- Hot or cold packs
- Rest
- Meditation

Why Is Pain Management So Important?
Pain can affect you in many ways: keep you from being active, interfere with your sleep or rest, decrease your appetite, and stop you from enjoying time with family and friends.

Studies have shown that after an operation, good pain control results in fewer complications, faster healing and shorter hospital stays.

Together, we will do everything we can to help control your pain.

Understanding and Treating Your Pain
We want to do everything we can to help you control your pain.

Understanding Your Pain
Below are some questions your healthcare team may ask you:
- Where do you feel pain?
- How long have you had the pain?
- How does the pain feel: is it dull, tender, aching, cramping, shooting, burning, radiating, throbbing, stabbing, tingly, gnawing, squeezing?
- What makes the pain worse?
- What makes the pain better?

Treating Your Pain
Only you know how much pain you feel. Some things to keep in mind:
- Most pain can be controlled.
- Communication with your healthcare team is important.
- Medications may provide relief.
- Relaxation and comfort items may help.
- Sleep is important and will help with healing.

Wong-Baker FACES® Pain Rating Scale

Opioid Pain Medicines

Know the Risks and Tips for Safe Use

Opioids are medicines that help relieve pain. They affect your brain by blocking or reducing pain signals and interacting with its reward system. They’re available legally as prescription painkillers like hydrocodone and oxycodone, and illegally as heroin.

Prescription opioids can be very addictive and dangerous if they’re not used properly. Your body makes its own opioids, called endorphins. But using opioids over time can cause your body to stop making its own and become dependent on the opioids you take. This dependence causes withdrawal when you try to stop using. You can also develop tolerance to opioids over time. This means you have to keep taking larger and larger amounts of the drug to get the same feeling.

Side Effects

You can experience side effects from prescription opioids, even when you take them as directed by your doctor. Opioid painkillers can cause:

- constipation
- nausea, vomiting and dry mouth
- confusion
- depression
- fatigue and dizziness
- itching and sweating

Long-term use can lead to side effects like:

- tolerance
- dependence
- increased sensitivity to pain
- addiction
- overdose

Safe Use

If you’re prescribed an opioid painkiller during your hospital stay, be sure you know the possible risks. Talk to your doctor about safe use, and remember the following tips:

- Take opioid painkillers exactly as prescribed.
- Make a plan with your doctor that covers your questions and concerns, when you need to follow up with him or her and other ways to manage pain.
- Don’t drink alcohol while you’re taking opioid painkillers, and ask your doctor for a list of medicines to avoid.
- Never share your opioid painkillers, and never use another person’s.
- Store your prescriptions in a secure place that others can’t access.
- Throw away any leftover pills safely—to find out how, visit www.fda.gov/drugs/resourcesforyou.

If you or someone you know may be struggling with addiction, don’t wait to get help. Call 1-800-662-HELP (4357) or visit findtreatment.samhsa.gov.

Speak Up!
If you don’t want opioid pain medicine during your hospital stay, tell your doctor or nurse. You can ask a loved one to speak with hospital staff too.

By the Numbers

- 1 in 4: The number of people on long-term prescription opioids that struggle with addiction.
- #1: Drug overdoses are now the #1 cause of death for Americans under age 50.
- Every 25 minutes: How often a baby is born with drug withdrawal. Rates have increased by 500% since 2000.

Speak Up!
If you don’t want opioid pain medicine during your hospital stay, tell your doctor or nurse. You can ask a loved one to speak with hospital staff too.
Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they’re available.)
- Wear non-slip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It’s better to be extra careful than risk another medical problem.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- your name
- the type of surgery you are having
- the body part to be operated on.

Hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it’s correct.

Take simple steps like these to help prevent medical mistakes.

Ask Questions

Ask your surgeon to take a “time out” to check: you’re the right person, getting the right surgery on the right body part.
Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care. A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help

Don’t forget
Tell the staff who you’ve picked to be your support person.

Pay Attention to Your Care

- Tell your nurse if something doesn’t seem right.
- Know what time you normally get medicine, and tell your nurse if you don’t get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don’t be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

You Are Key
You are the most important member of your healthcare team. Make sure you:

- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge
Prevent Medicine Errors
Be sure your doctors and nurses know:

- That your name matches the name on the medicine (use your ID bracelet to double-check).
- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.

Whether you take one medicine or five, it’s important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

Take Care of Your Meds
Remember, take charge of your medicines. Think you’re due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don’t be afraid to ask. Review the Guide to Medication Side Effects booklet in this folder.
The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. **Clean your hands**
   - after touching hospital objects or surfaces
   - before eating
   - after using the restroom.

2. **Ask hospital staff members to clean their hands.** This should be standard practice, but don’t be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues, promptly throwing them away and avoiding touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.

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**Cleaning Tip**
Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing “Happy Birthday” twice).

**About Antibiotics**
While you’re in the hospital, your doctor will review and make changes to your medicines—including antibiotics. This helps to make sure you’re taking antibiotics in the safest and most effective way. Talk to your doctor or nurse to learn more.
Prevent Hospital Infections

Superbugs
A superbug is a germ that causes a bacterial, viral or fungal infection, but doesn’t respond to usual treatments. These bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E. coli, C. diff and VRE. Superbugs spread from person to person by touching hands or objects. Learn how to protect yourself with the prevention tips below.

Take Steps to Reduce Your Risk During Your Stay
According to the U.S. Department of Health and Human Services, one in 25 patients gets a healthcare-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

<table>
<thead>
<tr>
<th>Type</th>
<th>How It Starts</th>
<th>Symptoms</th>
<th>Prevention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catheter-Associated Urinary Tract Infections (UTI)</td>
<td>Germs enter your urinary tract while using a tube to drain urine.</td>
<td>• fever&lt;br&gt;• burning&lt;br&gt;• pain&lt;br&gt;• bloody or frequent urination</td>
<td>• clean hands before touching area&lt;br&gt;• keep urine bag below level of bladder to prevent backflow&lt;br&gt;• don’t tug, pull, twist or bend the tube&lt;br&gt;• secure catheter to your leg and ask every day if it’s still needed</td>
</tr>
<tr>
<td>Surgical Site Infections</td>
<td>Germs affect the site of your surgery—either on your skin or internally.</td>
<td>• redness&lt;br&gt;• pain&lt;br&gt;• drainage of cloudy fluid&lt;br&gt;• fever</td>
<td>• do not shave surgery site (irritation increases risk of infection)&lt;br&gt;• clean hands before touching area&lt;br&gt;• don’t let visitors touch or dress your wound&lt;br&gt;• ask your nurse to show you how to care for your wound</td>
</tr>
<tr>
<td>Central Line-Associated Bloodstream Infections</td>
<td>Germs enter your bloodstream through a large tube that’s inserted in a vein near your neck, chest or groin.</td>
<td>• red skin and soreness at site&lt;br&gt;• fever&lt;br&gt;• chills</td>
<td>• clean hands before touching area&lt;br&gt;• make sure staff wears gloves, gown, cap, mask and sterile drape when handling tube&lt;br&gt;• speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore&lt;br&gt;• avoid touching tube or letting visitors touch tube&lt;br&gt;• ask that tube be removed as soon as possible</td>
</tr>
<tr>
<td>Ventilator-Associated Pneumonia</td>
<td>Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.</td>
<td>• cough&lt;br&gt;• mucus&lt;br&gt;• fever&lt;br&gt;• chills&lt;br&gt;• shortness of breath</td>
<td>• clean hands before touching area&lt;br&gt;• ask if it’s safe to raise the head of your bed&lt;br&gt;• know how often the inside of your mouth needs to be cleaned and speak up when it hasn’t happened&lt;br&gt;• ask that tube be removed as soon as possible</td>
</tr>
</tbody>
</table>
Rights & Responsibilities
You Have the Right to the Best Care

Policy
Pottstown Hospital respects and assures the basic rights and responsibilities of its patients. All employees are responsible for understanding and upholding all patient rights.

Definitions
Patient Rights and Responsibilities:
1. Assure that the hospital is fair and responsive to patient needs;
2. Provides patients with credible and effective mechanisms to address their concerns;
3. Encourage patients to take an active role in their healthcare; and
4. Reaffirm the importance of a strong relationship between patients and their healthcare professionals.

Procedure
Patient Rights and Responsibilities posters are displayed prominently in hospital departments. A printed copy of the Patient Rights and Responsibilities is distributed to inpatients in the patient guide. Upon request, printed copies of the Patient’s Rights and Responsibilities are available to all inpatients, outpatients and visitors at registration points.

Patient Rights
- You or your representative, when appropriate, have the right to be informed of all your rights at the earliest possible moment during your hospital stay.
- You have the right to receive respectful healthcare from competent professionals without unnecessary delay, no matter your race, ethnicity, national origin, culture, language, age, creed, physical or mental disability, sex, sexual orientation, personal values, beliefs, preferences, gender identity or expression, socioeconomic status or source of payment.
- You have the right to receive complete information about your illness and treatment in words you can understand so that you can be involved in your care planning and treatment. Your entire healthcare team is committed to giving you information and answering your questions. When not medically advisable to communicate this information to you, this information will be provided on your behalf to your next of kin or other appropriate person.
- You have the right to know the names of all the people taking care of you and their functions.
- You have the right to have a family member, friend or support person notified promptly about your admission to the hospital.
- You have the right to have your personal doctor notified promptly about your admission and be kept up-to-date about your illness and treatment.
- You have the right to be told by your doctor of any test, procedure or treatment that has risks, and to give informed consent for this test, procedure or treatment to be done. In emergencies, or if you are too ill or otherwise cannot understand this information, you have the right to have your family member, friend or other support person told.
- You have the right to say “no” to any treatment and to leave the hospital at any time. You have the right to hear from your doctor what may happen if you refuse the treatment or leave. There may be times that care must be provided based on the law.

Concerns?
If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing leader. If you feel that your issue isn’t resolved, contact a patient advocate at 610-327-7431.
• You have the right to make choices now and to document those choices in case you become too ill to speak for yourself later. This right to choose is called an advance directive. You may choose someone to make healthcare decisions for you. You may also choose what treatment you would like or not like to have done.

• You have the right to be told by your doctor about any research or donor program that may be helpful to you. You have the right to have all your questions answered, then to give informed consent if you wish to become part of the research or donor program. You also have the right to refuse to continue in such a program at any time. If you are too ill or otherwise unable to understand this information, a legally responsible party will receive the information, provide consent and/or discontinue your participation in the research or donor program.

• You have the right to see all information in your medical record within a reasonable time of your request. If your doctor feels you should not see this information for medical reasons, you have the right to have someone else review your record.

• You have the right to keep your medical record and other healthcare information confidential. You need to know that we are required by law to share some types of information. We also need to provide information to your benefits plan for your care to be covered.

• You have the right to be informed about continuing healthcare needs to be addressed following your discharge, as well as about recommended methods for addressing those needs.

• You have the right to personal privacy.

• You have the right to visitation from family members, friends or other support persons.

• You have the right to restrict or limit your visitors. Visitation may be restricted or limited when visitors interfere with your care or the care of other patients.

• You have the right to receive care in a safe setting and to be free from all forms of abuse, harassment, neglect or mistreatment.

• You have the right to be free from restraints or sedation of any form imposed as a means of coercion, discipline, convenience or retaliation by staff.

• You have the right to get information about the pain you may experience and ways to prevent or reduce your pain. You also have the right to prompt response when you tell us about pain you are having.

• You have the right to have interpreting services, provided at no charge, if you do not speak English.

• You have the right to have a sign language interpreter or other devices to assist you and ensure effective communication provided at no charge if you are deaf or hard of hearing.

• You have the right to full information about your hospital bill if you request it.

• You have the right to full information and counseling on the availability of known financial resources for your healthcare.

• You have the right to know what hospital rules and regulations apply to your conduct as a patient.

• You have the right to expect emergency procedures to be implemented without unnecessary delay.

• You have the right to assistance in obtaining consultation with another physician at your request and your expense.

• You have the right to expect good management techniques at the hospital to use your time effectively to avoid personal discomfort.

• You have the right to good quality care and high professional standards that are continually maintained and reviewed.

• You, when medically permissible, have the right to be transferred to another facility only after you or your representative has received complete information concerning the need for and alternatives to such a transfer. The institution to which you would be transferring must first accept you for transfer.

• You have the right to access an individual or agency authorized to act on your behalf to assert or protect your rights as set forth in this document.
Rights & Responsibilities CONTINUED

- You have the right to be informed about unanticipated outcomes of care, treatment and services.
- You have the right to access and receive an accounting of disclosures regarding your health information as permitted by law.
- You have the right to share your concerns about the care or services you are receiving. If you have a problem or complaint, you may talk with your doctor, nurse or any member of your healthcare team. You may also call our Patient Advocate at 610-327-7431 or PottstownAdvocate@towerhealth.org. You have the right to contact the Pennsylvania Department of Health, Room 532, Health & Welfare Building, 625 Forster Street, Harrisburg, PA 17120, phone: 800-254-5164.
- You have the right to contact hospital management if a concern you have about patient care or safety has not been addressed. If your concerns cannot be resolved through the hospital, you may also contact The Joint Commission at https://www.jointcommission.org/report_a_complaint.aspx, fax: 630-792-5636, Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Our Responsibilities
- We will provide the best healthcare possible in a safe, clean, quiet and pleasant environment.
- We will provide education to help patients and their families understand the illness, what they can do about it, and, when possible, how to stay healthy after recovery.
- We will provide you with options for treatment that may be needed at another facility, as an outpatient, or at home.
- We will provide mental health, spiritual, and social services if requested by you or your doctor.
- We will provide a Patient Advocate to receive suggestions on how we can improve our services.
- We will provide you with a Patient Information booklet to help you and your family learn what to expect during your hospital experience.

Patient Responsibilities
- Please keep your appointments with us.
- Please play an active role in your care.
- Please be open and honest with us about the health and pain management information we give you. Let us know immediately if you do not understand it, or if you feel that you cannot follow the instructions we give you.
- Please tell your doctor and healthcare team about any changes in your health, including any pain you may be experiencing.
- Please report any concerns you may have regarding your safety to any member of your healthcare team, Patient advocate: 610-327-7433 or PottstownAdvocate@towerhealth.org or to hospital management. If your concerns cannot be resolved by the hospital, please contact The Joint Commission at https://www.jointcommission.org/report_a_complaint.aspx, fax: 630-792-5636, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.
- Please be considerate of our other patients by following our guidelines on the number of visitors, visiting hours, noise level and tobacco-free environment. Please be sure that your visitors are considerate also.
- Please help us protect confidentiality and personal privacy, yours and that of our other patients.
- Please provide the benefits plan information necessary to process your hospital bill.
- Please pay your part of the hospital bill as soon as possible. If you think you will have problems with your bill, please let us know.
Civil Rights Complaint
You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:
U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
TDD: 800-537-7697
Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Pottstown Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Pottstown Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Pottstown Hospital:
Provides free aids and services to people with disabilities to communicate effectively with us, such as:
• Qualified sign language interpreters
• Written information in other formats (large print, audio, accessible electronic formats and other formats)

Provides free language services to people whose primary language is not English, such as:
• Qualified interpreters (available through CyraCom)
• Information written in other languages

If you need these services, contact your healthcare team.

If you believe that Pottstown Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Wanda Hunsberger, Civil Rights Coordinator, 1600 E. High St., Pottstown, PA 19464, phone: 610-327-7697, fax: 610-327-7432. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Wanda Hunsberger, Civil Rights Coordinator, is available to help you.

continued on next page
English
ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-610-327-7000 (TTY: 1-610-327-2028).

Arabic
ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 7000-1-610-327-2028 (رقم هاتف الصم والبكم). (1-610-327-2028)

Spanish

French

Chinese
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-610-327-7000 (TTY: 1-610-327-2028)。

Gujarati
સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ હું. ફોન ્કરો 1-610-327-7000 (TTY: 1-610-327-2028)。

Polish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-610-327-7000 (TTY: 1-610-327-2028)。

Pennsylvania Dutch

Korean

Italian

Portuguese
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 advance directives 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**
For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you’re unable to do so. An official healthcare 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.

For finances: You also have the right to appoint someone or the same person to help manage your finances if you cannot.

Fill Out Your Forms
Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact Case Management at ext. 7140.
Support for Caregivers

How to Play a Role in Your Loved One’s Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

• What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)? Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.

• What new and former medicines does my loved one need to take? Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.

• What health warning signs do I need to watch for and what do I do if they happen? Help your loved one by writing these symptoms down as well as the name and contact number to call.

Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

- www.acl.gov
  Caregiver resources from the Administration for Community Living
- www.caregiving.com
  Online support groups and articles on caregiving
- Eldercare Locator
  800-677-1116
  eldercare.acl.gov
  Help with locating aging services throughout the U.S.
- National Alliance for Caregiving
  www.caregiving.org
  Support for family caregivers and the professionals who serve them
- Caregiver Action Network
  202-454-3970
  www.caregiveraction.org
  Support for caregivers of chronically ill, aged or disabled loved ones
Talk to Your Doctor
Your doctor is your best source for information about vaccines. Which vaccines are right for you depend on your age, other health conditions you have (including pregnancy) and where you travel.

Which Vaccines You Need to Protect Your Health

Vaccines work with your immune system to help protect you from infections and disease. As you age, you’re more at risk of certain health conditions because your immune system isn’t as strong as it used to be. And if you do get sick, the symptoms can be more serious.

Three types of vaccines are especially important for older adults, including:

**Influenza Vaccine**—The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

**Zoster or Herpes Zoster Vaccine**—The FDA recently approved a new vaccine called Shingrix to protect against shingles. This vaccine is two doses and recommended for all adults age 50 and older—even if you’ve already had shingles or received the one-dose vaccine. You’ll need two doses of the new vaccine, two to six months apart.

**Pneumococcal Vaccines**—Even if you already received one pneumonia vaccine, you may still need another:

- **Pneumococcal conjugate or PCV13:** You need one dose of this vaccine if you are age 65 or older and didn’t receive it at a younger age. It’s best to get this one before the PPSV23 vaccine. Wait at least 12 months if you receive the PPSV23 first.

- **Pneumococcal polysaccharide or PPSV23:** If you are age 65 or older, you need one dose of this vaccine, ideally 12 months after receiving the PCV13 vaccine.
Before You Leave the Hospital
Checklist for Discharge

☐ Discharge summary
This includes why you were in the hospital, who cared for you and your procedures and medicines.

☐ Medicine list
This includes the medicine names and details of how much to take, and when to take it. Make sure you know why you are taking each one and what has changed.

☐ New prescriptions
Check that your pharmacy has your new prescriptions, and that you have a plan to get them filled and picked up.

☐ Local resources
Ask your discharge planner for help finding local after-care services or other support groups that you may need.

☐ After-hospital services
Know if you’ll need support in these areas and make a plan for getting it:
- Personal care: bathing, eating, dressing, toileting
- Home care: cooking, cleaning, laundry, shopping
- Healthcare: taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment

☐ Follow-up care instructions
Beyond medicine, this can include:
- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions
Plan Early

Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your case manager, and review the following:
- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don’t feel well

A Reason to Plan Early
If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you’ll need time to find and weigh your options. For help comparing services in your local area, go to:
- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html
- www.qualitycheck.org

It is helpful to register for the My Health Home Portal because your discharge instructions also will be listed there.

Not Ready to Leave?
You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital. Speak with your case manager or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Try the teach-back method.
Repeat back what you hear the case manager say to make sure you understand the details correctly.
Planning Ahead
Before You Leave

Questions to Consider

1. Has my follow-up appointment been scheduled? With who?

2. What are key warning signs I need to watch out for?

3. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

4. What kinds of activities and foods are limited? For how long?

5. Are my new medicines safe to take with my other medicines, vitamins or supplements?

6. Do I know how and when to take my medicines?

If you do not have a family doctor, please visit Pottstown.Towerhealth.org to find one near you.

Need Medical Equipment or Supplies?
If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit www.medicare.gov and select “Find suppliers of medical equipment and supplies” or call 1-800-MEDICARE (800-633-4227).

See your doctor.
After your stay, make an appointment to see your doctor for any follow-up tests you may need.
After-Hospital Care

Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

**Home Healthcare**—care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing.

**Independent Living**—an option available at some continuing care retirement communities. Options may include: private apartments or homes, meals, housekeeping, maintenance, social activities and transportation.

**Assisted Living**—individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines, plus social activities and transportation. Medical staff is on-site 24 hours.

**Nursing Home**—long-term care facility for those who don’t need a hospital, but can’t be cared for at home. Includes: daily living and personal care services, 24-hour skilled nursing care, social activities and events. Special units often are available for people with Alzheimer’s disease or memory loss.

**Hospice**—care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

- ElderCare Locator: eldercare.acl.gov
- National Respite Network and Resource Center: www.archrespite.org

You also can talk to your case manager or social worker for help finding the right after-hospital care.

Insurance Tip

Contact your health insurance provider, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.
## Food & Medicine Safety

### Learn More About the Medicines You Take

Foods can have unwanted—and sometimes unsafe—effects on your medicines. This chart lists common drug and food interactions. If you have questions, talk to your doctor or pharmacist.

<table>
<thead>
<tr>
<th>Drug Class</th>
<th>RX Medicine</th>
<th>Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analgesics (pain relievers)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percocet (acetaminophen/oxycodone)</td>
<td>Avoid drinking alcohol. Take with food to reduce upset stomach. Do not take additional over-the-counter Tylenol (acetaminophen)-containing products. It's unsafe to take more than 3,000 mg of acetaminophen in 24 hours without a doctor’s order.</td>
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<tr>
<td></td>
<td>Tylenol #3 (acetaminophen/codeine)</td>
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<tr>
<td></td>
<td>Norco, Vicodin (acetaminophen/hydrocodone)</td>
<td></td>
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<tr>
<td>Anti-arrhythmics (irregular heart beat)</td>
<td></td>
<td>Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.</td>
</tr>
<tr>
<td></td>
<td>Cordarone, Pacerone (amiodarone)</td>
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<tr>
<td>Antibiotics</td>
<td>Ampicillin Penicillin</td>
<td>Take on an empty stomach for best absorption.</td>
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<tr>
<td></td>
<td>Cipro (ciprofloxacin)</td>
<td>To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products.</td>
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<tr>
<td></td>
<td>Doxycycline</td>
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<td></td>
<td>Tetracycline</td>
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<tr>
<td></td>
<td>Levaquin (levofloxacin)</td>
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<tr>
<td></td>
<td>Flagyl (metronidazole)</td>
<td>Avoid alcohol while taking and for three days after finishing the medication. Take with food to prevent upset stomach; take probiotics (yogurt or supplements) to prevent diarrhea.</td>
</tr>
<tr>
<td></td>
<td>Tindamax (tinidazole)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Griseofulvin</td>
<td>Take with fatty food (ice cream, whole milk or cheese) for better absorption.</td>
</tr>
<tr>
<td>Anti-coagulants (blood thinners)</td>
<td>Coumadin, Jantoven (warfarin)</td>
<td>Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea, bacon, butter, cheese) and multivitamins with vitamin K. Check with your doctor or pharmacist for a complete list. Limit alcohol and cranberry juice.</td>
</tr>
<tr>
<td>Antidepressants</td>
<td>Paxil (paroxetine)</td>
<td>Avoid drinking alcohol; avoid use of nicotine or tobacco products.</td>
</tr>
<tr>
<td></td>
<td>Prozac (fluoxetine)</td>
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</tr>
<tr>
<td></td>
<td>Zoloft (sertraline)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lexapro (escitalopram)</td>
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<td></td>
<td>Celexa (citalopram)</td>
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<tr>
<td>Drug Class</td>
<td>RX Medicine</td>
<td>Tips</td>
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</tr>
<tr>
<td><strong>Antipsychotics</strong></td>
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<tr>
<td></td>
<td>Clozaril (clozapine)</td>
<td>Avoid drinking alcohol and caffeine.</td>
</tr>
<tr>
<td></td>
<td><strong>Abilify</strong> (aripiprazole)</td>
<td>Avoid drinking alcohol and grapefruit juice.</td>
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<tr>
<td></td>
<td><strong>Seroquel</strong> (quetiapine)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Geodon</strong> (ziprasidone)</td>
<td>Take with a meal for best absorption.</td>
</tr>
<tr>
<td><strong>Anti-seizure</strong></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Dilantin (phenytoin)</td>
<td>Take on an empty stomach at the same time every day. Avoid calcium or antacids within two hours of taking medicine.</td>
</tr>
<tr>
<td></td>
<td><strong>Carbatrol, Tegretol</strong> (carbamazepine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td><strong>Depakote</strong> (divalproex)</td>
<td>Avoid drinking alcohol.</td>
</tr>
<tr>
<td></td>
<td><strong>Lamictal</strong> (lamotrigine)</td>
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<tr>
<td></td>
<td><strong>Lyrica</strong> (pregabalin)</td>
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<tr>
<td></td>
<td><strong>Topamax</strong> (topiramate)</td>
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<tr>
<td></td>
<td><strong>Zarontin</strong> (ethosuximide)</td>
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<tr>
<td><strong>Cholesterol</strong></td>
<td>Lipitor (atorvastatin)</td>
<td>Avoid eating large amounts of grapefruit or grapefruit juice (greater than 1 quart per day). Do not eat oat bran within 2–4 hours of taking medicine. Best if taken in the evening.</td>
</tr>
<tr>
<td></td>
<td><strong>Mevacor</strong> (lovastatin)</td>
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<td></td>
<td><strong>Zocor</strong> (simvastatin)</td>
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<tr>
<td><strong>Diabetes Drugs</strong></td>
<td>Glucophage (metformin)</td>
<td>Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.</td>
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<tr>
<td></td>
<td><strong>DiaBeta</strong> (glyburide)</td>
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<tr>
<td></td>
<td><strong>Glucotrol</strong> (glipizide)</td>
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<tr>
<td></td>
<td><strong>Amaryl</strong> (glimepiride)</td>
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<tr>
<td><strong>Gastrointestinal Drugs</strong></td>
<td>Reglan (metoclopramide)</td>
<td>Avoid drinking or limit alcohol. Take 30 minutes before meals.</td>
</tr>
<tr>
<td></td>
<td><strong>Nexium</strong> (esomeprazole)</td>
<td>Take at least one hour before meals.</td>
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<tr>
<td></td>
<td><strong>Prilosec</strong> (omeprazole)</td>
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<tr>
<td></td>
<td><strong>Protonix</strong> (pantoprazole)</td>
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<tr>
<td></td>
<td><strong>Tagamet</strong> (cimetidine)</td>
<td>Avoid drinking alcohol, caffeine and nicotine.</td>
</tr>
<tr>
<td></td>
<td><strong>Zantac</strong> (ranitidine)</td>
<td></td>
</tr>
<tr>
<td><strong>Gout Medications</strong></td>
<td><strong>Colcrys</strong> (colchicine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td><strong>Zyloprim</strong> (allopurinol)</td>
<td>Take after meals.</td>
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<tr>
<td>*If you have gout, avoid large amounts of purine-rich foods (anchovies, beef stock gravies, sardines, shellfish, asparagus, lentils and red meat—especially pork). Check with your doctor or pharmacist for a complete list.</td>
<td></td>
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</tr>
<tr>
<td><strong>High Blood Pressure</strong></td>
<td><strong>ACE Inhibitors</strong></td>
<td>Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, tomato juice, spinach).</td>
</tr>
<tr>
<td></td>
<td><strong>Monopril</strong> (fosinopril)</td>
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<tr>
<td></td>
<td><strong>Prinvil, Zestril</strong> (lisinopril)</td>
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<tr>
<td></td>
<td><strong>Vasotec</strong> (enalapril)</td>
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</tr>
</tbody>
</table>
## Food & Medicine Safety continued

<table>
<thead>
<tr>
<th>Drug Class</th>
<th>RX Medicine</th>
<th>Tips</th>
</tr>
</thead>
</table>
| High Blood Pressure cont.   | **Calcium Channel Blockers**  
Calan (verapamil)  
Cardizem (diltiazem)  
Plendil (felodipine)  
Procardia (nifedipine) | Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice.  
Limit caffeine when taking Calan. |
|                            | **Beta Blockers**  
Tenormin (atenolol) | Avoid drinking orange juice. Do not take calcium products within two hours of taking medicine. |
|                            | Lopressor (metoprolol tartrate) | Take with or immediately after meals. Do not take calcium products within two hours of taking medicine. |
|                            | Coreg (carvedilol) | Take with meals to help reduce side effects. |
|                            | **Diuretics**  
Aldactone (spironolactone)  
Dyrenium (triamterene)  
Midamor (amiloride) | Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach). |
|                            | **Immunosuppressant Drugs**  
Neoral, Sandimmune (cyclosporine)  
Prograf (tacrolimus)  
Rapamune (sirolimus) | Avoid eating grapefruit and drinking grapefruit juice. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, spinach). |
|                            | **MAO Inhibitors**  
Eldepryl, Zelapar, Emsam (selegiline)  
Marplan (isocarboxazid)  
Nardil (phenelzine)  
Parnate (tranylcypromine) | Avoid foods high in tyramine (aged cheese, avocado, banana, bologna, pepperoni, salami, pickled herring, liver, raisins, yeast extracts, red wine, sour cream). Avoid drinking large amounts of alcohol and caffeine (chocolate, coffee, tea). |
|                            | **Osteoporosis**  
Bisphosphonates  
Fosamax (alendronate)  
Boniva (ibandronate)  
Atelvia, Actonel (risedronate) | Take on an empty stomach with 8 oz. of water in the morning before breakfast. Do not take any other drugs, vitamins or food within 30 minutes (60 minutes for ibandronate) of taking medicine. Remain upright, not reclining or lying down, for one hour after taking. |
|                            | **Thyroid Hormones**  
Levoxyl, Synthroid, Unithroid, Tirosint (levothyroixine) | Take on an empty stomach 30–60 minutes before breakfast with 8 oz. of water. Avoid eating walnuts, soybean flour, dietary fiber, and calcium products within four hours of taking medicine. |