Welcome to Phoenixville Hospital, and thank you for choosing Phoenixville for your healthcare needs. Our physicians, nurses and staff are committed to providing exceptional care for our patients and their families.

This patient guide is intended to answer most of your questions about your stay. If there is anything you need that is not included in this guide, please ask any member of our staff for help. Our goal is to make your experience at Phoenixville Hospital as comfortable as possible and exceed your expectations for care.

Your feedback is important to us. If you are satisfied with your care, let your healthcare team know, and, if you are not satisfied, tell us right away so we can make things better.

We extend our wishes for a rapid recovery.

Steve Tullman  
Chief Executive Officer
About Us

We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we’ll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

Why We Are the Right Choice for Your Care

Phoenixville Hospital is a 139-bed, acute care facility that offers a full range of services and programs, including an award-winning Heart Center, fully accredited Cancer Center, comprehensive women’s health services, a Robotic Surgery Center, an all-private-room acute inpatient rehab and a NAPBC-Accredited Breast Health Center. We also offer outpatient surgical care at our Phoenixville Hospital Ambulatory Surgery Centers in Limerick and the Main Line.

Phoenixville Hospital is now part of Tower Health. Tower Health includes more than 11,000 employees, and offers a strong, regional, integrated healthcare provider/payer system that offers leading-edge, compassionate healthcare and wellness services to a population of 2.5 million people.
Phone Directory

Hospital Services

**Main Number**
610-983-1000

- Cardiac/Pulmonary Rehab
  610-983-1243
- Case Management
  610-983-1216
- Diagnostic Imaging - Limerick
  610-495-2370
- Diagnostic Imaging - Phoenixville
  610-983-1103
- Emergency Room
  610-983-1222
- Endoscopy Suite–GI Testing
  610-983-1330
- Food Services
  610-983-3663
- Gift Box Gift Shop
  610-983-1068

**Health Info Management** (Medical Records)
610-983-1276

**Heart Failure Clinic**
610-983-1243

**Outpatient Laboratory**
610-983-1160

**Patient Procedure/Test Scheduling**
610-983-1100

**Social Services**
610-983-1415

**Women’s Health Pavilion**
610-983-1250

**Phoenixville Hospital Centers and Institutes**

- **Cancer Center - Jefferson Sidney Kimmel Cancer Network**
  610-983-1800

- **Pain Management Institute**
  610-495-3838

- **Phoenixville Hospital Breast Health Center**
  610-983-1980

- **Phoenixville Hospital Rehabilitation Unit**
  610-983-1601

- **Phoenixville Hospital Ambulatory Surgery Center - Limerick**
  610-495-2600

- **Phoenixville Hospital Ambulatory Surgery Center - Main Line**
  484-586-0227

**Phone Tip**
Calling from inside the hospital? Dial the last four digits only.
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 best quality 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 still is not resolved, then contact the Patient Experience Coordinator at 610-983-4896. You also have the right to file your complaint with either:

Pennsylvania Department of Health
Room 526, Health and Welfare Bldg.
625 Forster St.
Harrisburg, PA 17120
800-254-5164

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
Email: patientsafetyreport@jointcommission.org
www.jointcommission.org

After Your Stay

Once you leave our care, we may ask you to take the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. This survey is a tool to measure and report patient satisfaction. 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.

Want to Know How We Score?

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

- Medicare Hospital Compare, which uses HCAHPS results and other data: www.medicare.gov/hospitalcompare

You also can find information on hospitals at:

- Pennsylvania Department of Health: www.health.pa.gov
- The Joint Commission: www.qualitycheck.org

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

Medicare Hospital Compare, which uses HCAHPS results and other data: www.medicare.gov/hospitalcompare

You also can find information on hospitals at:

Pennsylvania Department of Health: www.health.pa.gov
The Joint Commission: www.qualitycheck.org
Rapid Response Team

Special Support to Prevent Emergencies

Phoenixville Hospital understands that you and your family know you best. Our Rapid Response is an effort to address the needs of our patients and their families in case of an emergency or when the patient or their family feels urgent attention is necessary.

When to Call Rapid Response

When there is a perception of a significant change in your condition or the condition of your loved one, or if “something just doesn’t seem right,” a Rapid Response Team (RRT) can be summoned.

If you’ve already spoken to your nurse or physician and you still feel as though the condition is worsening and/or you haven’t gotten the response needed, call the RRT on an in-house phone.

Once called, the RRT will respond within approximately 5 minutes to quickly assess the patient’s concerning decline in condition and, if necessary, start interventions to prevent a medical emergency.

How to Call Rapid Response

Step 1: Dial HELP (4357) 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

Visiting the Hospital?
Thanks for taking the time to support your loved one’s care and recovery. See p. 9–10 for important visitor information.

Café
Location: first floor
Hours: Monday through Friday: 7 a.m. to 2 p.m.
The Phoenix Café offers Starbucks coffee products, grab-n-go items, snacks, pastries and beverages every day.

Cafeteria
Location: first floor
Monday through Friday
Hours: 7 a.m. to 6:30 p.m.
Saturday/Sunday Hours: 9 a.m. to 6 p.m.

Calling Your Nurse
Your room is connected to the nursing station via an intercom system. To call for help, press the call button. If you want to hire a private day nurse, the nurse manager must approve the nurse’s qualifications. If you have any questions on how to use the call button, ask a staff member to show you.

Comfort and Quiet
Here are a few things that we do to help you get a good night’s sleep:
• For increased quietness and to respect your privacy, we will close the door to your room (especially at night).
• Hallway lights will be dimmed after visiting hours.
• We ask patients and visitors to turn cellphones to vibrate to decrease noise levels.
• Earplugs are available. Ask your nurse if you would like a pair.

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. Minimize the use of electrical devices.

Gift Shop
The hospital’s gift shop is located in the main hospital lobby across from the Information Desk. The shop sells gifts, cards and jewelry. Cash and credit cards accepted.
Hours vary. Please check with the gift shop.

Guest Meals
Guests may dine with a patient. Contact the dietary operator by calling ext. FOOD (3663). Meals must be paid for with cash at time of delivery. Guest meals cost $5.00.

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Mail and Flowers
A volunteer will deliver mail and packages to you. Individual florists deliver flowers to patient rooms. Please note that flowers are prohibited in the Intensive Care Unit. We will forward any mail received after your discharge to your home address. You can take outgoing mail to the nurses station or give it to your attending nurse.

Newspapers
You may purchase local, regional and national newspapers from vending boxes located at the front, first floor entrance of the hospital.

Pastoral Care
We welcome clergy to visit patients. If you would like a clergy member to visit, contact your nurse to assist in the arrangements. A chapel/quiet room is available on the third floor near the Intensive Care Unit.

Patient Meals
You can order from our At Your Request–Room Service Dining® bedside menu within your prescribed diet. Your doctor must assign your diet and post it in your medical record before we can take your order. Your nurse will know if your diet has been assigned.

Patient Portal
You can share your health information with family and friends by logging into the Patient Portal and clicking on the “Family and Friends” section under “Account Setup.” Add your family and/or friends to this section and click the “Share” button to give them access to view your information. If you forget your password, a “Forgot Password” option is available on the Patient Portal login page. You will need to confirm your identity before being redirected to the “Reset Password” page. The Patient Portal also is available in Spanish. You may choose Spanish as your preferred language when updating your portal account at any time. Any general information within the Patient Portal will be in Spanish. However, the contents of the clinical documents always will be displayed in English. Call the toll-free support line at 1-855-624-2844, option 2, with any Patient Portal issues and/or questions. Our support staff is available Monday through Friday from 7 a.m. to 7 p.m. Eastern Time.
Public Restrooms
Visitors, 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 on all floors near the elevators.

Smoking
You’re not allowed to smoke or vape anywhere in the hospital or on the hospital grounds.

Telephone
All patient rooms have phones that are free of charge. Friends and family can call you by dialing 610-983-1000.

Vending Machines
Here you can find beverages and snacks 24 hours a day. Vending machines are on the first floor across from the Information Desk.

Visiting Hours
To promote healing and safety and limit infection, some units may limit the number of visitors you can receive at one time.

General: 11 a.m. to 8 p.m. Note: Patients have the right to choose to receive visitors from among family, friends or other individuals at any time during their stay.

Maternity: Siblings of any age may visit. We recommend that visitors other than siblings must be 14 years of age or older. A support person can stay overnight. Sleep sofas are provided in each postpartum room.

Visitor Guidelines
- Limit visitors to two per visit for no more than 20 minutes at a time for medical/surgical patients, and five minutes for Intensive Care patients.
- Children under 12 years of age must be accompanied by an adult at all times.
- Please allow patients their privacy by waiting for another elevator during patient transport.

You may order any of your meals between 7 a.m. and 6:30 p.m. To order, call ext. FOOD (3663) from your room phone and let the staff member know your name, room number and the food you want. A staff member will verify your order for diet compliance, then prepare it to your specifications. A host/hostess will deliver your meal within 45 minutes. If you need help setting up your bed table or opening any containers, please ask your host/hostess.

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. If you cannot send your valuables home, please speak with your nurse about securing them in the hospital safe.

continued on next page
• Be considerate of other patients by refraining from loud conversation and keeping noise to a minimum.
• Refrain from visiting if you have a cold, sore throat or any contagious disease.
• Observe no visiting and precaution signs before entering the room.
• Leave the room during tests, treatments and change of shift reports if asked.
• Overnight stays for families of patients will be considered under special circumstances. Family involvement in care of loved ones is encouraged, and a nurse will be happy to discuss it.
• It is suggested that only one family member serves as a communication contact regarding the patient’s condition and a mutual condition update time can be arranged with a nurse.

Waiting Rooms
Our third-floor surgical waiting area is for friends and families of surgical patients. It also serves as a lounge for people waiting for pre-admission anesthesiology consultations or appointments in Respiratory Services.

Your Room
We are pleased to offer private rooms. To adjust your bed, use the controls on your side rails.
Take **Charge** of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

**You’re in charge.**

You are the center of your healthcare team. Know what’s happening every step of the way.

**Always double-check.**

Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

- **Know your medicines.** Understand what they treat, why you need them and how to take them for the best results.
- **Speak up.** Ask questions and voice concerns. It’s your body and you have the right to know.
- **Educate yourself.** Learn about your medical condition, tests and treatment options.
- **Find a support person.** Pick someone to help speak up for your care and needs during your stay.
- **Check before you go.** Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to [www.qualitycheck.org](http://www.qualitycheck.org) to learn more.
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. 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.
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.

**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 15 seconds (the time it takes to sing “Happy Birthday”).

**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.
No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

**Ask yourself, then share with your nurse:**
- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don’t try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

**Which words describe your pain?**
- aching
- bloating
- burning
- comes and goes
- constant
- cramping
- cutting
- dull
- numbing
- pressing
- pressure
- pulling
- radiating
- searing
- sharp
- shooting
- soreness
- stabbing
- throbbing
- tightness

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**Wong-Baker FACES® Pain Rating Scale**

0  No Hurt  2  Hurts Little Bit  4  Hurts Little More  6  Hurts Even More  8  Hurts Whole Lot  10  Hurts Worst

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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.
Manage Your Medicines

Take Charge of Your Care

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?

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.

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.
Prevent Hospital Infections

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

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.
Rights & Responsibilities

You Have the Right to the Best Care

You Have the Right to:

- Be treated in a dignified and respectful manner, and to receive reasonable responses to reasonable requests for service.
- Effective communication that provides information in a manner you understand, in your preferred language with provisions of interpreting or translation services at no cost, and in a manner that meets your needs in the event of vision, speech, hearing or cognitive impairments; information should be provided in easy-to-understand terms that will allow you to formulate informed consent.
- Respect for your cultural and personal values, beliefs and preferences.
- Personal privacy, privacy of your health information and to receive a notice of the hospital’s privacy practices.
- Pain management.
- Accommodation for your religious and other spiritual services.
- Access, request amendment to and obtain information on disclosures of your health information in accordance with law and regulation within a reasonable time frame.
- Have a family member, friend or other support individual to be present with you during the course of your stay, unless that person’s presence infringes on others’ rights, safety or is medically contraindicated.
- As a patient, you or your legally responsible party have the right to care without discrimination due to age, AIDS or HIV status, ancestry, color, culture, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership, or who will pay your bill. As our patient, you have the right to safe, respectful and dignified care at all times. You will receive services and care that are medically suggested and within the hospital’s services, its stated mission, and required law and regulation.
- Participate in decisions about your care, including developing your treatment plan, discharge planning, and having your family and personal physician promptly notified of your admission.
- Select providers of goods and services to be received after discharge.
- Refuse care, treatment or services in accordance with law and regulation, and to leave the hospital against advice of the physician.
- Have a surrogate decision-maker participate in care, treatment and services decisions when you are unable to make your own decisions.
- Receive information about the outcomes of your care, treatment and services, including unanticipated outcomes.
- Give or withhold informed consent when making decisions about your care, treatment and services.
- Benefits, risks, side effects to proposed care, treatment and services; the likelihood of achieving your goals and any potential problems that might occur during recuperation from proposed care, treatment and service, and any reasonable alternatives to the care, treatment and services proposed.
- Give or withhold informed consent to recordings, filming or obtaining images of you for any purpose other than your care.
- Participate in or refuse to participate in research, investigation or clinical trials without jeopardizing your access to care and services unrelated to the research.
- Know the names of the practitioner who has primary responsibility for your care, treatment

Concerns?
If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn’t resolved, contact hospital administration at 610-983-1480.

continued on next page
You Also Have the Right to:
Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO).

Regarding Problem Resolution, You Have the Right to:
Express your concerns about patient care and safety to hospital personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care; and to be informed of the resolution process for your concerns. If your concerns and questions cannot be resolved at this level, contact the accrediting agency indicated below.

The Pennsylvania Department of Health also is available to assist you with questions or concerns about your hospital. You can reach the Department of Health by calling 800-254-5164 or writing:

Acute and Ambulatory Care Services
Pennsylvania Department of Health
Room 532 Health and Welfare Bldg.
625 Forster St.
Harrisburg, PA 17120

Livanta
BFCC-QIO Program
9090 Junction Dr., Suite 10
Annapolis Junction, MD 20701
Phone: 866-815-5440 • TTY: 866-868-2289
Fax (Appeals): 855-236-2423
Fax (All Other Reviews): 844-420-6671

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
patientsafetyreport@jointcommission.org

You Have the Responsibility to:
Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization, and any other matters concerning your health.
Tell your caregivers if you do not completely understand your plan of care.
Follow the caregivers’ instructions.
Follow all medical center policies and procedures while being considerate of the rights of other patients, medical center employees and medical center properties.

or services, and the names of other practitioners providing your care.

• Formulate advance directives concerning care to be received at end-of-life and to have those advance directives honored to the extent of the hospital's ability to do so in accordance with law and regulation. You also have the right to review or revise any advance directives.
• Be free from neglect, exploitation, verbal, mental, physical and sexual abuse.
• An environment that is safe, preserves dignity and contributes to a positive self-image.
• Be free from any forms of restraint or seclusion used as a means of convenience, discipline, coercion or retaliation; and to have the least restrictive method of restraint or seclusion used only when necessary to ensure patient safety.
• Access protective and advocacy services, and to receive a list of such groups upon your request.
• Receive the visitors whom you designate including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend. You may deny or withdraw your consent to receive any visitor at any time. To the extent this hospital places limitations or restrictions on visitation, you have the right to set any preference of order or priority for your visitors to satisfy those limitations or restrictions.
• Examine and receive an explanation of the bill for services, regardless of the source of payment.

Rights & Responsibilities continued
Notice of Nondiscrimination

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.

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

Phoenixville Hospital:
Provides free aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters and sign language through Video Remote Interpretation
- 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 and a Language Line for interpreter services
- Information written in other languages

If you need these services, contact the Risk Manager at Phoenixville Hospital.

If you believe that Phoenixville 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:
Risk Manager, Phoenixville Hospital, 140 Nutt Rd., Phoenixville, PA 19460, 610-983-1000, TTY: 411, Fax: 610-983-1488. You can file a
Notice of Nondiscrimination continued

If you need help filing a grievance, the Risk Manager is available to help you.

English
ATTENTION: If you speak do not speak English, language assistance services, free of charge, are available to you.

Spanish
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

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。

Vietnamese
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Russian
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Pennsylvania Dutch
Wann du Deitsch (Pennsylvania German/Dutch) schwetscht, kannsch du miteaous Koschte ebber gricke, ass dihr helft mit die englisch Schprooch.

Korean
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

Italian
ATTENZIONE: In caso la lingua parlata sia l’italiano, sono disponibili servizi di assistenza linguistica gratuiti.
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 your nurse.
Support for Caregivers

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

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.
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 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.

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.
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
Planning Ahead
Before You Leave

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
- www.medicare.gov/homehealthcompare
- www.qualitycheck.org

It is helpful to register for the My Health Home Portal because your discharge instructions also will be listed there. See p. 8 for more information.

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.
Top 9 Questions

1. Who can I call 24 hours a day if I have questions or concerns? What number should I call?

2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

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

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

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

7. Do I know how and when to take my medicines and how I will get prescriptions filled?

8. Who will provide personal, home or healthcare services I may need?

9. Who can help me if I have concerns about medical costs?

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 are often 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.
## Food & Drug Interactions

### 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><strong>Analgesics (pain relievers)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percocet (acetaminophen/oxycodeone)</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>
</tr>
<tr>
<td><strong>Anti-arrhythmics (irregular heart beat)</strong></td>
<td>Cordarone, Pacerone (amiodarone)</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><strong>Antibiotics</strong></td>
<td>Ampicillin</td>
<td>Take on an empty stomach for best absorption.</td>
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<td></td>
<td>Penicillin</td>
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<td></td>
<td>Cipro (ciprofloxacinc)</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><strong>Anti-coagulants (blood thinners)</strong></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><strong>Antidepressants</strong></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>
<td></td>
<td>Zoloft (sertraline)</td>
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<tr>
<td></td>
<td>Lexapro (escitalopram)</td>
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<tr>
<td></td>
<td>Celexa (citalopram)</td>
<td></td>
</tr>
<tr>
<td>Drug Class</td>
<td>RX Medicine</td>
<td>Tips</td>
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<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Antipsychotics</td>
<td>Clozaril (clozapine)</td>
<td>Avoid drinking alcohol and caffeine.</td>
</tr>
<tr>
<td></td>
<td>Abilify (aripiprazole)</td>
<td>Avoid drinking alcohol and grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td>Seroquel (quetiapine)</td>
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</tr>
<tr>
<td></td>
<td>Geodon (ziprasidone)</td>
<td>Take with a meal for best absorption.</td>
</tr>
<tr>
<td>Anti-seizure</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>Carbatrol, Tegretol (carbamazepine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td>Depakote (divalproex)</td>
<td>Avoid drinking alcohol.</td>
</tr>
<tr>
<td></td>
<td>Lamictal (lamotrigine)</td>
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<tr>
<td></td>
<td>Lyrica (pregabalin)</td>
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</tr>
<tr>
<td></td>
<td>Topamax (topiramate)</td>
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<tr>
<td></td>
<td>Zaronotin (ethosuximide)</td>
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<tr>
<td>Cholesterol</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.</td>
</tr>
<tr>
<td></td>
<td>Mevacor (lovastatin)</td>
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<td></td>
<td>Zocor (simvastatin)</td>
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</tr>
<tr>
<td>Diabetes Drugs</td>
<td>Glucophage (metformin)</td>
<td>Avoid drinking alcohol.</td>
</tr>
<tr>
<td></td>
<td>DiaBeta (glyburide)</td>
<td>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>Glucotrol (glipizide)</td>
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<td></td>
<td>Amaryl (glimepiride)</td>
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</tr>
<tr>
<td>Gastrointestinal Drugs</td>
<td>Reglan (metoclopramide)</td>
<td>Avoid drinking or limit alcohol. Take 30 minutes before meals.</td>
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<td></td>
<td>Nexium (esomeprazole)</td>
<td>Take at least one hour before meals.</td>
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<td></td>
<td>Prilosec (omeprazole)</td>
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<td></td>
<td>Protonix (pantoprazole)</td>
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<tr>
<td></td>
<td>Tagamet (cimetidine)</td>
<td>Avoid drinking alcohol, caffeine and nicotine.</td>
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<tr>
<td></td>
<td>Zantac (ranitidine)</td>
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<tr>
<td>Gout Medications*</td>
<td>Colcrys (colchicine)</td>
<td>Avoid eating grapefruit and drinking grapefruit juice.</td>
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<tr>
<td></td>
<td>Zyloprim (allopurinol)</td>
<td>Take after meals.</td>
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<tr>
<td>High Blood Pressure</td>
<td>ACE Inhibitors</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>Monopril (fosinopril)</td>
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<td></td>
<td>Prinvil, Zestril (lisinopril)</td>
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<tr>
<td></td>
<td>Vasotec (enalapril)</td>
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</tbody>
</table>

*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.
### Food & Drug Interactions continued

<table>
<thead>
<tr>
<th>Drug Class</th>
<th>RX Medicine</th>
<th>Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Blood Pressure cont.</strong></td>
<td></td>
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<tr>
<td>Calcium Channel Blockers</td>
<td>Calan (verapamil)</td>
<td>Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice.</td>
</tr>
<tr>
<td></td>
<td>Cardizem (diltiazem)</td>
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<td></td>
<td>Plendil (felodipine)</td>
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<td></td>
<td>Procardia (nifedipine)</td>
<td>Limit caffeine when taking Calan.</td>
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</tr>
<tr>
<td>Beta Blockers</td>
<td>Tenormin (atenolol)</td>
<td>Avoid drinking orange juice. Do not take calcium products within two hours of taking medicine.</td>
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<tr>
<td></td>
<td>Lopressor (metoprolol tartrate)</td>
<td>Take with or immediately after meals. Do not take calcium products within two hours of taking medicine.</td>
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<tr>
<td></td>
<td>Coreg (carvedilol)</td>
<td>Take with meals to help reduce side effects.</td>
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<tr>
<td>Diuretics</td>
<td>Aldactone (spironolactone)</td>
<td>Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach).</td>
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<tr>
<td></td>
<td>Dyrenium (triamterene)</td>
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<td></td>
<td>Midamor (amiloride)</td>
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<tr>
<td><strong>Immunosuppressant Drugs</strong></td>
<td>Neoral, Sandimmune (cyclosporine)</td>
<td>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).</td>
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<td></td>
<td>Prograf (tacrolimus)</td>
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<td>Rapamune (sirolimus)</td>
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<tr>
<td><strong>MAO Inhibitors</strong></td>
<td>Eldepryl, Zelapar, Emsam (selegiline)</td>
<td>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).</td>
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<tr>
<td></td>
<td>Marplan (isocarboxazid)</td>
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<td>Nardil (phenelzine)</td>
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<td>Parnate (tranylcypromine)</td>
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<tr>
<td><strong>Osteoporosis</strong></td>
<td>Bisphosphonates</td>
<td>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.</td>
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<tr>
<td></td>
<td>Fosamax (alendronate)</td>
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<tr>
<td></td>
<td>Boniva (ibandronate)</td>
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<tr>
<td></td>
<td>Atelvia, Actonel (risedronate)</td>
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<tr>
<td><strong>Thyroid Hormones</strong></td>
<td>Levoxyl, Synthroid, Unithroid,</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Tirosint (levothyroxine)</td>
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</table>