

Your Stay at Sanford Health

Welcome

Thank you for choosing Sanford for your health care needs. You are an important part of the care team. We will partner with you and your family to develop your plan of care.

Safety



Your Personal Safety

For your safety, we will:

- Check your identification (ID) band
- Ask your name and birthdate

This will help to ensure you receive the correct tests, treatments, and medications.

If you do not know why something is being done, please ask.



Preventing Infections

Clean hands: Cleaning your hands is the best way to prevent the spread of infection. Scrub your hands with soap and water for at least 15 seconds and rinse well. When you use hand sanitizers, use a quarter size amount. Rub all surfaces of your hands until they are dry. It should take 15 to 30 seconds. **Ask your caregivers if they have cleaned their hands.**

Cover your cough: Turn away from others when you cough or sneeze. Use a tissue or your upper sleeve, not your hands, to cover your nose or mouth. Clean your hands after sneezing or coughing.



Patient Belongings

You may bring things with you to help you be comfortable during your stay at Sanford. Do not keep valuables such as a wallet, cash, or credit cards in your room. Sanford Health is not responsible for your personal items including cell phones or chargers.



Call - Don't Fall!

Use your call light when you want to get up. If your nurse says you can get up on your own:

- Your bed should be in the low position.
- Turn on room lights so you can see.
- Put on your eyeglasses or hearing aids.
- Wear non-skid slippers.
- Take your time. Change position slowly.
- Do not hold onto furniture on wheels or an IV pole when getting up.



Storms

Sanford staff monitors all weather alerts in the area. If threatening weather is in the area, an announcement is made. Staff may ask you to move to a safer area of the building. You may be asked to take the stairs instead of the elevator. Follow any instructions that you are given.



Fire Alarms

If a fire alarm sounds, you and your visitors should stay in your room with the door closed. If there is any fire danger, staff will help you leave safely.

Your Healthcare

A Registered Nurse (RN) will lead your care team. All staff members wear name tags. Certain roles can also be identified by the color of their scrubs.

Colored Scrubs	
	Navy Nurse
	Light Blue Procedural area staff
	Tan and/or Black Nurse assistant
	Gray Physical, Occupational and Speech therapy; Lab, Respiratory care, Radiology
	Chocolate Brown and/or Wine Environmental services

Visitors

You have a right to have visitors whom you choose for emotional support during your stay. Sanford may need to limit visitation. This is to protect the health, safety, or privacy of you or others. For more information, see the Patient Rights and Responsibilities booklet.

Interpretive Services

Interpreter services are available 24 hours a day at no cost to our patients.

Getting Help Quickly

If someone notices a change in your condition, they should notify a nurse. If changes are happening quickly, call out for help.

Your Daily Routine

Most days will follow a similar pattern at the hospital. Your day may include:

- Bedside nursing report
- Visit from health care providers and other members of the health care team
- Bathing and personal care
- Checking your pulse, respirations, temperature, and blood pressure (vital signs)
- Time for rest
- Learning to care for yourself
- Tests or treatments as your doctor orders

Making Rounds

We will check in with you often to ask if you have any requests, comfort needs, or other concerns.

Bedside Report

When there is a change in the nurses who take care of you, an update on your condition, plan of care and medications is given to the oncoming nurse. This may be done at your bedside. You can listen and ask questions. You decide if you want your visitors to stay and listen or leave the room.

White Boards

Each room has a white board with information about your care. You or your family can add questions or concerns. This communication tool will be updated throughout the day.

Pain Control

Keeping you comfortable is one of our main goals. Pain is the body's natural response. It may not be possible to take away your pain completely. These things may relieve your pain without using medications:

- Apply ice or heat to the sore spot
- Use relaxed or slow controlled breathing
- Dim the lights
- Massage hand, neck, feet, or back
- Change position, move, or walk
- Positive distraction, such as reading, hobbies, soothing music, or prayer
- Talk with friends or watch TV

Let your care team know what is working well to control your pain.

Getting Your Rest

Rest is important. We will try not to disturb you. We may need to wake you to check on you or check your vital signs. Many areas have quiet times set aside during the day so patients can rest. Staff, patients, and visitors are asked to make as little noise as possible during that time.

The noise you hear in the hospital is different from what you hear at home. Keeping your door closed will help to block out the noise. Music may cover some noise and help you relax. If noise is bothering you, please let us know and we will try to help. If your door is shut and an alarm is ringing in your room, please put your call light on.

Getting Out of Bed

Getting out of bed and walking is one of the most important things you can do while you are in the hospital. Patients who get up and walk earlier have fewer complications and go home sooner than patients who stay in bed. Remember to use your call light before getting up unless your nurse said it is okay for you to get up alone.

No Tobacco Use

Smoking is not allowed on Sanford Health property. This includes cigarettes, chewing tobacco, e-cigarettes (vaping or juuling), and all other forms of tobacco. Talk to your nurse if you would like to know more about nicotine replacement therapy to help you with withdrawal symptoms.

Ways Visitors Can Help

There are many ways your visitors can help during your hospital stay. They can:

- Keep you safe by using the call light and reporting safety concerns or a change in your condition.
- Provide emotional support and help occupy your time with games or books.
- Provide comfort measures such as back rubs, foot rubs, manicures, or music. Ask for warm blankets or help with relaxation techniques.
- Listen when the health care team talks with you. Keep a list of questions as you think of them.
- Help you with eating, drinking, ordering meals, and personal needs.
- Learn about care, medicines, and treatments you will need when you go home.



My Sanford Chart

My Sanford Chart is your secure, 24-hour, online connection with your healthcare team. Registering is quick and simple. Sign up today at MySanfordChart.org.

Notes

Use my Sanford chart to:



Schedule appointments online



Access test results and medical records



Request prescription renewals



Message your care team

Sanford Health is committed to serving patients and visitors with respect and worth regardless of your age, race, the country where you came from, religion, beliefs, language, physical or mental status, sex (male or female), sexual orientation, gender identity or expression, type of sickness, or if you are able to pay for your care.