



Physician Orientation Manual & Resource Guide

2011-2012



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www.SierraVistaRegional.com

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Welcome

Dear Sierra Vista Physician,

Welcome to the Medical Staff at Sierra Vista Regional Medical Center. We are excited to have you join this talented group of doctors and look forward to working with you as we strive to meet the medical needs of our community.

Since 1959, Sierra Vista has taken care of the residents of San Luis Obispo County and all those who visit our beautiful Central Coast. Our goal then is the same as it is now-to provide a healing environment and the best care possible for children and adults, right here in their own hometown.

During the last fifty years, Sierra Vista has grown into a 164 bed acute care facility with over 700 employees and 400 physicians on staff. In addition to our Birthing Center, Neonatal Intensive Care Unit and Pediatric Unit, Sierra Vista offers comprehensive, patient-centered care for those with arthritis, neurological disorders, orthopedic concerns and spinal cord and brain injuries. As we set goals for the future and continue to make improvements to our facility, we encourage you to provide us with your honest feedback and recommendations.

At Sierra Vista Regional Medical Center, our intention is always to provide quality care to our patients and efficient and effective services to our physicians. I hope this guide will provide you with an introduction to our hospital and the resources necessary to take care of our patients.

If you have any further questions or if I can ever be of assistance, please do not hesitate to call me at (805) 546-7695 or stop by my office (my door is always open).

Thank you for choosing Sierra Vista Regional Medical Center.

Sincerely,

Candace Markwith
Chief Executive Officer

Administration

Hospital Administration provides administrative and operational oversight 24 hours a day. Physicians are encouraged to make liberal use of our “Open Door Policy,” particularly to bring questions and concerns to our attention immediately.

An administrator is on call every day of the year and is available after regular business hours as well. If the nursing supervisor is unable to adequately address your question or concern, you should ask him or her to contact the administrator on call. The administrator on call can be contacted through the nursing supervisor’s office by calling 546-7818.

During normal business hours please come to the administrative office personally or call 546-7696 or 546-7686.

It is our goal to be the hospital where patients want to come, doctors want to practice and employees want to work. Allowing us to address questions and concerns in real time, makes Sierra Vista a better hospital.

Candace Markwith (CEO)

Candace (Candy) Markwith assumed the position of Chief Executive Officer of Sierra Vista Regional Medical Center in March 2005. Candy had been CEO of Redding Medical Center since September 2003, prior to that she was CEO at Suburban Medical Center in the Los Angeles Area. Candy began her health care career as a hospital pharmacist and spent seven years at Twin Cities Community Hospital as Chief Operating Officer.

Candy earned her doctorate in Pharmacy, graduating cum laude from the prestigious pharmacy program at the University of the Pacific. She is the Chairman of the San Luis Obispo Public Safety Committee, Vice President of the Economic Vitality Corporation, Board Member of the UCSB Economic Forecast Project, Past Board Members of the Emergency Medical Services Agency and President of United Way as well as a member of the San Luis Obispo Rotary and the American College of Healthcare Executives.

Candy was the recipient of Tenet’s Western Division COO Award for 2000 and 2001. In 2008, Candy was a recipient of the Top 50 Women in Business Award for the Tri-Counties, which includes Ventura, Santa Barbara and San Luis Obispo counties. She was also recognized with the Cuesta College Women of Distinction, Susan Dressler Administrative Leadership Award and is a native of San Luis Obispo County.

Joseph DeSchryver (Chief Operating Officer)

Joe was appointed as COO of Sierra Vista Regional Medical Center in August 2005. Prior to his appointment at Sierra Vista, Joe spent the previous five years working for Tenet South Florida as an Administrator at hospitals in Hollywood and Boca Raton. Joe earned a Bachelor of Science degree in Public Administration from the University of Southern California, and his Master of Health Services Administration (MHSA) and Master of Business Administration (MBA) degrees from Arizona State University. Joe was recognized in 2006 with a Top 20 Under 40 award by The Tribune Newspaper and again in 2009 by Pacific Coast Business Times as a Top 40 Under 40 for the Tri-Counties area, which includes Ventura, Santa Barbara and San Luis Obispo counties,

and is two-time recipient of Tenet's Circle of Excellence Award (2005 and 2010). He is a member of the American College of Healthcare Executives, Rotary Club of San Luis Obispo de Tolosa, and an active volunteer with the Juvenile Diabetes Research Foundation.

Richard Phillips (Chief Financial Officer)

Richard was appointed as CFO of Sierra Vista Regional Medical Center in June 2005. Previous experience with Tenet was at Redding Medical Center as CFO from 1999-2004 and at St. Luke's Medical Center in downtown Phoenix from 1998-1999. Other CFO/hospital finance experience included Paracelsus Healthcare Corp in Salt Lake City and in Southern California. He graduated from the University of Texas with a BBA in Accounting and had public accounting experience prior to being involved in the healthcare industry.

Christie Gonder (Chief Nursing Officer)

Christie was appointed as CNO of Sierra Vista Regional Medical Center in February 2008. Prior to her appointment at Sierra Vista, Christie was the CNO at Watsonville Community Hospital in Northern California. In her role, she is responsible for the more than 300 registered nurses at Sierra Vista as well as the overall clinical quality of the hospital. She previously worked for Tenet from 1997-2004 as Director of Nursing Operations at Encino-Tarzana Regional Medical Center where she started as Assistant Nurse Manager of Women's and Children's Services before being promoted to Manager of Women's Services. Christie earned her Bachelor of Science in Nursing from Mount Saint Mary's College and holds a Master of Business Administration from California State University.

Ronald Yukelson (Associate Administrator, Business Development)

Ron joined Sierra Vista as Associate Administrator for Business Development in March 2005. He has more than 20 years experience in health care marketing, business development and communications. Ron has been with Tenet California for eight years and has held various senior level positions in the hospital and managed care fields. Prior to relocating to San Luis Obispo he was Director of Business Development at St. Vincent Medical Center in Downtown Los Angeles. Ron holds a Bachelor of Liberal Arts from San Diego State University and an MBA from University of La Verne.

Betty Baker (Director of Human Resources)

Betty joined Sierra Vista in October 2005 and has worked with Tenet since September 2002. She has over 16 years experience in HR management in healthcare and technology. She earned both a Bachelor of Arts in Behavioral Science and a Master of Arts in Human Behavior at National University. She holds a Professional Human Resources Certificate (PHR) and is a Certified Facilitator for Development Dimensions International (DDI) as well as a certified mediator.

Administration Contacts

Candace Markwith	546-7695	Candy.Markwith@TenetHealth.com
Joseph DeSchryver	546-7698	Joseph.Deschryver@TenetHealth.com
Richard Phillips	546-7797	RichardN.Phillips@TenetHealth.com
Christie Gonder	546-7687	Christie.Gonder@TenetHealth.com
Ronald Yukelson	546-7925	Ronald.Yukelson@TenetHealth.com
Betty Baker	546-7620	BettyHR.Baker@TenetHealth.com

Admitting

Direct Hospital Admission

Direct hospital admissions are those patients who present to Sierra Vista from either the physician's office or their home and require admission for inpatient services. Please notify the nursing supervisor prior to sending the patient to the hospital to avoid delays or inability to accommodate the patient because of special needs or a high census. A nursing supervisor is on duty 24 hours a day, seven days a week.

To admit a patient, physicians (or their nurse) should call the nursing supervisor at **546-7818** and be prepared to give the following order information:

- Date & Time of Admission
- Patient's Legal First & Last Name
- Patient's Date of Birth
- Patient's Diagnosis
- Name of Admitting/Attending Physician
- Status (Inpatient or Outpatient)
- Type of Bed Required for Patient (ie. Med/Surg, DOU, Isolation)
- Patient's Insurance Information

**Every patient who needs a bed on a hospital unit (excluding NICU) must have a complete admission order PRIOR to the assignment of a bed.*

The nursing supervisor will then assign the patient a bed number and provide the admitting department with the above information. Please have the patient check-in at the volunteer desk, located in the main lobby. A volunteer will direct the patient to the admitting department. If the patient is checking in after 5pm, or on a weekend or holiday, the nursing supervisor tell you where to direct the patient.

Emergency Admissions

Patients checking in for emergency services should go directly to the Emergency Department for admission. The Emergency Department is located at the north end of the hospital and is open 24 hours a day, seven days a week.

Maternity Admissions

All obstetric patients should pre-register at least 12 to 16 weeks prior to their due date. This will allow the hospital to verify insurance coverage and counsel the patient on various payment options and government programs, if needed. Validating insurance and billing information prior to the delivery date can help reduce a patient's anxiety upon admission.

Obstetric patients who arrive at the hospital for scheduled appointments, or are in the early stages of labor, should still check in at the volunteer desk in the main lobby. They will be directed to the admitting department prior to going to the labor & delivery unit. Obstetric patients, who arrive at the hospital after 5pm, or on a weekend or holiday, should report directly to the labor & delivery unit located on the third floor.

Coding Standards

Per coding standards, Rule Out, Up/Down Arrows are NOT valid for use on inpatient and outpatient diagnosis. Possible, Probable and Suspect are NOT valid for use on outpatient diagnosis. Please DO NOT include these terms in the diagnosis field. The health information system will not be able to code a diagnosis with invalid information.

Financial Services

A patient's financial liability will be asked for and is expected to be paid at time of service. If the patient is unable to pay their portion of the hospital bill, we offer various services to assist them.

Staff is available upon request to assist patients in filling out Medi-Cal and CMSP information, along with financial counselors who may be able to assist the patient with payment plans. The Tenet Financial Assistance Center is a corporate fund that under certain circumstances works to assist the patient with some or all of their balance due to the hospital.

In addition, Sierra Vista Regional Medical Center has adopted Tenet's Compact with Uninsured Patients policy. This program offers discount rates to all uninsured patients who receive treatment at our hospital, regardless of their income level.

Hours of Operation

Main Admitting	M-F 5am-5pm
Outpatient Registration	M-F 7am-9pm & SAT 8am-2pm
Emergency Department	Always Open

Main Admitting

Patient's checking in for the following services should be sent to the Main Admitting Department, located in the Main Lobby of the hospital. After 5pm, or on the weekend or holidays, patients should check in at the Outpatient Registration Area. After 9pm, patients should check in at the emergency department.

Direct Admissions	Obstetric Non-Stress Checks
Gastrointestinal Laboratory	Obstetric Checks
High Risk Infant Clinic	Outpatient Surgery
Inmate Clinic	Pre-Operative Appointments
Inpatient Admissions	

Medicare: Observation vs. Inpatient

Admission of a patient for observation is based on symptoms or as the result of an unusually prolonged recovery period following an outpatient procedure. Medicare permits up to 48 hours for observation of fee for service patients. An admission for observation may be changed to an inpatient admission if the

patient requires continued services and monitoring beyond 48 hours and whose condition is severe enough to require inpatient treatment.

Outpatient Registration

Patients checking in for the following services should be sent to the Outpatient Registration Department, located at the outpatient entrance. After 9pm, patients should check in at the emergency department.

Laboratory Services
Computed Tomography Scan
Cardiology Services (Non-Catheterizations)
Electrocardiogram (EKG)
Electroencephalogram (EEG)
Nuclear Medicine
Pulmonary Function
Radiology
Respiratory Therapy
Ultrasound

Required Patient Information

The admitting department admits and registers all patients at Sierra Vista. The following information is required for all inpatient and outpatient services:

- Patient's Legal Name, Address & Phone Number
- Patient's Date of Birth
- Patient's Social Security Number
- Patient's Insurance Card (Front & Back)
- Prior Authorization from Patient's Insurance Company (if applicable)
- Complete Order Form (For Outpatient Services)
Includes valid diagnosis, marked tests with CPT4 code & physician signature

Patient copays/deductibles are due prior to or at the time of service. Sierra Vista will make every attempt to notify scheduled patients of their estimated responsibility prior to their scheduled date of service.

Admitting Department Contacts

Main Admitting	546-7950
Outpatient Registration	546-7770
Emergency Department	546-7655
Admitting Manager	546-7902
Admitting Supervisor	546-7772 or 546-7753
Patient Financial Services	546-7768
Financial Counselor	546-7600 ext.4211

Cardiovascular Services

Non-Invasive Cardiac Testing

The non-invasive cardiac laboratory has some of the most modern and complete testing equipment on the Central Coast. Testing is provided by knowledgeable and trained technologists. The interpretations of the tests are sent to the patient's personal physician.

PROCEDURE	DESCRIPTION	PREPARATION	EXAM TIME
Echocardiogram	Ultrasound imaging of the heart.	None.	1 hour.
Carotid Duplex/Doppler	Ultrasound imaging of the neck arteries.	None.	1 hour.
Venous Doppler Ultrasound	Imaging of the arm or leg veins.	None.	1 hour.
Arterial Doppler/Segmental Pressures	Segmental blood pressures of the leg or arm.	None.	1-2 hours.
Holter Monitor	24 hour recording of heart rhythm.	Wear heart monitor for 24 hours. No shower.	30 minute hook-up. 10 minute unhook.
Stress Test/Treadmill	EKG and blood pressure recording taken at rest and during exercise.	Nothing to eat or drink after midnight. Hold medications per physician orders.	60-90 minutes.
Stress Echo with Exercise or Dobutamine	Cardiac imaging while the heart is stressing.	Nothing to eat or drink after midnight. Hold medications per physician orders.	1-2 hours.
Stress Test with Radionuclide Agent	Nuclear imaging pre and post cardiac stress exam.	Nothing to eat or drink after midnight. Hold medications per physician orders. No caffeine.	Day 1: 3 hours. Day 2: 1.5 hours.
Transesophageal Echo (TEE)	Ultrasound imaging of the heart taken from the esophagus.	Nothing to eat or drink after midnight. Hold medications per physician orders.	1-2 hours.

Scheduling Exams

Physicians and their office staff may schedule testing by calling the cardiovascular department at 546-7618. Please provide the following information:

- Patient's Name
- Patient's DOB
- Patient's Telephone Number
- Patient's Insurance Information
- Exam Requested (Including Modality & Anatomy)
- Diagnosis
- Physician Ordering Exam

Once the exam has been scheduled, please fax signed orders, along with the patient's H&P, demographic sheet and insurance card to 546-7619.

Cardiovascular Contacts

Main Cardiovascular	546-7618
Cardiovascular Fax	546-7619

Case Management

The case management team at Sierra Vista Regional Medical Center is responsible for utilization review and discharge planning. Each patient's admission is reviewed for appropriate level of care and medical necessity documentation. Each patient is also seen for a discharge planning needs assessment and a discharge plan is then documented and filed in the patient's medical record.

Case managers work closely with local skilled nursing facilities, home health agencies, personal home care services, assisted living facilities and San Luis Obispo County services to facilitate a successful and timely discharge. A dedicated discharge planner is also available to assist with difficult discharge issues, such as tertiary care and acute rehabilitation referrals and out of the area placements.

Case Management Contacts

Case Management Main	546-7685
Case Management Director	546-7822
Discharge Planner	546-3069

Critical Care

Cardiovascular Intensive Care Unit

The CVICU has six licensed beds to care for clinically unstable patients with a focus on cardiac diagnosis and vascular surgeries. Physicians may request admission of a patient to the CVICU by calling the nursing supervisor at 546-7818.

Intensive Care Unit

The Intensive Care unit at Sierra Vista Regional Medical Center provides 11 patient beds and is located on the first floor of the hospital. A large percentage of the patients have neurologic, neurosurgical and trauma related diagnosis.

Around-the-clock nursing care is based on AACN Standards and receives support from a full-time clinical nurse specialist with expertise in neuro-trauma orthopedics and wound care. All nurses have ACLS certification and respond to Code Blue and Rapid Response calls.

Step Down Unit

The Step Down Unit at Sierra Vista Regional Medical Center provides care to patients with an acuity higher than medical-surgical, but lower than intensive care. Located on the first floor of the hospital, all beds on the SDU are capable of telemetry monitoring. The maximum nurse to patient ratio is 1:3.

Nursing care is provided 24 hours a day, seven days a week. Staff on SDU provide care for patients requiring (but not limited to) titrated drips, such as cardizem, insulin, nitroglycerin and heparin. Patients not stable enough for courses of therapy are transferred to the ICU. Staff also assists with post catheterization laboratory patients requiring intervention and are trained to remove femoral sheaths using a femostop pressure, as well as other devices to achieve hemostasis. Nursing ratio is 1:1 until hemostasis is achieved.

Critical Care Contacts

CVICU	546-7852
CVICU Fax	546-7869
Intensive Care Unit	546-7736
ICU Director	546-7827
ICU Fax	546-7962
Step Down Unit	546-7690
Step Down Director	546-7827
Step Down Fax	546-7609

Emergency Services

The emergency department provides emergency medical care to all ages. All patients presenting to the emergency department requesting treatment are medically screened by an emergency physician. The emergency department at Sierra Vista provides all ranges of care from initiation to continuation of advanced life support to the treatment of minor injuries and illnesses.

Emergency department patients are evaluated for response to treatment and are admitted to the hospital, transferred for further treatment not provided by the hospital or discharged with follow up instructions and referrals to community physicians as appropriate. The emergency department functions as a pre-hospital base station for San Luis Obispo County and has an average patient volume of 60-70 visits per day.

The emergency department is open 24 hours a day, seven days a week. Radiology, laboratory and blood bank services are also available around the clock.

Admitting

To send a patient to the emergency department to be seen by an emergency physician, please call 546-7651 and ask to speak to either the physician on-duty or the charge nurse. Please be prepared to provide the following information:

- Patient's Name
- Patient's Chief Complaint
- Patient's Medical History
- Patient's Current Medications & Allergies

In most cases, patients are brought immediately to an open emergency department bed to be triaged and seen by a physician. Occasionally, patients will be triaged upon their arrival to the emergency department and seen by a physician according to the severity of their complaint.

Emergency Physicians

Sierra Vista Regional Medical Center utilizes physicians from Central Coast Emergency Physicians group. These emergency physicians provide the highest quality, most compassionate care to patients visiting the Emergency Department. To contact the office, call (805) 434-1869.

ER Wait Times

Before heading to the ER, patients can now access the hospital's website at www.SierraVistaRegional.com and check out the average door-to-bed wait time on the hospital's homepage. Wait times reflect a rolling two-hour average and are updated every five minutes. Patients are seen in priority order based on the type and severity of their medical complaint. The average wait time at Sierra Vista is 15-20 minutes.

Reports

To review the record of a patient's visit to the emergency department, please call the emergency department and ask to have a copy of the emergency department's physician documentation faxed to the office.

Emergency Department Contacts

Emergency Department	546-7651
Emergency Department Director	546-7820
Emergency Department Fax	546-7933

Food & Nutrition Services

Sierra Vista's Food & Nutrition Services department serves a balanced meal from a selective menu for most patients. Through its "Catering to You" program, each patient will receive a visit from a catering associate shortly after admission. The catering associate will deliver the Menu-At-A-Glance and discuss menu selections. A catering associate will visit each patient about an hour prior to the daily meal service. Breakfast selections will be taken at dinner for the next morning.

Although Food & Nutrition Services provide most dietary decisions, the nursing staff will also be involved in assuring that diet changes and other important information is communicated accordingly.

Diets to Order

STANDARD FORMULA	REPLACES	CALORIES PER 1000 ml	PROTEIN PER 1000 ml	FUNCTION
Osmolite 1.2, RTH*, 1 liter	No change	1200	55.5 gm	High protein/low residue for long or short term feeding

FORMULA WITH FIBER	REPLACES	CALORIES PER 1000 ml	PROTEIN PER 1000 ml	FUNCTION
Jevity 1.2, RTH*, 1 liter	No change	1200	55.5 gm	High protein/fiber fortified for long or short term feeding

VERY HIGH PROTEIN Critical Care/ Wound Healing	REPLACES	CALORIES PER 1000 ml	PROTEIN PER 1000 ml	FUNCTION
Promote RTH*, 1 liter	Promote with Fiber	1000	62.5 gm	Very high protein, for patients who need higher proportion of calories from protein
Oxepa, RTH*, 1 liter	No change	1500	62.7 gm	For critically ill, mechanically ventilated patients including: sepsis, SIRS, ALI, ARDS (will be ordered only upon request)

DISEASE SPECIFIC	REPLACES	CALORIES PER 1000 ml	PROTEIN PER 1000 ml	FUNCTION
Glucerna 1.2, RTH*, 1 liter	No change	1200	60 gm	Reduced carbohydrate, with fiber, for glucose intolerance
Nepro with Carb Steady (8 ounce cans)	No change	1800	81 gm	For patients on dialysis

ELEMENTAL FORMULA	REPLACES	CALORIES PER 1000 ml	PROTEIN PER 1000 ml	FUNCTION
Optimental, RTH*, 1 liter	No change	1000	51.3 gm	For patients with GI impairment: Crohn's, malabsorptive conditions. Contains arginine (will be ordered only upon request)

PEDIATRIC FORMULAS	REPLACES	CALORIES PER 1000 ml	PROTEIN PER 1000 ml	FUNCTION
Pediasure (8 ounce bottles) (Vanilla Flavor)	No change	1000 (237 cal/ 8 oz)	30 gm (7 gm / 8 oz)	For children 1-13 years old. (can be used for oral or tube feeding)
Pediasure with Fiber (8 ounce bottle) (Vanilla Flavor)	No change	1000 (237 cal/ 8 oz)	30 gm (7 gm / 8 oz)	For children 1-13 years old. (can be used for oral or tube feeding)

ORAL SUPPLEMENTS	REPLACES	CALORIES PER 8 ounces	PROTEIN PER 8 ounces	FUNCTION
Ensure Plus (8 ounce bottle) (Vanilla, Chocolate, Strawberry)	No change	350 calories/8oz	13 gm/ 8 oz	Standard oral nutritional supplement
Glucerna Shake (8 oz bottle) (Vanilla, Chocolate, Butter Pecan)	No change	200 calories/8oz	10 gm/ 8oz	Standard oral nutritional supplement for patients with diabetes
Nepro with Carb Steady (8 oz can) (Vanilla)	No change	425 calories/8oz	19.1 gm / 8 oz	Oral nutritional supplement for patients with kidney disease on dialysis
Pediasure (8 ounce bottles) (Vanilla Flavor)	No change	(237 cal/ 8 oz)	(7 gm / 8 oz)	For children 1-13 years old. (can be used for oral or tube feeding)
Pediasure with Fiber (8 ounce bottle) (Vanilla Flavor)	No change	(237 cal/ 8 oz)	(7 gm / 8 oz)	For children 1-13 years old. (can be used for oral or tube feeding)
Resource Health Shake (6 ounce carton) (vanilla, chocolate)	No change	300 calories/6 oz	9 gm/6oz	Standard oral nutritional supplement (contains milk)
Resource No Added Sugar Health Shake (6 ounce carton) (vanilla, chocolate)	No change	300 calories/6 oz	12 gm/6oz	Standard oral nutritional supplement (contains milk) For patients with diabetes
Enlive (8 ounce carton) (Peach, apple)	No change	300 calories/8 oz	10 gm / 8 oz	High calorie, high protein, fat free supplement for patients on clear liquid diets

MODULARS	REPLACES	CALORIES	PROTEIN	FUNCTION
Resource Beneprotein Instant Powder (individual packets)	No change	25 calories/ packet	7 gm/ packet	For patients who need extra protein. Mixes instantly into beverages and a variety of foods.

* RTH = Ready To Hang

Dysphagia Screen & Diets

- **Dysphagia 1** – Puree Foods: These foods are thick & smooth and have a moist pudding-like consistency without pulp or small food particles. They are easy to swallow and require a minimum amount of manipulation to the mouth.
- **Dysphagia 2** – Mechanical Soft Foods (Ground Meat): These foods are moist, soft-textured and easily form a bolus. Fruits and vegetables must be cooked or canned. Bread and rice is not allowed.
- **Dysphagia 3** – Mechanical Soft Foods (Chopped Meat): These foods are moist and in “bite-size” pieces. Soft, peeled fresh fruit and shredded lettuce are allowed. Bread and rice is allowed.
- **Soft Diet** – Surgical Soft Foods: This diet limits most raw, highly-seasoned or fried foods.

Meal Delivery Times

UNIT	BREAKFAST	LUNCH	DINNER	DELIVERED BY
SDU	7:50am-8:00am	12:20pm-12:30pm	5:50pm-6:00pm	Catering Associate
ICU	8:10am-8:20am	12:35pm-12:45pm	6:10pm-6:20pm	Nurse
CVICU	8:20am	12:50pm	6:20pm	Nurse
SSU	As Needed	As Needed	As Needed	Nurse
MS1	7:20am-7:30am	11:50am-12:00pm	5:20pm-5:30pm	Catering Associate
MB	8:00am-8:10am	12:30pm-12:40pm	6:00pm-6:10pm	Catering Associate
ER/OR	As Needed	As Needed	As Needed	Catering Associate
MS2	7:20am-7:30am	11:50am-12:00pm	5:20pm-5:30pm	Catering Associate
PEDS	7:40am	12:10pm	5:40pm	Nurse
L&D	8:10am-8:20am	12:40pm-12:50pm	6:10pm-6:20pm	Catering Associate

Food & Nutrition Contacts

Director of Food & Nutrition Services	546-7665
Main Kitchen	546-7923
Dietitian Office	546-7016
Sweet Success Dietitian	546-7915

General Hospital Information

Automatic Teller Machine

For your convenience, an ATM is located in the cafeteria with 24-hour access.

Cafeteria Service

The hospital cafeteria is located on the first floor. The vending machine area is available to physicians, employees and visitors 24 hours a day, seven days a week. A full service coffee cart is also available.

Hours of Operation

Breakfast	7am-9am (M-F)
Lunch	11am-2pm (Daily)
Dinner	5pm-7pm (Daily)

Emergency Pages

To place an emergency page, follow the below instructions:

- Dial 7700 and tell operator to page code

Or

- Dial 62 # # and announce the code and location yourself

Emergency Codes

Code Red	Fire
Code Blue	Cardiac Arrest
Code Pink	Infant/Child Abduction
Code Yellow	Trauma
Code Gray	Security
Code Orange	Hazardous Materials
Code White	Neonatal Arrest
Code Green	In House Hazardous Spill
Code Triage Internal	Internal Disaster
Code Triage External	External Disaster

Family Pagers

In an effort to keep families informed of their loved one's surgery or laboring status, Sierra Vista Regional Medical Center offers complimentary pagers to those waiting. The pager system will allow family members to feel more at ease to leave the hospital, knowing a nurse will page them as soon as there is news to report. Pagers can be checked-out from either the Short Stay or Labor and Delivery Units.

Interpreters

Sierra Vista has access to 24-hour interpreter services for a number of foreign languages. Interpreters available through these services are specifically trained in medical interpretation. If you have a patient in the hospital that requires interpretation, please speak to the nursing supervisor on that unit.

Physician Parking

A limited number of physician parking spaces are available directly in front of the outpatient services lobby and in the receiving driveway. Additional parking for physicians is located inside the parking structure located at 21 Casa Street. Your hospital ID badge will allow you access in and out of the parking structure.

Patient & Visitor Parking

A limited number of patient and visitor parking spaces are available in front of the hospital and are clearly designated. The parking structure located at 21 Casa Street is also available for use by all patients and visitors. Validation is required to exit the structure and can be obtained from one of two kiosks located in the main and outpatient lobbies.

Security

Security is available to escort physicians and employees to and from the hospital 24 hours a day, seven days a week. For a security escort, please call 546-7600 or 546-3061.

Tobacco-Free Campus

As part of our commitment to provide our patients, visitors and staff with an environment of well-being, Sierra Vista Regional Medical Center is entirely tobacco-free. This ban prohibits smoking and the use of any tobacco products anywhere on property owned, operated and leased by the hospital, including parking lots and courtyards.

We realize this policy may pose a significant lifestyle challenge to many of our patients and their visitors. As such, we have several options in place to assist patients during their hospitalization, including the use of nicotine replacement therapy. Information about smoking cessation programs is also available upon request.

As Sierra Vista Regional Medical Center continues to take a leadership position in the health of our community, we feel this initiative is the best course of action in order to protect our patients, visitors and employees from the harmful effects of second hand smoke and promote healthy lifestyle practices. Please respect these guidelines and help us lead by example.

Visiting Hours

Family members and friends are welcome to visit Sierra Vista during normal visiting hours, 12 pm-8pm, as long as they are in good health and have not recently been exposed to any contagious diseases. In order to provide a restful and healing environment for our patients, visits should be kept short and should only include two people at a time. Waiting areas are available to visitors in the Main and Outpatient Lobbies, the Emergency Department and adjacent to the ICU, CVICU and Mother/Baby Units.

Volunteer Auxiliary

The volunteer auxiliary is a non-profit organization that collectively gives more than 43,400 hours of service each year to the hospital. These volunteers play a critical role in Sierra Vista's mission to deliver high quality patient care. Currently, more than 125 volunteers graciously give their time and energy to bring warmth and compassion to the lives of our patients, their families and our staff.

Volunteers must be at least 18 years old and in good health. Day, evening and weekend shifts are available.

Website

SierraVistaRegional.com offers viewers a look into the hospital on-line. When the public logs-in to the page, it will see listings of the most recent hospital news and upcoming community education programs. As viewers continue to navigate through the site, they'll be able to view current information on community programs offered by the hospital, such as support groups, upcoming blood drives and CPR classes.

Online Services allows the public to send cheer cards to patients at the hospital, order flowers, recognize staff, pay bills, view photos of newborns and even pre-register for admission to the hospital.

The Physician Resource button will take doctors and their staff directly to a page of links that connect them to useful hospital information.

The on-line community can also follow Sierra Vista news and events on Twitter, username: SierraVistaRMC and Facebook, search: Sierra Vista Regional Medical Center & Sierra Vista Birth Center.

Wireless Internet Access

Wireless internet access is available throughout the hospital under SVMGuest.

Health Information Services

Dictation

To complete your dictation, follow the instructions below:

- Dial 1-877-236-5138 (external) or x7991 (internal)
- Enter your user ID number followed by the # key
- Enter the work type followed by the # key
- Enter the **patient account number** followed by the # key (**Please Note:** This step is crucial in sending the electronic record to the correct account.)
- Press 2 and wait for the beep
- State and spell the patient's full name
- State and spell your full name
- Begin dictation

A confirmation number will be given at the end of each report. Please document this number on the progress note whenever possible.

Work Types

1 History & Physical	42 Delivery Note/Summary
2 Consultation	43 Endoscopy
3 Transfer Summary	44 Procedure Note – Invasive
4 Operative Report	61 Letter
5 Discharge Summary	65 Letter – Administration/Staff
6 Emergency Room Note	71 Electroencephalogram
7 Miscellaneous Report	72 Evoked Potential
8 Pre-Operative History & Physical	73 Procedure Note – Non-Invasive
9 Death Summary	75 Echocardiogram

Touch-Tone Controls

1 Pause (on-off toggle)	8 Begin New Dictation
2 Record Voice Overwrite	44 Forward to End
3 Incremental Rewind/Playback	77 Rewind to Start
4 Incremental Fast Forward	*9 Suspend Dictation
5 Playback Report # and Disconnect	## Play Job Number

Medical Records

Horizon Patient Folder (HPF) Webstation is the electronic medical records system for Sierra Vista. Each patient's complete medical record is stored in this system. Physicians are able to review and complete their documentation of medical records for all inpatients, emergency department patients and outpatients electronically. Physicians can access this system from the hospital or anywhere they have internet access, such as in their home or office.

All physicians are required to register for HPF. In order to access the system and sign your charts electronically, you will need a username, password and pin number. Please stop by Health Information Services or call 546-7634 to register your account and obtain this information. You will also be required to sign a security access request form.

To access HPF remotely, follow the log on instructions below:

- Log in to <http://citrix.etenet.com>
- Download the latest version of Citrix
- Enter your eTenet Username & Password (ex: John.Smith)
- Enter your EPF Username & Password (ex: Smith J)

Patient Privacy

The goal of Sierra Vista is to provide quality patient care in a way that respects each patient's right to privacy. As such, all physicians and staff are encouraged to use only a patient's first name when calling out to waiting friends and family in the lobby. A physician consultation area is also available in the main lobby. Physicians are encouraged to use this private space when speaking to a patient's family both pre and post operatively.

Office staff may be granted access to the HPF system. Please contact the Health Information Services Department to add an employee or to notify us when an employee has left your practice. Disabling their access is critical to patient privacy and HIPPA regulations. Please remind your staff not to share their password with any other individual. Staff should not directly access their own medical record or those of family members without written authorization documented through Sierra Vista Regional Medical Center.

Physician Queries

When clarifying documentation is needed to determine appropriate codes, a physician query is generated. As part of our clinic documentation improvement program, there are two types of queries generated. The forms are the same, however some are generated while the patient is in house and are placed at the front of the chart for your response and the other is generated by the coders after discharge. These forms are a permanent part of the medical record and your timely completion is appreciated.

Suspension List

Consistent with various regulatory requirements, whenever a staff member fails to complete the medical records of any patient for whom physician is responsible, such staff member's medical staff clinical privileges shall be and shall remain so suspended until all delinquent medical records are completed. Bona fide vacation or illness may constitute an excuse subject to approval by the medical executive committee. Please notify the HIS department when you go on vacation and provide the dates you will be gone.

Any member who accumulates more than sixty (60) consecutive and/or ninety (90) suspension days cumulative over any consecutive twelve (12) month period for failure to complete medical records shall be deemed to have voluntarily resigned from the Medical Staff.

Health Information Systems Contacts

HIS Department	546-7636
HIS Director	546-7634
HIS Fax	546-7953

Hospital Policies

Code Designations

Sierra Vista's Emergency Code System reflects universal California codes.

CODE RED	FIRE
CODE BLUE	CARDIAC ARREST
CODE BLUE (PEDS)	PEDIATRIC ARREST
CODE PINK	INFANT/CHILD ABDUCTION
CODE YELLOW	BOMB THREAT
CODE GRAY	SECURITY NEEDED
CODE ORANGE	HAZARDOUS MATERIALS
CODE SILVER	WEAPON
CODE WHITE	NEONATAL ARREST
CODE GREEN	PATIENT ELOPEMENT
CODE TRIAGE (IN)	INTERNAL DISASTER
CODE TRIAGE (EX)	EXTERNAL DISASTER
CODE STROKE	STROKE
TRAUMA ACTIVATION	TRAUMA

History & Physical Updates

The Joint Commission is requesting an updated History & Physical on all patients prior to surgery. In order to be in compliance, please complete the H&P section of the progress note by checking the box and then sign, date and time the note. If you need assistance in locating this form, please ask a member of our staff.

Identification Badges

The Joint Commission and State Regulations require all physicians, employees and volunteers wear photo identification badges within the hospital. In addition to providing a safe and secure environment for our patients and employees, these ID badges also allow access to the parking structure, physician lounge and other restricted areas of the hospital. Your ID badge is also necessary to access the "Tap-N-Go" single sign on system within the hospital.

In order to receive your Sierra Vista ID badge, you will need to present a current copy of your driver's license to the medical staff office. You will then be directed to Human Resources to have your photo taken. Your ID badge will be ready for pick-up from the medical staff office within 3-4 days or you can make arrangements to have it sent to your office.

Medical Supplies

Physicians are encouraged to utilize nursing staff when looking for medical supplies and performing dressing changes. If assistance is unavailable, please leave the containers of the used supplies at the patient's bedside. This will allow nursing to record what products were used and avoid lost charges.

Medication Patches

According to an FDA Public Health Advisory, medication patches pose a burn risk for patients undergoing MRI. To avoid this risk, nursing staff at Sierra Vista

will notify physicians whose patients have medications administered via transdermal (patch or paste) and are scheduled for MRI and request an order to discontinue the patch/paste. An order to replace the patch/paste after the MRI is complete will also be requested.

Outpatient Lab Orders

CMS requires the signature of the physician or other person authorized to directly order clinical laboratory results under state law. In order to comply with this law, Sierra Vista will not accept the signature of physician office staff as the physician's representative. If the physician's signature is not on the requisition, the specimen will be held and stabilized until one is obtained.

Range Orders

It is the policy of Sierra Vista Regional Medical Center not to accept range orders. The use of range orders poses a significant threat to patient safety. Physicians are asked to eliminate the use of range orders.

Rapid Response

In order to improve patient safety, Sierra Vista has extended the initiative of calling a Rapid Response to include patients and/or families.

Reprocessing SUDS

In order to decrease waste in the environment and manage healthcare costs, Sierra Vista can help reprocess any single use medical devices within a physician's office. To schedule a removal, please call surgical services at 546-7997.

SCIP Foley Removal

Surgical patients at Sierra Vista with urinary catheters are expected to have the catheter removed on post-op day 1 or post-op day 2, with the day of surgery being day zero. The excluded patient populations are those undergoing urological, gynecological and perineal procedures.

Hospital Programs

Ask Me Program

Sierra Vista's "Ask Me" Program encourages patients and their families to become involved in their own health care.

Bioethics Committee

The Bioethics Committee exists to help physicians, nurses, patients and families in making decisions that involve ethical questions. The Committee is made up of physicians, nurses, lay representatives, social workers, case managers, clergy, ethicists, attorneys and administrators. The Committee does NOT make patient care decisions, but rather serves as a resource to help address ethical concerns and dilemmas. To request a consult, call 546-7818.

High Risk Infant Follow-Up

The High Risk Infant Follow-Up Program at Sierra Vista Regional Medical Center provides comprehensive developmental follow-up to eligible graduates of the neonatal intensive care unit. Our multidisciplinary team provides infant development assessments, parent support and family education. We work closely with the pediatrician and other medical professionals involved in the care of the child to promote optimal growth and development.

The follow-up program is staffed by doctors, nurses, physical therapists, occupational therapists, speech therapists, nutritionists and social workers. For more information about this program, call (805) 546-7708.

Hospitalists

The hospitalist program at Sierra Vista Regional Medical Center utilizes physicians from San Luis Hospitalists. Hospitalists are available around the clock to admit and care for patients. Once a patient is discharged, the care is returned to the primary care physician. To contact the office, call 503-8422.

Joint Success

Joint Success is a pre-operative education program at Sierra Vista Regional Medical Center designed for patients who are thinking about or have decided to have joint replacement surgery. The two-hour class will prepare patients and their families on what to do before and after surgery. Registration is required.

Memory Impaired Patients

Memory impaired patients will be identified at the time of admission and given a blue colored clip on the wrist band. Upon discharge, the patient's family or significant other will be given a 'Vial of Life'. The family can then use this tool as a means of communicating important information about their loved one upon future admissions to the healthcare system, should they occur.

Pediatric Subspecialty Center

Providing children and families access to some of the world's finest pediatric subspecialties in an environment that is close to home, the San Luis Obispo Pediatric Subspecialty Center serves patients from around the Central Coast.

The Center is a partnership between Sierra Vista Regional Medical Center and Specialty Medical Group (SMG), in affiliation with Children's Hospital Central California. In support of the region's pediatricians, family practice and obstetrical physicians, SMG's pediatric specialists provide care for newborns, children and adolescents with congenital, acquired and acute conditions.

Pediatric subspecialties include cardiology, endocrinology and pulmonology. Patients are seen on the second Friday of every month. Referring physicians and their staff can schedule appointments for their patients through Sierra Vista via their Pediatric Specialty Service line. Physicians can also contact pediatric subspecialists at any time through the Children's Access Center at Children's Hospital Central California by calling (866) 353-KIDS (5437).

Suicidal Patients

Suicidal patients will be assigned varying levels of care based upon the risk factors they present with upon admission. This group of patients will only be placed in a room once an environmental safety check has been performed.

Teleneurology

Sierra Vista has an agreement with *Specialists On Call* to provide around the clock teleneurology service to our Emergency Department. This agreement guarantees that Sierra Vista patients suffering a stroke, or any other neurologic emergency, will have access to a Board Certified neurologist within 15 minutes, day or night.

Specialists On Call is the largest provider of teleneurology services in the country and the first private telemedicine company to earn The Joint Commission's Gold Seal of Approval. Sierra Vista maintains the only neurosurgery program in San Luis Obispo County.

Tumor Board

In accordance with Commission on Cancer guidelines, Sierra Vista Regional Medical Center holds regular Tumor Board Conferences to provide a forum for physicians to evaluate and discuss patient cases and collectively determine proper courses of treatment. Case presentations included a review of pertinent medical history, physical and laboratory findings, an overview of pathologic slides and radiological studies and discussion of therapeutic alternatives in the management of cancer.

Vigil Program

The Vigil Provider Program at Hospice of San Luis Obispo County was developed to provide patients, families and hospital nursing staff with the support and resources needed to care for a dying patient. The program, provided to patients at Sierra Vista Regional Medical Center, does not replace the nursing staff, but complements medical care with emotional and spiritual peace of mind.

Infection Prevention & Control

Airborne Precautions

- Negative airflow isolation room
 - N95 respiratory mask for staff
 - *Annual fit testing is required and available through employee health*
 - Powdered Air Respirator (PAPRs) must be worn for highly hazardous procedures on patients confirmed/suspected to have airborne pathogens
 - Surgical mask for patient when leaving room
 - Common diseases that warrant airborne precautions include:
 - TB
 - Measles
 - Chicken Pox
 - Novel Pandemic Flu
 - SARS
- *Three negative AFBs required for TB removal from isolation*

Contact Precautions

- Always wear gloves
- Wear gowns in all MRSA & MDRO rooms
- Wash hands with soap & water (C.difficile patients)
- Disinfect all items leaving the room (ie. Stethoscope)
- Common diseases the warrant contact precautions include:
 - MRSA
 - VRE
 - C.difficile
 - ESBL
 - Draining Wounds
 - Diarrhea

Droplet Precautions

- Surgical Mask with 3 feet of patient
- Private room
- Common diseases the warrant droplet precautions include:
 - Pneumonia
 - Influenza
 - Pertussis
 - Meningitis

Isolation Precautions

- Isolation precautions should be used in addition to standard precautions to prevent the spread of contagious diseases.

Standard Precautions

In order to prevent the spread and direct contact of blood and body fluids, proper hand washing etiquette and the use of personal protective equipment should be followed, regardless of infection status.

When to Wash/Sanitize Your Hands

- Before & After direct patient contact
- Before & After glove use
- Before & After eating
- After using the restroom
- Before going home
- Before leaving the patient's room

Hand Washing Technique

- Wet hands
- Lather with soap
- Rub hands together 15-20 seconds
- Rinse well
- Dry Thoroughly

Hand Sanitizer Technique

- Place dime-sized amount in hands
- Rub hands briskly until dry
- Pay attention to areas between fingers & back of hands
- Don't use when patient has C.difficile

Personal Protective Equipment

Select appropriate PPE for the exposure that could occur during the procedure.

- Gloves
- Gowns
- Goggles
- Masks
- Face Shields

Sharps

- Use engineered sharps injury protection devices
- Do not recap needles (may use one-hand technique or device in limited areas)
- Discard appropriately every time

Sharps Exposure

Immediately wash with soap and water or water only for mucus membrane exposure. Report to the emergency department for follow-up care.

TST (PPD)

Placement and reading is to be completed annually through employee health.

Vaccinations

Annual flu vaccinations are offered from September thru March by employee health.

Infection Control Contacts

Infection Preventionist	546-5150
Employee Health	546-7789

Information Systems

Cerner Millennium

Cerner Millennium is the core clinical data computer system at Sierra Vista Regional Medical Center. It is the foundation upon which the entire electronic medical record is being built. Cerner Millennium has the potential to reduce medical errors, drive best practices and provide quality patient data. Current applications include nursing documentation, eMAR, real-time laboratory results, radiology reports and the ability to coordinate hospital-wide scheduling. Certified provider order entry will begin in August 2011. Cerner Millennium is available within the hospital through the applications bar and can also be accessed on your personal computer. Your eTenet userID and password is required.

To access Cerner PowerChart, log-on to <https://citrix.etenet.com>. You will need to download Citrix v.11 in the upper right hand corner of the screen in order for the program to launch successfully. Once complete, click on the Cerner H2PRD folder, then click on the PowerChart icon. For assistance, please contact Physician Relations at 546-7927 or Information Systems at 546-7957.

Essentris

Using Essentris CliniComp, physicians at Sierra Vista can monitor the labor progress of their patients from the home or office. Once a patient is admitted, physicians can instantly gain access to real-time fetal monitoring from any computer, any time of day. This means that physicians will be able to give orders and reassure expectant mothers quickly and accurately, based on up-to-the-minute surveillance, even when that physician is outside of the hospital. For access to this program, please contact the Mother/Baby Unit at 546-7897.

PACS-DR Web Ambassador

The Web Ambassador is easy to use software to confidentially review patient radiology exams via the Internet. For each exam, referring physicians can review DICOM images, a report, and a recorded audio conclusion. The Web Ambassador application can be downloaded to any Internet-connected PC from the DR Systems Communicator Web server. The Web Ambassador can be used at a physician's office or home. For access to this program, please contact the Radiology Department at 546-7723.

Physician IT Help Desk

Sierra Vista has an off-site physician help desk dedicated exclusively to helping physicians and their staff with hospital related technology issues. Trained staff is available from 6am-5pm, Monday thru Friday. For assistance with a computer problem, call (805) 546-7946.

Tap-N-Go Computer Sign-On

Physicians can use their ID badge to "Tap-In" to Cerner and HPF while in the hospital. To utilize the tool, a physician must tap their ID badge on the reader. The first time a physician "Taps-In" within a 13 hour period, they will be prompted

to enter their eTenet password to verify security. Upon all subsequent returns to a workstation within that time frame, the physician can log-in simply by tapping their ID badge to the reader. If you “Tap-Out” or “Lock” the computer before walking away from a workstation, the application you are working in will be saved and reopened the next time you “Tap-In”. For help activating your badge, call Medical Staff Services @ 546-7945.

Laboratory & Pathology Services

Critical Value Notification

The Medical Staff at Sierra Vista has approved a defined list of patient results that are considered critical and require immediate notification of the ordering physician. Critical results will be called in to the ordering physician 24 hours a day, seven days a week. For inpatient results, the laboratory staff will notify the nursing staff. The nursing staff will then contact the ordering physician. For outpatient results, the laboratory staff will contact the physician's office or the physician directly, if after hours.

Lab Specimens

When sending a lab specimen to Sierra Vista for testing, please provide the following information in order to expedite the request:

- Patient's Legal Name, Address and Phone Number
- Patient's Gender
- Patient's Date of Birth & Social Security Number
- Patient's Insurance Information & Card (Front & Back)
- Complete Order Form (For Outpatient Services)
Includes valid diagnosis, marked tests with CPT4 code & physician signature

Off-Site Testing

When a testing process is needed for diagnosis determination that cannot be performed by our laboratory, approved reference laboratories are used. For tests not performed at Sierra Vista, Lab Corp is our primary reference laboratory. Some test may be sent to other laboratories upon request.

Outpatient Service Centers

For the convenience of our patients, Sierra Vista has four outpatient service centers located throughout San Luis Obispo County.

San Luis Obispo

77 Casa Street, Suite 102
546-7733 P
549-9217 F
M-F 7am-12pm

Cambria

2150 Main Street
927-0266 P
927-2393 F
MWF 7:30am-12:30pm

Atascadero

5855 Capistrano Avenue, Suite C
466-6817 P
466-0227 F
M-F 7:30am-4pm
(closed for lunch 12pm-1pm)

Templeton

959 Las Tablas Road, Suite A-2
434-4730 P
434-1808 F
M-F 7am-4pm
(closed for lunch 12pm-1pm)

Results

Results are auto-faxed to the physician's office once they are complete. Results can also be viewed through PowerChart.

Services

The laboratory and pathology services provided by Sierra Vista are designed to assist the physician in the diagnosis and treatment of patients from the neonate to geriatric populations. Clinical laboratory services are inspected and certified by CLIA, TJC and the State of California. Services include:

- Chemistry
- Coagulation
- Hematology
- Immunohematology
- Transfusions
- Immunology
- Microbiology
- Therapeutic Drug Monitoring
- Urinalysis
- Anatomic Pathology
- Cytopathology
- Microspecimens
- Consultations

Turn Around Time

Turn around time is the time from the blood being drawn, or delivered, until it is resulted in the laboratory. Expected turn around times are based on order status and testing site, but generally follow the below standards:

Inpatient (Routine)	4 Hours
Inpatient (STAT)	1 Hour
Outpatient (Routine)	1 Day
Outpatient (STAT)	2 Hours

Laboratory Department Contacts

Main Laboratory	546-7790
Laboratory Director	546-7616
Laboratory Supervisor	546-7779
Laboratory Fax	546-7986
Courier Pick-Up	546-7790
Pathology	546-7979

Medical Staff Services

Bylaws

Sierra Vista Regional Medical Center is a corporation organized under the laws of the State of California. Bylaws are adopted in order to provide for the organization of the medical staff of Sierra Vista Regional Medical Center and to provide a framework for self-government in order to permit the medical staff to discharge its responsibilities in matters involving the quality of medical care, and to govern the orderly resolution of those purposes. Bylaws provide the professional and legal structure for medical staff operations, organized medical staff relations with the governing board, and relations with applicants to and members of the medical staff.

To view the Bylaws and Rules & Regulations for each department in their entirety, refer to the appendix of this document.

Change of Address

Please notify the Medical Staff Office immediately if you have any changes in address, phone number, fax or email. This information is vital to the exchange of healthcare related information throughout various hospital computer systems. Changes to these systems are instigated by the Medical Staff Office.

Expired License

When a member's license is expired, privileges shall automatically be suspended as of the date of such expiration and shall remain suspended until proof of renewal is received.

Whenever a member's DEA certificate is revoked, limited or suspended, the member shall automatically and correspondingly be divested of the right to prescribe medications covered by the certificate, as of the date such action becomes effective and throughout its term.

Medical Staff Committees

Medical Executive Committee
Cardiology
Medicine Review
OB-GYN
Pediatrics
Surgery Review
Emergency Medicine
Quality Council

P&T/IC
Anesthesia
Bioethics
Interdisciplinary
Medical Staff Aid
Utilization Review
Bylaws/CME/Library
Cancer

Insurance

Failure to maintain professional liability insurance as required shall be grounds for immediate automatic suspension of a practitioner's privileges. Failure to maintain professional liability insurance for certain procedures shall result in the immediate automatic suspension of privileges to perform those procedures. The suspension shall be effective until appropriate coverage is reinstated, including coverage of any acts or potential liabilities that may have occurred or arisen during the period of any lapse in coverage. If within ninety (90) days after the insurance has expired the practitioner does not provide evidence of sufficient coverage for all of that practitioner's clinical privileges, the practitioner shall be deemed to have resigned those privileges for which there was insufficient coverage. If within ninety (90) days after insurance has expired, lapsed or been terminated, the practitioner has not provided evidence of professional liability insurance for any of that practitioner's clinical privileges, the member shall be deemed to have resigned from the Medical Staff.

Leave of Absence

At the discretion of the medical executive committee, a medical staff member may obtain a voluntary leave of absence from the staff upon submitting a written request to the medical executive committee stating the approximate period of leave desired, which may not exceed one year. During the period of the leave, the member shall not exercise clinical privileges at the hospital and membership rights and responsibilities shall be inactive.

At least 30 days prior to the termination of the leave of absence, or at any earlier time, the medical staff member may request reinstatement of privileges by submitting a written notice to that effect to the medical executive committee. The staff member shall submit a summary of relevant activities during the leave. The medical executive committee shall make a recommendation concerning the reinstatement of the member's privileges.

Failure without good cause to request reinstatement shall be deemed a voluntary resignation from the medical staff and shall result in automatic termination of membership, privileges and prerogatives. A member whose membership is automatically terminated shall be entitled to an informal review process for the sole purpose of determining whether the failure to request reinstatement was unintentional or excusable, or otherwise. A request for medical staff membership subsequently received from a member so terminated shall be submitted and processed in the manner specified for applications for initial appointments.

Reappointment

At least four months prior to the expiration date of the current staff appointment a reapplication form approved by the medical executive committee shall be mailed, faxed or delivered to the medical staff member. Reappointment packets are sent out with a specified due date. Re-applicants may comply with the due date by delivering all required documentation to the Medical Staff Office or by mailing the packet to the Medical Staff Office by the due date listed on the reapplication. If a

practitioner's reappointment application is not returned and has not been approved by the governing board prior to the expiration of the current appointment, his/her membership and privileges shall automatically terminate.

In connection with all reappointment, advancement or transfer, the applicant shall have the burden of producing accurate and sufficient information as reasonably determined by the medical staff to allow a proper evaluation of the applicant's qualifications and suitability for the clinical privileges and staff category requested.

Medical Staff Contacts

Medical Staff	546-7691
Medical Staff Director	546-7945
Medical Staff Coordinator	546-7766
Medical Staff Fax	546-7932

Medical Surgical Services

Medical Surgical Unit

There are two Medical Surgical units at Sierra Vista Regional Medical Center, MedSurg I and MedSurg II. Collectively, the two units house beds for up to 35 patients in private and semi-private rooms. Located on the second floor of the hospital, MedSurg I & II provides nursing care to patients 14 years of age and older. The maximum nurse to patient ratio is 1:5 and is adjusted according to the acuity level of the patient.

Nursing care is provided 24 hours a day, seven days a week. Staff on MedSurg is trained to assist orthopedic, neurological, gastrointestinal, surgical, pulmonary, gynecological and oncology diagnosis.

Medical/Surgical Unit Contacts

Med/Surg I Main	546-7625
Med/Surg I Fax	546-7738
Med/Surg II Main	546-7607
Med/Surg II Fax	546-7603
Med/Surg Director	546-7606

Order Sets

Sierra Vista Regional Medical Center as developed several standardized order sets in conjunction with physicians and the pharmacy. This standardization improves patient safety by reducing handwriting miscommunications and range order problems. To request an order set, call 546-7686.

Below is a list of currently available order sets:

800 Supplies Charge Sheet – ICU	Decisions About Medical Treatment SPAN
800 Supplies Charge Sheet – MS	Diabetes Flowsheet
800 Supplies Charge Sheet – SDU	Diabetic Diet Instructions
Admission Orders – Pediatrics	Directory Opt Out ENG
Adult Intravenous Insulin Order Set	Directory Opt Out Form
Adult PCA Order Set	Directory Opt Out Form - Spanish
Adult Vascular Access Flushing Standard Orders	Directory Opt Out SP
Advance Directive Tracking Sheet	Discharge Order Set
Advance Directive Tracking Sheet HSV	Drs 1st Rpt Occupational Injury Illness
Advance Directive Tracking Sheet HSV OUT	Durable Power of Attorney Healthcare
Allergy Notification To Pharmacy	DVT Prophylaxis Order Set
An Important Message form TRICARE SP	Dysphagia Diets - Food Guide
An Important Message from TRICARE - ENG	Dysphagia I - Pureed Diet
An Important Msg From Medicare ENGLISH 1208	Dysphagia III - Mechanical Soft Diet
An Important Msg From Medicare SPANISH 1208	Dysphagia Pureed Diet
Anemia-GI Bleed Orders	EKG Requisition and Data Sheet
Arterial Blood Gas Stick	End-of-Life Care Pathway Orders
Asthma Hospital Discharge Plan	Epidural/Intrathecal Analgesic/Anesthetic
CABG Indications Data Form	Facesheet
Cardiac Diet	Fat-Controlled Diet
Central Line Checklist	Financial Assist Pt Notice-EN
Cesarean Pre-Op Orders	Financial Assist Pt Notice-SP
Child Life Therapeutic Services Progress Notes	Government Program Information
Conditions of Services2 ENG	H and P Examination for Outpatient Surgery
Conditions of Services2 SP	Heart Failure Orders
Conditions of Services2 SPAN	Hourly Rounding
Correct Side/Site Identification Verification Checklist	Important Message From Medicare
Critical Care Potassium & Magnesium Replacement Order Set	Infants at Risk for Hypoglycemia Order Set
Critical Lab Values	Inpatient Nursing Discharge Summary
C-Section Post-Op Orders	Interdisciplinary Plan of Care
	Interventional Radiology Procedure Order Set
	IV Insulin Order for Pregnant Women
	Laser Log & Safety Checklist - Iridex Oculight

GL
Low Fiber Diet Plan
Low Sodium Diet Plan
Magnesium Sulfate Orders
Medication Continuum Order Set
MRI/MRA Inpatient Requisition
MRSA Patient Education Handout
MRSA Screen and Protocol
Neonatal Admission Order Set
Neonatal Cardio Vasopressor Meds Order Set
Neonatal Insulin Infusion Order Set
Neonatal Lab Summary Flowsheet
Neonatal Sedation Analgesia Order Set
Neonatal TPN Order Set
Neonatal-Pediatric Psychosocial Assessment Form
Neurosurgical Post Operative Order Set
NICU Discharge Instructions
NICU Discharge Instructions - Spanish
NICU Discharge Planning Order Set
NICU Respiratory Care Order Set
NICU-Pediatric Child Visitation Screening
Non-violent Restraint Flowsheet
Non-violent Restraint or Seclusion - Physician Order
Notice of Privacy Practices
Notice of Privacy Practices Spanish
NPP Acknowledgement
NPP Acknowledgement MoBaby-Spanish
NPP Acknowledgement Mother and Baby
NPP Acknowledgement SPAN
Organ Donation Checklist Critique
Organ Donation Physician Checklist
Outcome Notes
Outpatient Summary List
Patient Controlled Analgesia Flowsheet
Patient Rights
Patient Rights Spanish
PCI Indications Form
Pediatric Charge Sheet
Pediatric Discharge Form
Pediatric Gammunex Order Set
Pediatric Respiratory Therapy Treatment

Notes
Pediatric Safety Authorization
Pediatric Sedation Orders
Pediatric TPN Order Set
Pediatrics DKA Admit Order Set
PEDS Discharge Form SPANISH
PEDS Procedural Sedation Discharge Instructions
Physician Assessment for Diagnostic Interv
Physician Orders
Pneumococcal/Influenza Immunization Screening & Order Form
Post Fall Leadership Assessment
Post Fall Leadership Assessment - Pediatrics
Post Operative Lower Extremity Order Set
Post Operative Upper Extremity Order Set
Post-Op Joint or Hemiarthroplasty Order Set
Post-procedure Coronary & Peripheral Vascular Order Set
Pre Op Admission Order Set Dr. Segal
Pre/Post Anesthesia Care Orders
Pre-Op Post-Op Notes
Preoperative Order Set
Pre-procedure Coronary & Peripheral Vascular Order Set
Pre-Procedure Surgery Checklist
Present On Admission Intake Assessment
Progress Notes
Radiology Requisition
Rapid Response Team Record
Record of Death
Request For Laboratory Service
RT Order Set
SBAR Report - Nursing Handoff Communication
Sharps Safety Device Notification - Exception
Site Location Checklist - 043008
Smoking Cessation Physician Orders
Subcutaneous Insulin Order Set
Suicide Risk Assessment Form
Suicide Risk Monitoring Check List
SVRMC Non-Smoking - Ask Me Notice
Through-Put Log
Ticket to Ride
Transfer Orders - Physician

Transfusion of Blood Products Order Set
Universal Protocol Checklist Team Time-Out
Vaccine Administration Record
Valve Indications Form
Violent Restraint Flowsheet

Violent Restraint or Seclusion - Physician Order
Work Status Report
Work Status Work Release Report

Pediatric Services

Pediatric Unit

Sierra Vista Regional Medical Center houses the only dedicated pediatric unit in San Luis Obispo County. The six-bed unit is located on the third floor of the hospital and is fully licensed and certified by the California Department of Public Health, California Children's Services and the joint commission.

Neonatal Intensive Care Unit

The neonatal intensive care unit at Sierra Vista Regional Medical Center was expanded in 2009 to better meet the needs of our growing San Luis Obispo community. With 22 licensed beds, it is the only NICU between Santa Barbara and Salinas. Providing critical care services for infants born at twenty-three or more weeks gestation, the facility prevents local pediatricians from having to transport sick newborns out of the area for medical care.

Three board-certified neonatologists are on-staff to provide around the clock care to the newborns in the NICU. These physicians, along with a team of highly specialized medical professionals, provide comprehensive care on par with other large academic centers throughout the country. Of the more than 1200 births each year at Sierra Vista, nearly 15-percent of infants are taken to the NICU.

Pediatric Hospitalists

Pediatric hospitalists at Sierra Vista Regional Medical Center are board certified in pediatric medicine with special skills, experience and interests in treating children who require hospitalization. They work closely with the family and referring physician to determine the best course of treatment for each individual child. The pediatric hospitalists are available 24 hours a day, seven days a week.

Pediatric Subspecialty Center

Providing children and families access to some of the world's finest pediatric subspecialties in an environment that is close to home, the San Luis Obispo Pediatric Subspecialty Center serves patients from around the Central Coast.

The Center is a partnership between Sierra Vista Regional Medical Center and Specialty Medical Group (SMG), in affiliation with Children's Hospital Central California. In support of the region's pediatricians, family practice and obstetrical physicians, SMG's pediatric specialists provide care for newborns, children and adolescents with congenital, acquired and acute conditions.

Pediatric subspecialties include cardiology, endocrinology and pulmonology. Patients are seen on the second Friday of every month. Referring physicians and their staff can schedule appointments for their patients through Sierra Vista via their Pediatric Specialty Service line. Doctors can also contact pediatric subspecialists at any time through the Children's Access Center at Children's Hospital Central California by calling (866) 353-KIDS (5437).

Pediatric Services Contacts

Main Pediatric Department	546-7729
Pediatric Unit Director	546-7668
Pediatric Hospitalist	546-7769
Pediatric Specialty Service Line	546-7692
Neonatology	546-0222
NICU	546-7899
NICU Director	546-7668
NICU Fax	546-7982
NICU Transport Line	546-7896

Pharmacy

Clinical Services Offered By Protocol

- Dosage adjustments for Renal Function for: i.e. Vancomycin, Aminoglycosides
- Anti-Coagulation Services for Heparin, Warfarin and Enoxaprin
- Parenteral Nutrition Management
- Aminophylline Dosing Management

Hours

Weekdays 8am – 9pm
Weekends & Holidays 8am – 5pm

On-Call Pharmacist

A pharmacist is on-call 24 hours a day, seven days a week to provide drug information. To reach the on-call pharmacist, please call the house supervisor at 546-7818.

Pharmacy Department Contacts

Laboratory Department	546-7774
Laboratory Department Fax	546-7678
Laboratory Director	546-7776

Physician Resources

Certifications & Renewals

Physicians who have a current certification in ACLS, PALS and NRP should update their records in the medical staff office by faxing a copy to 546-7932.

For registration and information on upcoming ACLS, PALS and NRP certification and renewal classes, please call the education department at 546-5110.

Community Education Series

As part of the hospital's commitment to the community, Sierra Vista Community Education Seminars offer physicians the opportunity to team up with the hospital to provide health related information to the public. Seminars are held monthly and are free to attend. Physicians who are interested in presenting a lecture should contact Physician Relations.

Continuing Medical Education

Continuing Medical Education lectures are held at Sierra Vista on the third Friday of each month. Lectures are presented on a variety of health related topics by a MD, DO or PhD. To present at a CME lecture, physicians must contact the medical staff office and provide information on the topic they would like to present. All topics must be approved by the CME committee. Once the lecture is scheduled, notices are sent out to every physician on staff.

Group Purchasing

Sierra Vista is contracted with Broadlane to provide best-in-market group purchasing for the majority of medical and surgical supplies and equipment. Broadlane's comprehensive contract portfolio includes clinical preference items, as well as medical and surgical supplies, office supplies, copiers, furniture, computers, laboratory and radiology products, major and minor medical equipment, office-based pharmaceuticals and non-medical supplies and services such as forms and cell phones. Please contact Business Development at 546-7925 for a participation form.

HealthGrades.com

HealthGrades.com is a leading provider of online information to healthcare consumers. The HealthGrades website attracts more than 30 million visitors annually. Sierra Vista Regional Medical Center has signed an agreement with HealthGrades to provide premium listings for all of the hospital's active medical doctors. The listings include a Physician Quality Report that, through our agreement, is free to consumers.

Physicians are encouraged to access their account and update their information to create a more detailed report. Please see the enclosed flyer that provides step-by-step instructions on how to log-in and update reports. For more information, contact Physician Relations.

Media

The Marketing Team is always looking for new and innovative health stories to pitch to the local media. Please don't be shy about sharing groundbreaking procedures or good human-interest stories with Business Development. Informing the local community on health-related issues is of high importance to the hospital.

Office Staff Meetings

Sierra Vista understands that effective communication with your office staff is a valuable resource. To establish relationships with your office staff and to provide them with the tools and information they need to do their job efficiently, our hospital hosts quarterly medical office staff luncheons. Your staff members will be given updated information on admitting, scheduling, outpatient services, computer applications and compliance. Staff is notified of the event by invitation, two to three weeks prior.

On-Line Library

Physicians on staff at Sierra Vista have access to two on-line medical resources. MDConsult.com and UpToDate.com provide user friendly access to the latest clinical information as well as complete texts of the leading medical reference books and journals. While both resources are available on-site through the wheel application, MDConsult.com can also be accessed off-site. First time users must be given a username and password to create an affiliated account. For assistance, contact physician relations at 546-7927.

Physician Library

Computer access is available in the physician library 24 hours a day, seven days a week. Both MDConsult and Up-To-Date are available to physicians on these computers through the wheel application.

Physician Lounge

The physician Lounge is located next to the cafeteria and is stocked with coffee, cold beverages and snacks 24 hours a day, seven days a week. Hot food service is available in the lounge Monday – Friday from 7am – 10am and 11am – 2pm. Sushi Tuesday occurs on the first Tuesday of each month at lunchtime. On-line access is also available in the physician lounge.

Physician Newsletter

Physician Update, the physician newsletter for Sierra Vista Regional Medical Center, is sent out on a quarterly basis by both email & "snail" mail. This two-page newsletter provides physicians with updated information on new policies and procedures, shares hospital news and lists upcoming medical staff meetings and CME luncheons.

Physician Recognition Award

The KAHUNA (Kind/Attentive/Healing/Understanding/Nurturing/Affable) Award is presented to a physician that goes out of his/her way to help a patient or staff member. Physicians are nominated for this award by their peers, patients and hospital employees. Nominations are reviewed by a group of hospital employees. Awards are given out monthly. Nomination forms can be found at any nurses' station.

Physician Referral Service

The Sierra Vista Physician Referral Service provides consumers with a resource for finding a physician on the Central Coast that meets their specific criteria (insurance, location, specialty, languages spoken, etc). This service is provided both on-line and through the Tenet Call Center. Physicians are encouraged to fill out the enclosed form as completely as possible and fax it back to the Sierra Vista Physician Referral Service at (727) 578-1295.

Physician Relations Liaison

This position provides physicians and their office staff with a direct liaison to the hospital. Doctors, managers, receptionists and schedulers are encouraged to contact the physician relations manager with any questions, comments or concerns they may be experiencing at Sierra Vista. The physician relations manager will work to provide answers and guidance. This person is also responsible for providing physicians with updates on hospital programs and initiatives.

Security Access Codes

Several areas of the hospital have restricted access. Please contact Medical Staff Services for the most recent list of security access codes.

Contacts

Business Development	546-7925
Physician Relations	546-7927

Quality & Risk Management

Core Measures

Sierra Vista participates in the national initiative of reporting evidence-based core measures to the Joint Commission and CMS. The quality department abstracts data on AMI, HF, Pneumonia, Surgery and CABG patients, along with infection control data on patients with ventilators, urinary catheters and central venous catheters (including PICC lines). This data is reported quarterly to the Joint Commission and CMS and is posted on their public websites.

There are many core measures that are physician sensitive. Please be aware of and consistent with the following core measures in order to meet standards. Education and documentation tools are available to assist physicians, upon request.

AMI

- Aspirin on arrival to the hospital
- Aspirin prescribed at discharge
- ACEI or ARB for LVSD
- Beta Blocker prescribed at discharge
- Primary PCI received with 90 minutes of arrival to hospital
- Inpatient mortality
- Cardiac Rehabilitation Referral
- LDL Assessment
- Statins or Lipid lowering drugs prescribed at discharge for patients with LDL>100mg/dl

Heart Failure

- Evaluation of LVS function
- LDL Assessment
- ACEI or ARB for LVSD
- Statins or Lipid lowering drugs prescribed at discharge for patients with LDL>100mg/dl
- Beta Blocker prescribed at discharge for LVSD patients
- Length of Stay
- Mortality Rate
- Anticoagulation for atrial fibrillation

Pneumonia

- Blood culture prior to administration of first antibiotic dose when a blood culture is ordered
- Antibiotic ordered and given within six hours of arrival to hospital
- Selection of appropriate antibiotic
- Patient mortality

Surgical Care Improvements

- Prophylactic antibiotic received within one hour prior to surgical incision
- Prophylactic antibiotic selection
- Prophylactic antibiotics discontinued within 24 hours after surgery end time
- Surgery patients with appropriate hair removal (no shave)
- Colorectal surgery patients with immediate postoperative normothermia
- Patients on beta blocker therapy preadmission who received beta blocker during the perioperative period
- Surgery patients with recommended venous thromboembolism prophylaxis ordered
- Patients who received appropriate VTE prophylaxis within 24 hours prior to surgery to 24 hours after surgery

Stroke

- VTE prophylaxis
- Discharged on antithrombotic therapy
- Anticoagulation therapy for a-fib or a-flutter
- Thrombolytic therapy
- Antithrombotic therapy by end of hospital day two
- Discharged on statin medications
- Stroke education
- Assessed for rehabilitation

Ethics Hotline

The Ethics Action Line, **1-800-8-ETHICS**, is a confidential, toll-free number available to all Sierra Vista Regional Medical Center employees and physicians. Employees and physicians are encouraged to call the Ethics Action Line for advice and consultation about policies and ethical issues they may encounter; to report an activity that appears to be illegal or unethical; or to report inappropriate behavior in the work place.

The Ethics Action Line will often call upon other hospital resources and departments such as human Resources, compliance, quality management and audit services to assist in the investigation and resolution of issues. Sierra Vista does not tolerate retaliation against individuals who report issues to the Ethics Action Line.

The Ethics Action Hotline is available 24 hours a day, seven days a week. Callers to the hotline may remain anonymous, and those who choose to give their name will have their identity protected to the extent allowed by law.

Patient Safety Officer

The risk manager at Sierra Vista acts as the patient safety officer and is responsible for the management of all events, policies and standards related to the safety of patients. This includes identification and correction of processes that

put patients or the hospital at risk, education of staff, formulation of policies, investigating and reporting of adverse patient events, interaction with regulatory and investigational agencies and management of litigation against the hospital.

Peer Review

Peer Review is part of the Ongoing Professional Practice Evaluation required by the Joint Commission for each physician on staff. Each physician should have at least two charts reviewed per year to assist in determining competency.

Every year, a set of “indicators” is approved by each Medical Department Committee to guide the peer review coordinator when screening charts. Any charts that match an approved indicator are sent to a physician to review. The physician reviewer makes a decision if any issues need to be addressed and whether any action needs to be taken. If action is required, the chart is taken to the department committee for review. The review process is to be completed within 60 days of discovery and sending to the physician for review.

The department committees also receive a physician report each quarter to determine if any trends are developing prior to the physician’s reappointment date.

Physician Shadowing

Sierra Vista has guidelines for physicians who wish to have a student shadow them during surgery or rounds at the hospital. Please see below the three different categories for which a request can be submitted.

Shadowing is a purely observational experience with no clinical or “hands-on” interaction with patients. The experience is normally limited to five or fewer days, one department and one sponsoring physician. In order to facilitate a shadowing experience Sierra Vista requires at least two weeks advanced notice to perform background checks, PPDs and privacy training. Additionally, patient authorization is required from each patient visited so not to conflict with HIPAA.

Observership is for the purpose of “observing” a patient at the hospital for the specific intention of gaining medical knowledge in connection with a medical education training program. A CV is required along with a letter from the hosting institution and medical education program director. An “observer” will be expected to apply for appropriate privileges for participation in specific clinical activities. If the observer’s experience is for treatment of patients, individual patient authorization is not necessary. In order to facilitate an observership experience, Sierra Vista must have at least 90 days advanced notice.

A Practicum is identified in the hospital’s policy as a limited “hands-on” health care experience involving patient contact and a licensed independent practitioner. The requirements are very similar to those required for an observership and therefore 90 days advanced notice is required.

Physicians interested in any of the above teaching tools, or in conducting an educational tour, are asked to call Dennis Pall, Sierra Vista compliance officer, at 546-5130. Please be mindful of the timeframes required to facilitate the experience.

Quality Control

The quality department is responsible for the coordination of all quality-related activities at Sierra Vista, including Joint Commission readiness, peer review and the abstraction and submission of quality and outcomes data to a variety of outside agencies. Data is reported to the Joint Commission, CMS, American Heart Association, ACC-NCDR, STS, OSHPD, CHART and CALNOC.

Quality & Risk Management Contacts

Risk Manager	546-5122
Peer Review Coordinator	546-5120
Peer Review Fax	546-5131
Compliance Officer	546-5130

Radiology & Imaging Services

The Radiology and Imaging services provided by Sierra Vista are designed to assist the physician in the diagnosis and treatment of patients from the neonate to geriatric populations. Radiology and Imaging services are inspected and certified by CLIA, JCAHO and the State of California.

Film Requests

If a physician requests original films to be sent with patient following the exam, there will be a slight delay while the radiologist interprets the exam. Patients picking up films will be required to sign a release. One day notice is required on film requests older than one year, as these films are stored off site. A hospital courier is available Monday – Friday to pick up and deliver films to a physician office.

Orders

When ordering exams, please provide the following information:

- Patient’s complete legal name
- Exam requested (including modality & anatomy)
- Physician Signature (PA & NP may sign for non-invasive exams only)
- Legible Diagnosis (Rule Out is NOT permitted)
- Patient’s Insurance & Billing Information with Authorization Number

Scheduling

Please fax orders to the radiology department prior to scheduling an exam.

CT Scan

Many CT Exams require the patient to have oral (CT barium) or IV (non-ionic) contrast. Oral contrast prescription slips should be picked up at the radiology department and contrast dispense to the patient from the hospital pharmacy one day prior to the exam. IV contrast will be administered during the exam. Those patients over the age of 55 that require IV contrast will need lab work done (creatinine and BUN) within two weeks prior to the exam.

PROCEDURE	INSTRUCTIONS	PREPARATION	EXAM TIME
Brain/Facial/Sinus/Ear/Orbit	Lab work required for patients over 55 that require IV contrast	Liquid only after midnight for IV contrast.	30 Minutes
Neck with IV Contrast	Lab work required for patients over 55.	Liquids only after midnight.	30 Minutes
C-Spine	None	None	30 Minutes
Chest with IV Contrast	Lab work required for	Liquids only after midnight.	30 Minutes

	patients over 55.		
Pulmonary Embolism Chest	Lab work required for patients over 55.	Liquids only after midnight.	30 Minutes
High Resolution Chest	None	None	30 Minutes
Thoracic or Lumbar Spine	None	None	30 Minutes
Abdomen & Pelvis with IV Contrast	Lab work required for patients over 55.	Pick up prep kit in radiology department one day prior.	30 Minutes
Limited Abdomen & Pelvis	None	None	10 Minutes
Lower or Upper Extremity	None	None	10 Minutes
CT Guided Biopsy	Lab work required. Patient must arrive two hours prior to exam and arrange for post-exam transportation.	Nothing to eat or drink after midnight. Patient must be off blood thinning medications.	1 Hour plus 1-4 hours observation.

Diagnostic Radiology

The majority of diagnostic x-rays do not need an appointment. An exception is made for fluoroscopy and invasive studies that require a radiologist. Patients should arrive 20 minutes prior to any scheduled exam to go through the registration process.

PROCEDURE	INSTRUCTIONS	PREPARATION	EXAM TIME
Barium Enema	Special diet 24 hours prior to exam.	Pick up prep kit two days prior in radiology department.	30-40 Minutes
Barium Swallow	Nothing to eat or drink 8 hours prior to exam.	None	20-30 Minutes
Video Esophogram	Nothing to eat or drink 8 hours prior to exam.	Indicate to radiology department if speech therapist is needed.	20-30 Minutes
Upper GI	Nothing to eat or drink 12 hours prior to exam.	None	20-30 Minutes
Small Bowel Series	Nothing to eat or drink 12 hours prior to exam.	None	60-90 Minutes *Up to 4 hours in some cases.

IVP	Clear liquids only on day of exam.	Pick up prep kit one day prior in radiology department.	30-40 Minutes
Cystogram	None	None	20-30 Minutes
Voiding Cystourethrogram	Patients under 12 will be sent through ambulatory.	None	30-40 Minutes
Hysterosalpingogram	Schedule exam 6-10 days after onset of menstrual period.	None	30 Minutes
Gallbladder	Special diet 2 days prior to exam.	Obtain KUB x-ray prior to preparation. Pick up prep kit 3 days prior in radiology department.	20 Minutes
T-Tube Cholangiogram	Nothing to eat or drink the morning of the exam.	None	20-30 Minutes

Interventional Radiology

All patients undergoing interventional radiology will have to arrange for transportation post-procedure and for overnight supervision. All blood thinning medications must be held for a minimum of five days prior to the procedure and the patient should have nothing to eat or drink after midnight. Procedure times vary from 1-3 hours plus recovery time. The following procedures require lab work (PT/PTT/Hemogram/Creatinine):

- Abdominal Aortogram
- Abdominal Aortogram with Runoff
- Adrenal Angiogram Bilateral/Unilateral
- Angioplasty
- Carotid Cerebral Bilateral/Unilateral
- Carotid Cervical Bilateral/Unilateral
- Cervical Cerebral 1-4 Vessel
- External Carotid Cerebral Bilateral/Unilateral
- Extremity Bilateral/Unilateral with/without Serial
- Lymphangiogram Pelvis/Abdominal Bilateral/Unilateral
- Lymphangiogram Extremity Only Bilateral/Unilateral
- Pelvic Angiogram
- Percutaneous Nephrostomy Tube Placement with/without Stents
- Pulmonary Angiogram Bilateral/Unilateral Selective/Non-Selective
- Renal Bilateral/Unilateral

- Thoracic Angiogram
- Transhepatic Portography
- Uterine Embolization: Requires consult with radiologist and pelvic ultrasound prior to scheduling. Patient will spend 24-48 hours in the hospital.
- Vertebral Cervical Bilateral/Unilateral

Invasive Procedures

Invasive procedures require an interventional radiologist to be present. Prior films/reports pertinent to the procedure should be available for review before exam time. Patients undergoing biopsy require lab work (CBC/PT/PTT) within two months of the exam. Other patients will require assessment by a radiology nurse if taking blood thinners (Coumadin/Asprin/Plavix). Medications may be taken with sips of water. When scheduling a biopsy or myelogram a letter will be faxed to the physician office for the patient to read prior to the exam time. Patients will need to arrange for transportation following the exam.

All stereotactic breast biopsies are scheduled through the radiology department and performed at Selma Carlson Diagnostic Center.

PROCEDURE	INSTRUCTIONS	PREPARATION	EXAM TIME
Biopsies	Nothing to eat or drink after midnight. Report to Special Procedures two hours prior to exam.	CT or Ultrasound. Lab work required.	1 Hour plus 1-4 hours observation.
Chest Tube Placement	Nothing to eat or drink after midnight.	CT or Ultrasound.	1 Hour plus 1-4 hours observation.
Drainage Tube Placement	Nothing to eat or drink after midnight.	CT or Ultrasound.	1 Hour plus 1-4 hours observation.
Gastrostomy Tube Placement	Nothing to eat or drink after midnight.	X-Ray	1 Hour plus 1-4 hours observation.
Lumbar Puncture	None	X-Ray	30 Minutes
Myelogram	None	CT and X-Ray	45 Minutes plus 2 hours observation.
Paracentesis	Report to Special Procedures two hours prior to exam.	Ultrasound	45 Minutes plus 2 hours observation.
Thoracentesis	Report to Special Procedures two	Ultrasound	45 Minutes plus 2 hours observation.

	hours prior to exam.		
Central Venous Catheter	Patient may drive post-exam.	X-Ray	1 Hour
Vertebroplasty	Call for details.	Lab work Required.	1 Hour plus 1-4 hours observation.

Nuclear Medicine

Nuclear medicine scans use very small, safe amounts of radioactive material to obtain images of specific organs. The radioactive material used depends on the organ to be examined. The radioactive material will be given to the patient either in the vein or by mouth. This material will be eliminated from the body in 1 – 2 days.

All nuclear medicine procedures need an appointment. When faxing an order, please follow up with a phone call to schedule the exam and to confirm that the order was received. Patients should arrive 15 – 20 minutes prior to their exam time.

PROCEDURE	INSTRUCTIONS	PREPARATION	EXAM TIME
Bone Scan	No barium studies for 2 days.	After injection, patient to force fluids and void often.	15 Minutes for injection. Patient returns 2 hours later for 1 hour scan.
Bone Marrow Scan	None	None	15 Minutes for injection. Patients returns 45 minutes later for 30-60 minute scan.
Breast Scan	Patient films and reports needed.	Abnormal mammogram mandatory.	45 minutes
Brain Spect	No caffeine, alcohol or other drugs that effect cerebral blood flow.	None	1-2 hours
Cisternogram	Nothing to eat or drink after midnight.	Schedule fluoro & radiologist time for injection.	Varies
C14 – Urea Breath Test	Nothing to eat or drink for at least 6 hours prior to exam.	No antibiotics or Pepto Bismol for 30 days prior to test. No Sucralfate or proton pump	20 Minutes

		inhibitors two weeks prior to test.	
Gallium Scan	None	None	Varies
Gastric Emptying	Nothing to eat or drink after midnight.	None	1.5 hours
Hepatobiliary (Hida or Pipida)	Nothing to eat or drink after midnight.	No Morphine 4 hours prior to test.	1 hour
Lung Scan (Perfusion)	None	Chest x-ray within 6 hours of scan.	30 minutes
Lung Scan (Ventilation or Aerosol)	None	Perfusion lung scan and chest x-ray performed prior.	20 minutes
Meckel's Scan	Nothing to eat or drink after midnight.	Tagament given 6-12 hours prior to scan.	1 hour
Myocardial Resting Scan with Sestamibi (Cardiolite)	Nothing to eat or drink after midnight.	None	1-2 hours
Myocardial Resting Scan with Thallium	Nothing to eat or drink after midnight.	None	30 minutes
Myocardial Scan Rest/Stress with Sestamibi (Cardiolite)	Nothing to eat or drink after midnight. No caffeine or chocolate for 24 hours prior.	Hold beta blockers 48 hours prior to test. Hold calcium channel blockers and nitrates 24 hours prior.	Varies
Myocardial Scan Stress/Rest with Thallium 201	Nothing to eat or drink after midnight. No caffeine or chocolate for 24 hours prior.	Hold beta blockers 48 hours prior to test. Hold calcium channel blockers and nitrates 24 hours prior.	Varies
Neotect Scan for Lung Carcinoma	Drink plenty of water prior to exam and void frequently.	Prior films and reports needed.	1-2 hours
Octreoscan Peptide Imaging for Neuroendocrine	Drink plenty of water prior to exam and void frequently.	Mild laxative is recommended.	Varies

Tumors			
Red Blood Cell Tag for GI Bleed	None	Exam done prior to barium study.	Varies
Sentinel Node Biopsy and Lymphatic Mapping in Breast Cancer	Schedule time in operating room.	None	Varies
Schilling Test	Nothing to eat or drink 12 hours prior to exam.	No Vitamin B12 injections for 24 hours prior. No ACTH, corticosteroids, enemas, laxatives, IVP or barium studies for duration of test.	Varies
Strontium 89 Treatment for Bone Metastases	None	Consultation with radiologist, platelet count, white blood cell count and bone scan.	30 Minutes
Testicular Flow	None	None	40 Minutes
Thyroid Uptake and Scan	Nothing to eat or drink after midnight.	No thyroid medication one month prior. No Propylthiouracil six days prior. No recent IVP, CT or myelogram.	Varies
Parathyroid	Hold all thyroid medications.	Lab values for calcium and parathyroid hormones needed.	Varies
Thyroid Therapy for Hyperthyroidism	None		20-30 Minutes
Voiding Cystourethrogram	None	Patient must void prior to catheter insertion.	30 Minutes
Whole Body I-131 Scan to follow Thyroid Carcinoma	A strict low iodine diet 3-10 days prior.	No thyroid medications prior to scan.	Varies

Ultrasound

Patients may take usual medications in the morning with sips of water, but should not have anything else to eat or drink after midnight. Most ultrasounds take approximately one hour. Please have patients follow instructions on the below ultrasounds:

- Breast/Breast Biopsy: Bring prior mammogram films
- Color Flow Doppler above the Iliacs: Drink plenty of fluids 24 hours prior to the exam.
- Pelvis: Drink plenty of fluids two hours prior to the exam and arrive with a full bladder.
- Renal: Drink plenty of fluids and do not go to the bathroom two hours prior to the exam.
- Thyroid Biopsy: Bring prior thyroid ultrasound films.

Turnaround Time

Reports for routine exams will be completed within 24 hours of the exam's completion. These reports will be faxed to the ordering and admitting physicians' offices and will also be available for viewing on PACS and Physician Portal.

STAT requests must either be faxed or given as a verbal order to from requesting physician to radiologist, technologist or nurse. A verbal result or "wet read" will be given within one hour of the exam completion.

Radiology Department Contacts

Radiology Department	546-7676
Radiology Department Fax	546-7813
Radiology Director	546-7867

Rehabilitation Services

Scope of Service

Sierra Vista offers inpatient rehabilitation services to patients of all ages who require therapy after a recent surgery, injury or illness. Rehabilitation services include:

- Physical Therapy
- Occupational Therapy
- Speech Therapy

Physical therapy services are also available for wound care, including sharp debridement, wound VAC, pulsed lavage and wound consulting for dressings.

Inpatient Referral

Rehabilitation services are available throughout the hospital and can begin immediately with a physician referral. To refer a patient to rehabilitation services, follow the information below:

- Specify precautions
- Indicate weight bearing status
- Specify exercise instructions
- Indicate frequency up to BID
- Indicate start date

For MBS (modified barium swallow), please write MBS with Speech Pathologist

Patient Discharge

Once the patient has reached a plateau in a skilled therapy program, the rehabilitation department will provide patients, families and nurses with the training necessary to continue a maintenance and/or preventative program of care at home. Criteria for discharge from rehabilitative services are as followed:

- Discharge order from referring physician
- Discharge agreement after consultation between therapist and physician
- Therapy goals were achieved
- Very slow or no progress with no expectation of progress with continued therapy
- Patient is unable to participate because of medical, psychological or social issues
- Patient has achieved maximum benefit and goals are no longer realistic

Rehabilitation Services Contacts

Rehabilitation Department 546-7647

Rehabilitation Director 546-7648

Rehabilitation Department Fax 546-7631

Respiratory Services

The following respiratory procedures must be scheduled between the hours of 8:00am and 5:00pm:

- Pulmonary Function Tests (PFT'S)
- Nebulizer or IPPB Treatments
- Sputum Induction

The following procedures are performed on a walk-in basis:

- E.K.G.'S
- A.B.G.'S
- PULSE OXIMETRY

When ordering outpatient PFT's, kindly remind patients to refrain from using any inhaled bronchodilators (MDI's or HHN's) for at least four hours prior to testing.

Orders

When ordering procedures, please provide the following information on a prescription or order form:

- Complete legal name of the patient.
- Specific procedure requested.
- Physician signature.
- Legible diagnosis.
- Authorization number if required.
- Have the patient bring their insurance information for billing.

Fax orders to the Outpatient Registration Department at 546-7771.

Respiratory Services Contacts

Respiratory Services	546-7660
Respiratory Services Scheduling	546-7618
Respiratory Services Fax	546-7881
Respiratory Services Director	546-7661

Selma Carlson Diagnostic Center

Selma Carlson Diagnostic Center provides women with a prompt, comfortable, convenient and technologically advanced healthcare experience. Our licensed female technologists all have advanced certifications in mammography and take extra care to make sure every woman's experience is as comfortable and gentle as possible. With the use of private consultation rooms, patients are encouraged to ask questions about their healthcare and well-being before any procedure is performed. Selma Carlson Diagnostic Center is fully accredited by the American College of Radiology.

Mammopad® Breast Cushion

To help ease the discomfort associated with mammograms, Selma Carlson Diagnostic Center uses the MammoPad breast cushion. The soft foam cushion provides a warmer, more comfortable mammogram.

“Never Say No” Mammograms

If a physician discovers a suspicious lump during a patient examination, the technologists at Selma Carlson Diagnostic Center will accommodate a same day mammogram and the results will be interpreted by our radiologists immediately.

Results

Board-certified radiologists at Sierra Vista Regional Medical Center interpret tests and send a detailed report to each patient's physician.

Services

Selma Carlson Diagnostic Center is located behind the hospital at 77 Casa Street. Appointments are required for most services and can be made by calling (805) 546-7733. Saturday appointments are available.

Digital Mammograms
Breast Ultrasound
Stereotactic Breast Biopsy
Bone Density Screening
General X-Ray (*Walk-Ins Welcome*)

Selma Carlson Contacts

Appointments 546-7733
Selma Carlson Fax 546-9217

Short Stay Services

Pre-Operative Services

Once a patient has a scheduled surgery date, they should be given a pre-operative envelope and instructed to call short stay services (as soon as possible) for a pre-operative appointment. Pre-operative appointments include a nursing assessment, pre-operative testing (laboratory work, electrocardiogram, chest x-ray, etc), pre and post-operative education and the opportunity for patients to ask any questions they may have about their care.

Pre-operative appointments are generally conducted 3-7 days prior to the patient's scheduled surgery date and are available Monday – Friday, 7:45am – 6:45pm. To schedule a pre-operative appointment, call 546-7731.

Short stay services should receive the physician orders, informed consent and history & physical before the patient arrives for their pre-operative appointment. Please fax this information with the surgery request form to 546-7964 or 546-7959.

To request additional pre-operative envelopes, call 546-7731 and they will be couriered to the physician's office.

Special Procedures

Special outpatient procedures are provided to patients ranging in age from infant to geriatric and are routinely scheduled Monday – Friday from 8am – 4pm. After regular scheduling hours, any additions or cancellations to the following day's schedule should be made through the nursing supervisor. To schedule a special procedure, please fax the order to 546-7959. Special procedures may be scheduled by the patient or the physician's office.

Special procedures include:

- Blood Transfusions
- Fluid Infusions
- Medicine Infusions
- Eye Clinics
- PICC Line Placements

Short Stay Services Main Contacts

Pre-Operative Appointments	546-7731
Pre-Operative Fax	546-7964
Short Stay Services	546-7816
Short Stay Fax	546-7959
Director of Short Stay Services	546-7824
Nursing Supervisor	546-7818

Surgical Services

Anesthesiology

Anesthesiologists at Sierra Vista Regional Medical Center are independent practitioners and are not employed by the hospital. Anesthesiologists bill independently of the hospital may or may not be contracted with the same insurance carriers. Sierra Vista is contracted with Coast Anesthesiology Medical Associates.

Prior to a patient's procedure, the anesthesiologist will speak with the patient to review their medical history, create an anesthetic care plan and answer any questions the patient may have.

Types of Anesthesia include:

General Anesthesia – This is the most commonly performed type of anesthetic where the patient is rendered unconscious. A variety of devices may be used to assist the patient's ventilation during general anesthesia. Examples include an endotracheal tube or a laryngeal mask airway.

Monitored Anesthesia Care (MAC) – Often referred to as "twilight anesthesia" this type of anesthesia typically involves the combination of local anesthetics injected at the surgical site and sedation provided by the anesthesiologist. Patients receiving MAC typically do not require assistance to breath and recover more quickly from their anesthetic. This type of anesthetic is usually selected for less invasive and more superficial procedures.

Regional Anesthesia – With this type of anesthetic, only a region of the body is anesthetized. This is accomplished by injecting local anesthetics to block the nerves that provide sensation to the surgical area. Examples include epidural anesthesia, spinal anesthesia and various peripheral nerve blocks.

Block Time

To ensure that the block scheduling system is administered in a fair and equitable fashion and to provide an efficient environment for the practice of surgery, please follow the guidelines below.

- Block time will be maintained at 80% utilization, as measured on a quarterly basis to keep your block. Block utilization is defined as the amount of time used, not scheduled. All block utilization statistics will be determined retrospectively. Utilization will include all time used in an assigned block as measured from the start of the first case to the end of the last case in the block.
- If block utilization falls below 80% in any given quarter, the surgeon or group will be notified by mail and in person. At that time, the block time will be adjusted to reflect actual need and usage based on the quarter.
- Block time may be released at any time by the surgeon. However, if more than 25% of the block time is released in any given quarter, the surgeon or

group will be notified and placed on probation. It is the responsibility of the surgeon or group to manage and release block time appropriately in order to ensure adequate utilization.

- For general surgeon, unused block time will be automatically released 48 hours prior to the start of the block. All other specialty surgeons have up to five business days prior to release unused block time. A courtesy call will be made to request release if blocks are not filled or released in the timeframe indicated above.
- To prevent vacation time from lowering utilization statistics, any surgeon planning vacation should inform the operating room scheduling office two weeks in advance of the vacation. This will allow the scheduler to use the released block time in the most efficient manner. Surgeons who do not notify the operating room scheduling office of their vacation time will assume negative block utilization statistics.
- If a surgeon isn't utilizing all of their block time, the hospital asks that they consider sharing the time with another surgeon or shortening their time block.

Equipment & Supplies

Physicians interested in scheduling vendor appointments in the operating room should call 546-4026.

On-Time Starts

Start time is defined as the time when the anesthesiologist turns the patient over to the surgeon. Surgeons are asked to arrive in the operating room 20 minutes prior to the start of their surgery. During this time, the surgeon can update the H&P and perform any surgical site markings. A courtesy call will be placed to the surgeon 15 minutes prior to the start of the surgery, if the surgeon is not already present. A courtesy call will also be made to the surgeon if the operating room is running behind schedule.

Preference Cards

Preference cards document individual physician preferences for equipment in the operating room. To create and customize a preference card, call 546-7996.

Scheduling

The operating room is available for elective and urgent/emergent cases from 7:00am to 5:00pm, Monday through Friday. Urgent/Emergent cases will be accommodated by the operating room charge nurse and/or house supervisor 24 hours a day, seven days a week.

Physicians and office staff may book surgical cases through the operating room scheduling office from 8:30am to 5:00pm, Monday through Friday. After regular scheduling hours, cases can be tentatively scheduled through the operating room charge nurse or house supervisor. Operating room scheduling staff will call the physician's office on the following business day to confirm the surgery.

To cancel or add surgeries after regular scheduling hours to the next day's schedule, please call the operating room charge nurse or house supervisor.

When calling to schedule a surgery, please be prepared to give the following information:

- Procedure Date
- Procedure
- Procedure Length
- Surgeon's Name
- Assistant(s)' Name (if applicable)
- Equipment Needed
- Procedure Code
- Patient's Name
- Patient's Date of Birth
- Patient's Phone Number
- Copy of Patient's Insurance Card
- Patient Type

Surgery Request Forms

Once the surgery has been scheduled, please fax the completed surgery request form to 546-7964. This form must be received before the patient can schedule their pre-operative appointment at the hospital. Surgery request forms may be accessed through the Sierra Vista website, under Physician Resources. Forms may be completed in Adobe Reader and printed out.

Please include the following information when faxing a surgery request form:

- Surgery Request Form
- Pre-Operative Orders & Laboratory Work
- Patient Face Sheet/Demographics
- Copy of Patient's Insurance Card(s)
- Relevant Patient Reports

Surgical Services Contacts

Director of Surgical Services	546-7997
Manager of Surgical Services	546-7998
Operating Room Materials	546-4026
Operating Room Scheduling	546-7825
Operating Room Charge Nurse	546-7826
Recovery Room	546-7829
House Supervisor	546-7818

Women's Services

Labor & Delivery

Sierra Vista Regional Medical Center has seven spacious single-patient labor & delivery suites appointed with amenities such as a flat screen television, wireless internet access and a sleeper chair for a partner or coach.

A warm water immersion labor tub is available to patients to help promote relaxation and manage pain without the need for medical intervention. In addition, anesthesiologists are on-call 24 hours a day, seven days a week to provide pain management to laboring mothers.

Infant protection is a priority at Sierra Vista Regional Medical Center. In order to ensure the safety of each newborn, the hospital utilizes a highly sophisticated infant security system.

High Risk Capabilities

Sierra Vista Regional Medical Center is fully equipped to accommodate Vaginal Birth after Cesarean. Anesthesiologists are on-site during all VBAC labors. In addition, two operating rooms located within the Labor & Delivery Unit allow physicians to perform cesarean sections quickly and efficiently.

Sierra Vista accepts 24 hour maternal transports of high-risk patients from all hospitals within the community, from Lompoc to King City.

Childbirth Education

Certified childbirth and lactation specialists offer a variety of educational classes to help prepare new parents for the birth of their child.

- *Birth Center Tours:* Expectant mothers and birthing coaches are invited to tour the Birth Center at Sierra Vista in order to familiarize themselves with our philosophy of *family centered birth*. The tour includes information on general hospital policies, admitting processes, perinatal education programs and a sneak-peak at our labor, delivery and recovery suites. Free.
- *Prepared Childbirth:* A series of four classes designed to teach expectant mothers and childbirth coaches about the laboring process. Topics include pain management, birthing techniques and cesarean sections. Please register by the 20th week of pregnancy. Fee: \$50.
- *Baby Care Basics:* New parents are taught how to keep their newborns clean, safe and comfortable. Topics include newborn characteristics and development, feeding, bathing, diapering, accident prevention and sibling interaction. Instructors will also discuss the physical and emotional changes related to motherhood and the adjustment to fatherhood. Grandparents are welcome to attend. Free.
- *Breast Feeding Basics:* This class provides practical information for a successful and rewarding breastfeeding experience. Topics include breast

milk production, breastfeeding strategies for working mothers and family support. Expectant mothers should attend this between 30 and 36 weeks of pregnancy. Free.

- *Infant/Child CPR*: This class provides comprehensive information on the practice of cardiopulmonary resuscitation and obstructed airway rescue for adults, children and infants. Parents, grandparents and childcare providers are encouraged to attend. Fee: \$35. Participants receive an American Heart Association Certificate upon completion.

Pre-Registration is required for all classes. For upcoming class schedules and to register, go to www.SierraVistaRegional.com or call 1.800.483.6387.

Women's Services Contacts

Mother/Baby Unit	546-7889
Mother/Baby Fax	546-7715
Mother/Baby Director	546-7897
Labor & Delivery	546-7891
Labor & Delivery Fax	546-7689
Lactation Support	546-7939
Maternal Transport Line	546-7896