

Welcome!

Here you will find everything you need to know regarding your stay.



Healthcare that empowers.

New Orleans
East Hospital
LCMC Health

The logo for New Orleans East Hospital, featuring a stylized blue heart shape with a white outline and a small white dot inside, positioned to the right of the text.

Welcome



A message from our **President and Chief Executive Officer, Dr. Takeisha Davis**

Thank you for choosing New Orleans East Hospital as your healthcare provider. On behalf of everyone here at New Orleans East Hospital, I extend a warm and heartfelt welcome to you. It is with immense gratitude that I write to you today as you prepare to embark on your healthcare journey with us. Your trust in us means the world, and we are committed to delivering nothing short of exceptional care during your time with us.

At New Orleans East Hospital, we pride ourselves on our unwavering commitment to quality care. Our dedicated team of doctors, nurses, and staff members work tirelessly to ensure that every patient receives the highest level of attention and support. We understand that your health and well-being are of the utmost importance, and we are here to provide you with the compassionate care you deserve.

Our extraordinary doctors and nurses are the heart and soul of our hospital. They go above and beyond each day to ensure that you receive the personalized care and attention you need to thrive. Here at New Orleans East Hospital, we are more than just a healthcare provider – we are a family. And as a valued member of our family, your comfort and well-being are our top priorities.

It is also important to note that New Orleans East Hospital is proud to be a part of LCMC Health, an 8-hospital system dedicated to providing health, care, and education beyond extraordinary. This affiliation allows us to access a wealth of resources and expertise, ensuring that you receive the best possible care throughout your journey with us.

Once again, thank you for choosing New Orleans East Hospital. We are honored to have the opportunity to serve you, and we look forward to supporting you every step of the way.

Wishing you good health and wellness,

A handwritten signature in blue ink that reads "Takeisha C. Davis, MD, MPH".

Dr. Takeisha Davis
President and CEO
New Orleans East Hospital

Table of contents

A message from our President and Chief Executive Officer

Introduction

Thank you for choosing New Orleans East Hospital for your healthcare needs	2
Smoke-free campus	2
About LCMC Health	3
About New Orleans East Hospital	4
Patient rights and responsibilities	5-8
Advance Directives	9
Our commitment to diverse populations.....	10-12
Non-discrimination.....	10
Accommodations for diverse populations.....	10-11
Complaints and grievances.....	11-12
Top languages in Louisiana.....	13
Grievance committee.....	14
Patient Portal.....	15
Social media.....	16
Enhance your career. Become a team member	17

Services

Visitor hours	20
Visitor guidelines.....	20
ATM.....	21
Chapel.....	21
Fire drills.....	21
Gift shop.....	21
Latex safe hospital.....	21
Lost and found.....	21
Parking hours and policies.....	21
Pastoral Care.....	21
Dining/Cafeteria.....	22
Cafè.....	22

Vending machines	22
Video surveillance and privacy.....	23
On-site pharmacy.....	23
Campus map	24
Campus directory.....	25
Telephone directory	26

Patient care

Your care team	28-29
A guide to your room.....	30
Armbands.....	31
Balloons.....	31
Calling your nurse	31
Case Management.....	31
Check ID's.....	31
Choosing a designated caregiver	31-32
Communication.....	32
Coping with your feelings	32
Electrical safety	33
Food and nutrition services.....	33
Housekeeping services	33
Infection prevention	33-34
Internet access	34
Interpreters.....	34
Leaving the unit.....	34
Linens	34
Television.....	35
Medication management.....	36
Nurse rounding to your room.....	36
Nutritional counseling.....	36
Oxygen	37
Pain management.....	37-38
Patient ID.....	38
Patients and family concerns	38
Personal belongings and valuables	38

Phone calls.....	38
Photo/video consent	38
Precautions	39
Preventing falls.....	40
Protect your skin from sores.....	40
Speak Up!	41
Rapid Response Team	42
Safety.....	42
Staying active	42

Patient and caregiver resources

Before you go	44
Checklist for your discharge.....	44-45
Commercial insurance providers	45
Common terms	45
Discharge appeal for medical patients	46
Financial assistance.....	46
Get copies.....	46
Keep track	46
Need help?	46
Understanding coordination of benefits.....	46
Understanding your bill - what you need to know.....	47

Outpatient resources

After-hospital care	50
Hospital resources	51
Stop smoking.....	52

Lagniappe

LOPA	54
The DAISY Award for extraordinary nurses	54
DAISY Award nomination.....	55
Contact information	56



Introduction

Introduction

Thank you for choosing New Orleans East Hospital for your healthcare needs.

Here at New Orleans East Hospital, a part of LCMC Health, we go the extra mile to make your hospital stay feel as comfortable as possible. From our beginnings as Pendleton Memorial Methodist Hospital, to our amazing new facility, we've always been a hospital built for New Orleans East—and by—New Orleans East.

Today, we're home to the only **certified primary stroke center and emergency room in the East, and state-of-art diabetes center**. That means you can count on us to bring the latest and greatest expertise to your care.

This patient guide has been designed to assist you and your loved ones during your stay. We hope you will take time to become familiar with the information in the guide. If you have questions, please talk to any of your caregivers.

We look forward to being your trusted healthcare provider for many years to come.

Main hospital number: 504.592.6600

Emergency extension: 6400

Smoke free campus

To protect our patients, visitors, and staff, our entire campus, including the building, courtyards, parking lots, and garage, are tobacco-free. For patients who need help and want a cigarette, a nicotine patch can be prescribed for you while you are in the hospital. Please let your nurse know if you are having problems with not being able to smoke during your hospital stay. If you are interested in kicking your smoking habit, please inform your healthcare team, and they can assist you.

About LCMC Health

We're a New Orleans-based, non-profit health system on a mission: to provide the best possible care for every person and parish in Louisiana and beyond, and to put a little more heart and soul into healthcare along the way. And that means we do things a little differently around here.

Treating people like family is the LCMC Health way, and it always has been. Founded by Louisiana's first freestanding children's hospital, we've grown into a healthcare system that's built to serve the unique needs of our communities and families across New Orleans, the Gulf Coast and beyond.

We believe in treating the whole patient, not just the condition. When you visit an LCMC Health facility, you will get the care that is best for you and your family because we believe that shared beliefs and positive outlooks are what drive our exceptional care.

This is LCMC Health.

LCMC Health by the numbers

9
HOSPITALS
& ERS

12,236
EMPLOYEES

**PATIENTS FROM THE
GULF SOUTH & BEYOND**



1,022,603
PRIMARY & SPECIALTY
CARE CLINIC VISITS

1,879



INPATIENT BEDS



281,566
ER VISITS

2,594
PHYSICIANS
& PROVIDERS



741

Active
Volunteers

Source: information annualized based on December 31, 2022 data available; number of hospitals include all 9 hospitals; remaining data includes legacy six only. The six legacy hospitals include Children's Hospital, East Jefferson General Hospital, New Orleans East Hospital, Touro, University Medical Center New Orleans, and West Jefferson Medical Center.

Mission

Health, care, and education beyond extraordinary.

Vision

Creating a culture of wellness.

Values

We bring heart and soul. We're in it together. We give a little extra.

About New Orleans East Hospital

Formerly Pendleton Memorial Methodist Hospital before Hurricane Katrina, New Orleans East Hospital opened its doors in July 2014. We pledge to always bring a little heart and compassion to the people we serve.

Treating our community like family is the only way we know. We've been sharing the love with our community since the day we opened our doors. At New Orleans East Hospital, every life matters and we are dedicated to building a healthy community by providing compassionate, quality healthcare close to home.

New Orleans East Hospital by the numbers



Source: ER visits include urgent and emergent visits; information annualized based on December 31, 2022 data available.

Our mission

New Orleans East Hospital provides superior quality healthcare and educational empowerment with courtesy, concern, kindness, and compassion.

Our vision

Our vision is to be the trusted leader in offering exceptional healthcare services to the New Orleans community by embodying our core values of providing a welcoming spirit, respect, and integrity.

Patient rights and responsibilities

Your rights

- You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, disabilities, handicap, diagnosis, or ability to pay or source of payment.
- You have the right to receive care in a safe setting or environment free from all forms of abuse, neglect, harassment, or mistreatment.
- You have the right to be called by your proper name and to be treated with consideration, respect, and recognition of individuality in an environment that maintains privacy, dignity, and adds to a positive self-image.
- You have the right to be told the names of and functions assigned to your doctors, nurses, and all health care team members directing and/or providing your care.
- You have the right to have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital. Each provider shall introduce himself or herself by name or by wearing a name tag.
- You have visitor rights during your stay including the right to have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others' rights, safety, or health. You have the right to deny visitors at any time.
- You have the right to be told by your doctor about your health status, diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes. You or your representative (as allowed by state law) have the right to give written informed consent before any non-emergency procedure begins.
- You have the right to have your pain assessed and to be involved in decisions about treating your pain.
- You have the right to be free from restraints and seclusion in any form that is not medically required or that is used as a means of coercion, discipline, convenience, or retaliation by staff. In addition, any restrictions on your freedom must be kept to the minimum necessary to protect yourself or other people.
- You have the right to your personal privacy and confidentiality in care discussions, exams, and treatments.
- You, your family, and friends with your permission, have the right to participate in decisions about your care, your plan of care including its development and implementation, your treatment, and services provided, including the right to refuse treatment to the extent permitted by law. There is no right to demand treatments or services that are considered medically unnecessary or inappropriate. If you leave the

Patients rights and responsibilities

hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.

- You have the right to be informed if the hospital has authorized other healthcare and/or educational institutions to participate in your treatment including the right to know the identity and function of these institutions. You may refuse to allow their participation in your treatment.
- You have the right to agree to, with informed written consent, or refuse to take part in experimental or other medical research studies. You may withdraw from a study at any time without impacting your access to standard care. Your legal representative, if applicable, may also provide consent or refusal in accordance with applicable laws.
- You have the right to communication that you can understand. The hospital will provide sign language and foreign language interpreters as needed as soon as possible and at no cost to you. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.
- You have the right to make an advance directive to be complied with by hospital staff and practitioners who provide your care and appoint someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help you complete one.
- You have the right, except in an emergency, to receive a full explanation of any transfer to another facility, including, but not limited to, the reason for transfer, any provisions for continuing care, and the acceptance by the receiving institution.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, or transfer to another level of care. Before your discharge, you have the right to receive information about continuing care requirements after discharge and to receive assistance from your physician or other applicable hospital staff to arrange for follow-up care that you may need after discharge.
- You have the right to make one (1) designation of an uncompensated caregiver for the provision of post-hospital aftercare at your residence.
- You have the right to examine and receive detailed information about your hospital bill. You agree and understand that you may receive a separate invoice for physician-related charges. You have the right to request information regarding financial assistance available through the hospital.
- You can expect that all communication and records, including electronic health information, about your care are confidential, unless disclosure is permitted by law. You have the right to see or obtain a copy of your medical records within a reasonable time frame. You may request to add information to your medical record by contacting the Medical Records Department. You have the right to request a list of people to whom your personal health information was disclosed by the hospital.

Patients rights and responsibilities

- You have the right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment by the hospital. You have the right to withdraw consent up until a reasonable time before the item is used.
- You have the right, if applicable, to a statement of your legal rights and responsibilities under the Louisiana Mental Health Law and information about available advocacy services and grievance procedures at the time that the Order of Authorization for Temporary Admission is made.
- You have the right, if applicable, to seek a review by a Mental Health Tribunal against being on an order.
- You have the right to spiritual services.
- If you or a family member need to report a potential compliance issue, the Compliance Hotline allows you to anonymously report concerns you may have about ethics, suspected wrongdoing, HIPAA privacy; fraud, waste, and abuse. Call 1.855.9COMPLY (1.855.926.6759) to report.
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager, or a department manager. You or a family member may also contact us at:

New Orleans East Hospital 504.592.6898

Patient Relations
5620 Read Blvd.
New Orleans, LA 70127

- If your concern is not resolved to your satisfaction, you may also contact the following organizations, as follows: Louisiana Department of Health, Health Standards, Section, P.O. Box 3767, Baton Rouge, LA 70821, or 866.280.7737 or 225.342.0138, or hss.mail@la.gov, and/or The Joint Commission Office of Quality and Patient Safety, One Renaissance Blvd., Oakbrook Terrace, IL 60181, or via fax at 630.792.5636, or use the online form found at jointcommission.org. To share concerns of discrimination, you may contact the Office of Civil Rights at the U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg. Washington, D.C. 20201.

Your responsibilities

- You are expected to provide complete and accurate information, including your full name, address, and home telephone number, date of birth, Social Security number, insurance carrier and employer when it is required.
- You should provide the hospital or your doctor with a copy of your advance directive if you have one.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past

Patients rights and responsibilities

illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.

- You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment, and service plan recommended by your healthcare providers.
- You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
- You are asked to please leave valuables at home and bring only necessary items for your hospital stay.
- You are expected to treat all hospital staff, other patients, and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors.
- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- You have the responsibility to keep appointments, be on time, and call your health care provider if you cannot keep your appointments.
- You have the responsibility to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager, or a department manager. You or a family member may also contact us at:

New Orleans East Hospital
504.592.6898

Appointed personal representative

You have the right to appoint a personal representative. This person will be informed of medical information including but not limited to your diagnosis and medical testing.

A personal representative is defined as someone appointed by the patient or authorized by law to act on behalf of the patient when the patient is unable to do so, or when the patient has given permission to the personal representative to make decisions and to receive information about the patient's condition, care, and/or treatment.

Advance Directives

An advance directive is one of the most important decisions you can make about your care in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want, and they will only be used if you become unconscious or unable to communicate yourself.

Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, the use of a ventilator if you stop breathing, or the use of feeding tubes/IVs if you cannot eat or drink.

Durable Power of Attorney for Healthcare

This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes with them, and make sure the person agrees to represent you in this role.

For finances

You also have the option to appoint your healthcare proxy, the person who can make medical decisions for you, to manage your finances or you can appoint someone different.

Our commitment to diverse populations

Non-discrimination

New Orleans East Hospital is committed to meeting the needs of the diverse population that we serve. We do not discriminate on the basis of race, color, national origin, age, disability, gender identity, or sexual orientation.

English

ATTENTION: If you speak a language other than English, language assistance services are available free of charge. Call 504.592.6600 or ext. 6898.

Spanish / Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 504.592.6600 or ext. 6898.

French / Français

ATTENTION : Si votre langue maternelle n'est pas l'anglais, des services d'assistance linguistique sont disponibles gratuitement. Composez le 504.592.6600 or ext. 6898.

Vietnamese / Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 504.592.6600 or ext. 6898.

Accommodations for diverse populations

New Orleans East Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

New Orleans East Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you are a patient in the hospital and need these services, contact our Patient Relations department at extension 6898 or ask your nurse for help. If you are visiting the hospital and need these services, contact our Registration department at 504.592.6600.

Complaints and grievances

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

New Orleans East Hospital
Patient Relations
5620 Read Blvd.
New Orleans, LA 70127
504.592.6898

You can file a grievance in person, by mail, or email. If you need help filing a grievance, our Patient Relations department is available to help you.

U.S. Department of Health and Human Services, Office for Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint portal, mail, or phone.

Portal

ocrportal.hhs.gov/ocr/smartscreen/main.jsf

Mail

U.S. Department of Health
and Human Services
200 Independence Avenue, SW
Room 509F
HHH Building
Washington, D.C. 20201

P: 1.800.368.1019
TDD: 1.800.537.7697
800.537.7697 (TDD)

Medicare beneficiaries have the right to contact a Medicare Quality Improvement Organization (QIO) with concerns about the quality of

Our commitment to diverse populations

care they receive under the Medicare program, disagreements about a coverage decision or to appeal a premature discharge.

KEPRO

5700 Lombardo Center Dr.
Suite 100
Seven Hills, OH 44131
P: 844.430.9504 or 216.447.9604
TTY: 1.855.843.4776

Hospital Consumer Assessment of Healthcare Providers and Systems

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple multiple-choice questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information
- Pain management and staff responsiveness
- Overall quality of the hospital environment

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

Want to know how we score?

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

- Medicare Hospital Compare uses other data [medicare.gov/hospitalcompare](https://www.medicare.gov/hospitalcompare)

You also can find information on hospitals through these accrediting organizations:

- Healthcare Facilities Accreditation Program (HFAP) [hfap.org](https://www.hfap.org)
- DNV GL Healthcare [dnvglhealthcare.com](https://www.dnvglhealthcare.com)
- The Joint Commission [qualitycheck.org](https://www.jointcommission.org/qualitycheck)

Top languages in Louisiana

English

ATTENTION: If you speak a language other than English, language assistance services are available free of charge. Call 504.592.6600

Spanish / Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 504.592.6600

French / Français

ATTENTION : Si votre langue maternelle n'est pas l'anglais, des services d'assistance linguistique sont disponibles gratuitement. Composez le 504.592.6600

Vietnamese / Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 504.592.6600

Chinese / 简体中文

注意: 如果您讲英语以外的语言, 则可免费获得语言协助服务。请致电 504.592.6600。

Tagalog

PAUNAWA: Kung nagsasalita ka ng isang wika maliban sa Ingles, magagamit nang libre ang mga serbisyo sa tulong sa wika. Tumawag sa 504.592.6600

Korean / 한국어

주의: 영어 이외의 언어를 사용하는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 504.592.6600 로 전화하십시오.

Portuguese / Português

ATENÇÃO: se fala português, tem à sua disposição serviços gratuitos de assistência linguística. Ligue para 504.592.6600

Laotian / ພາສາລາວ

ຄວາມເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາອື່ນນອກຈາກພາສາອັງກິດ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ໂທ 504.592.6600

Japanese / 日本語

注意: 英語以外の言語をお使いの場合は、語学支援サービスを無料でご利用いただけます。504.592.6600 に電話してください。

German / Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 504.592.6600

Russian / Русский

ВНИМАНИЕ! Если вы не говорите на английском языке, услуги языковой поддержки предоставляются бесплатно. Обращайтесь по телефону 504.592.6600.

Thai / ไทย

โปรดทราบ: หากคุณพูดภาษาอื่นนอกเหนือจากภาษาอังกฤษ เรามีบริการช่วยเหลือด้านภาษาพร้อมให้ใช้งาน โดยไม่มีค่าใช้จ่าย โทร 504.592.6600.

العربية / Arabic

انتبه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متوفرة مجانًا. اتصل على 504.592.6600

فارسی / (Farsi) Persian

توجه: اگر به زبانی غیر از انگلیسی صحبت می‌کنید، خدمات کمک زبانی به صورت رایگان در دسترس است.

اردو / Urdu

توجہ فرمائیں: انگریزی کے علاوہ اگر آپ اردو زبان بولتے ہیں، تو اردو زبان معاونت سے متعلق خدمات مفت دستیاب ہیں۔ 504.592.6600 پر کال کریں۔ با شماره 504.592.6600 تماس بگیرید۔



Grievance committee

Patients may communicate complaints to hospital representatives by verbally addressing a staff member, by calling a Patient Relations Representative at 504.592.6898, the department director/manager, or the administrative supervisor. The patient and/or their representative maintain the right to report their complaint or grievance to any state or federal regulatory agency governing healthcare organization or the Joint Commission at any time.

We recognize our responsibility and duty to respond in an expeditious and appropriate manner and will make every effort to resolve the complaint or grievance to the patient's satisfaction.

Patient Portal

Access your medical record from anywhere with our online patient portal

We believe it is important that you be as informed and involved in your care as possible. The **Patient Portal** is a free, online patient portal that provides you convenient access to your medical record.

Stay connected to your health from anywhere by accessing the portal via web or app.

Signing up is easy:

1. Go to noehospital.org and click on the "Patient Portal" button.
2. Follow the prompts to verify your identity and create your username and password. You'll need the email address in your record or your Medical Record Number (MRN).
3. Log in to the Patient Portal any time, day or night, for secure access to your electronic health record.

With the Patient Portal, you can:



View upcoming appointments

View details of your past and upcoming appointments.



Pay bills online

Access and pay your bills from home.



Access your test results

No more waiting for a phone call or letter. View your results and your provider's comments within days.



Request prescription refills

Send a refill request for any of your refillable medications.



Communicate with your provider

Get answers to medical questions through a more convenient messaging center.



Manager healthcare information

For you and your family.

Social media

Stay connected to New Orleans East Hospital

Follow us on social media



facebook.com/noehospital.org



[@noehospital](https://instagram.com/@noehospital)



[@noehospital](https://twitter.com/@noehospital)





Enhance your career **Become a team member**

A career at New Orleans East Hospital is a commitment, first and foremost, to clinical excellence and outstanding patient care. The work here is fast-paced and challenging with plenty of opportunities for personal success, so if you are a dedicated professional, interested in working with some of the brightest minds in the healthcare, then apply now to become a team member at New Orleans East Hospital.

Visit noehospital.org and click "careers" to review all of our current job openings.





Services

Visitor hours

We are committed to the maintenance of a patient's emotional well-being during hospitalization. Our hospital strives to facilitate patient interaction with family and friends as much as possible. When considering optimal patient care, infection control, safety, and security. Children 12 and under should not be left unattended anywhere in the hospital.

Some nursing units have specific hours and rules. Please ask any team member what hours or rules apply to your area.

Due to unforeseen circumstances, the visiting hours may be delayed, shortened, or canceled.

Visitor guidelines

- Two visitors are permitted per room, or more visitors may be present if the patient's condition warrants.
- Only one visitor is allowed to stay overnight.
- Visitors may be limited upon patient/family request as warranted by the patient's condition.
- Visitors may be asked to leave during emergencies, procedures, and routine care to ensure privacy.
- Behavior that inhibits or interrupts care of the patient may result in visitation restrictions.
- To contact a patient, please call the Hospital Operator at 504.592.6600.
- Patient room numbers are available by calling the Hospital Operator at 504.592.6600.
- Photography and videography of patients or staff is prohibited unless authorized by hospital staff.
- Visitors are not allowed to smoke, eat, or drink in any patient treatment area.

ATM

ATM's are located on the first floor near the Cafe of the East.

Chapel

The chapel is located on the first floor near the main conference room.

Fire drills

New Orleans East Hospital conducts regular fire drills to ensure all our systems are operating properly. If you hear an alarm, stay where you are. In the event of a real emergency, patient room doors are closed by staff and you will be given specific instructions to ensure your safety.

Gift shop

Our gift shop is located on the first floor of the hospital and offers gifts and sundries for patients and visitors.

Monday–Friday	8 am–5 pm
Saturday and Sunday	Closed

Latex safe hospital

Our hospital is a latex free environment. That includes balloons, gloves and any other products. If you have a latex allergy, please let your doctors and/or nurses know.

Lost and found

When you are admitted, your personal items are stored in your room with you. If you are missing a personal item, call extension 6898.

Parking hours and policies

Parking is free for patients and visitors. All our parking areas are lit and patrolled by security. If you would like an escort to your car or have something to report, call Security at extension 6600.

Pastoral Care

The Prayer Room is available 24/7 for personal meditation. The clergy/chaplain is available to any person of any faith. Patients are able to use their own personal clergy, but a chaplain/clergy can be contacted by request. For more information, please call 504.592.6797. To request a chaplain, ask for the charge nurse or dial extension 6797 from anywhere in the hospital.

Services

Dining/Cafeteria

Patient meals

Your diet is prescribed by your physician and planned by registered nutritionists to maximize your health and recovery.

Patient meals are delivered:

Breakfast	7-10am
Lunch	11am-2:30pm
Dinner	4:30-6:30pm

Café

Located on first floor, we are not your typical hospital cafeteria. Our café chefs take great pride in providing great food that includes daily specials like gumbo, sautéed okra, and some of the best fried fish in the city.

Breakfast: 6:30-9:30 am

Lunch: 11 am-2:30pm

Vending machines

Vending machines with drinks and snacks are located throughout the hospital.



Video surveillance and privacy

We are committed to providing a safe and secure environment for our employees, patients and guests. We also value your privacy. So while our campus is under surveillance by an entire network of video cameras, no cameras are used in locker rooms, restrooms or personal areas where you should enjoy an expectation of privacy.






On-site pharmacy

For your convenience, we offer pharmacy services Monday–Friday 8 am–5 pm. The pharmacy is located on the first floor near the hospital entrance.

Campus map



LEGEND

-  Information
-  Elevators
-  Stairs
-  Restrooms
-  Vending

Campus directory

Floor 1

Cafe
Chapel
Human Resources
Main Conference
Medical Records
Medical Staff
Nursing Administration
Registration

Floor 2

Emergency
Imaging
Intensive Care
Maternal Fetal Medicine
Multi-Specialty Clinic
Brain and Stroke Care
Digestive Care
Urology
General Surgery

Floor 3

Heart Care Testing
Laboratory
Pain Management
Sleep Study
Surgery
Wound Care

Floor 4

Medical-Surgical

Floor 5

New Advancement
on the Horizon

Floor 6

Rehabilitation
Occupational Therapy
Physical Therapy
Speech Therapy
Multi-Specialty Clinic
Bone and Joint Care
Brain and Stroke Care
Diabetes Care
Endocrinology
Heart Care
Kidney Care
Respiratory Care
Urology
General Surgery

Telephone directory



Hospital main line

504.592.6600

Patient Relations

504.592.6898

Patient Financial Services/Billing

504.896.2950 or 504.592.6587

Safety & Security

504.592.6603

Surgery

504.592.6800

Supportive/Palliative Care

504.503.4997

Pastoral Care/Chaplains

504.592.6898

Retail Pharmacy

504.592.6693

Need a primary care physician?

Contact 504.592.6760 for an appointment.

View our online directory at:

noehospital.org

Click "Our Services"

For more information on the resources available at New Orleans East Hospital, visit **noehospital.org**



Patient care

What you need to
know about your stay.

Your care team

New Orleans East Hospital

During your stay, you will have a healthcare team with many members, including physicians, specialists, nurses, and technicians. If people you do not know enter your room to provide care, please feel free to ask who they are and what services they are providing.

Doctors	Role
Attending physicians	The attending physician supervises your treatment and directs the team that is closely involved in your care. The attending physician may be assisted by other doctors, residents, and fellows or medical students.
Hospitalists	These board-certified physicians specialize in caring for patients in the hospital.
Nurses	Role
Registered nurses	These licensed professionals manage and monitor your care in the hospital.
Nurse practitioners/ Physician assistants	These licensed professionals work closely with your attending physician to provide you care during your stay.
Healthcare team members	Role
Respiratory therapists	Certified medical professional who treats problems with your lungs or breathing.
Physical therapists	Healthcare professional that helps injured or ill people improve movement and manage pain.
Occupational therapists	Health management professionals specializing in helping people with issues that affect everyday activities.
Speech therapists	Health professional who diagnoses and treats communication and swallowing problems.
Registered dietician	Health professional with special training in diets and nutrition.
Care Coordination team	Our social workers and nurse managers work with your care team to create a discharge plan for your care after you leave the hospital.

Patient care

Patient care technician	Assistants who support your nurse in your care.
Environmental services (EVS) workers	Team members who keep our hospital and patient rooms clean.
Radiology technician	Medical professional who specializes in imaging of the human body.
Chaplain	Certified clergy member who provides spiritual care for individuals/patients.
Food services workers	Team members who deliver your food to you at mealtimes.
Imaging technologists	These professionals perform imaging exams to diagnose your conditions. They work with radiologists.
Phlebotomists	These authorized staff members draw your blood for different laboratory tests.



A guide to your room

Your private or semiprivate room assignment is based upon your admitting diagnosis and the bed availability on the day of your admission. All rooms in the hospital are centrally heated and air-conditioned. If your room temperature is not comfortable, please notify the nursing staff.

Hospital beds are electrically operated, and your nurse will show you how to work your bed properly. Bedside rails are for your protection. They may be raised at night or during the day if you are resting, recovering from surgery, or taking certain medications.



- 1** Hospital bed
Your bed can be adjusted by using the controls. Should you need assistance, please call your nurse.
- 2** Overbed table
- 3** Oxygen flow meter
- 4** Lounge chairs

Armbands

You will be given an armband with your name, date of birth, and medical record number. This armband must be worn at all times during your stay.

Balloons

Helium balloons are not allowed anywhere in the hospital.

Calling your nurse

Attached to your bed is a call button that rings directly at the nursing station. Please use this if you need a nurse to come into your room for anything at all. Please expect a response within a few minutes of ringing the bell. An emergency light is located in the bathroom on the wall by the toilet. Pull the emergency cord if assistance is needed.

Case Management

Our Case Management team is made up of social workers and case managers who are here to help you and your family with special needs such as discharge planning, home care, planning for assisted living or nursing home placement, financial counseling, referrals to community resources, and support groups. For assistance, call extension 6580. Regular office hours are Monday–Friday, 8 am to 5 pm. For assistance after hours or on weekend, ask your nurse to contact the House Supervisor.

Check ID's

While you are here, every member of your care team including physicians, nurses, technicians, and all other team members will be wearing an LCMC Health ID badge. Anyone whose badge is not visible can be asked to show it, and anyone who cannot show their badge should not be in your room. Speak up, use your call button, or call for help if this happens.

Choosing a designated caregiver

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

A designated caregiver can:

- Ask questions you might not think of and write down information



- Double check your medicines and treatment
- Watch for signs your condition is getting worse and ask for help

Communication

Your room has a dry erase board to help with communications. It will list your nurse's name along with important information regarding you and your care. It also has a list of phone numbers for your convenience.

- **Choose a support person** – As part of your care, you may choose one designated family member who will be your advocate and take the lead in communicating with your care team, especially if you are sleeping or out of the room for testing.

Your support person can:

- Ask questions you might not think to ask and take notes regarding your care.
- Watch for signs of progress or decline in your health that you may not notice.

Coping with your feelings

We understand that you may have strong emotions while you are in the hospital. If you feel overwhelmed and need emotional support, please tell your nurse or another member of our team. He or she can help determine the resources available to assist you.

Electrical safety

Personal electrical equipment such as blankets, radios, and coffee pots are not allowed in the hospital. You may use items such as electric razors and hair dryers. Personal electrical equipment is not allowed in critical care units.

Food and nutrition services

Your meals are prepared fresh daily and are of the finest quality. Your meals are based upon the diet prescribed by your doctor. If you are not satisfied with your food choice, please call Food and Nutrition Services at ext. 6540 to request assistance from a dietitian.

Housekeeping services

Patient rooms are cleaned daily between 7 am and 3:30 pm. If you are in need of service, please call 504.592.6873

Infection prevention

Yes, the hospital is where you come to get well, but there are germs here too. To prevent catching any germs, or of them catching you; use these tricks:

1. Wash your hands with soap and water or hand sanitizer after every interaction, before eating, after visiting the bathroom, and touching any surface.
2. Ask hospital staff to be sure and use the hand sanitizers as they enter your room.
3. If you are sick, wear a mask when you can and be sure to cover your nose and mouth when sneezing or coughing to prevent the spread of germs.
4. Keep an eye on bandages and dressings. If they become loose or wet, let a nurse take a look. Keeping wounds dry and protected is key to recovery.
5. Keep your vaccinations up to date. Check with our staff to see if you are due for any vaccinations and whether they are right for you at this time.

Hand hygiene: preventing the spread of infection

For visitors, patients, and healthcare workers, good hand hygiene is one of the most important steps in preventing the spread of infection. Hand hygiene should be done, (1) before and after care and (2) before and after the use of gloves. There are two ways to perform good hand hygiene. The first is to wash hands thoroughly with soap and water. The second way is to use the alcohol-based hand sanitizer. Hand hygiene

Patient care

does make a difference in keeping infections under control. Good hand hygiene includes, washing hands thoroughly with soap and water, using alcohol hand sanitizer* before and after care, and using gloves. *When caring for patients with certain diagnoses as C.diff (Clostridium difficile) please use soap and water. Do not use alcohol hand sanitizer.

Critical times to wash your hands:

- Before and after any patient contact
- After contact with blood or other bodily fluids
- After handling money
- After blowing your nose, sneezing, or coughing into your hands
- Before eating or handling food
- After changing a diaper
- After visiting the restroom
- After handling garbage

Internet access

We provide free wireless internet services for the convenience of our patients and their families or visitors. Feel free to connect to LCMC Guest from your personal device.

Interpreters

Language interpreter services are available at no charge to patients and their families. We also provide interpreters for sign language. Contact Patient Relations at extension 6898 or ask your nurse to help. Please note, medical translation is different than general translation, and family members may need to use these services on behalf of their loved ones. We are happy to help in any way possible. Ask your nurse for assistance if interpretation is needed.

Leaving the unit

For your safety, we ask that you remain in the unit unless escorted for diagnostic testing. If you leave the unit for any other reason, you must notify staff in advance. Leaving without notifying staff may result in you losing your inpatient bed and being discharged against medical advice. Smoking or vaping is not allowed anywhere on our campus.

Linens

To be more planet friendly and with your comfort in mind, bed linens are not always changed daily but as needed. If you would like yours changed, let your care team know.

Television

Television sets are provided free of charge in each room. The remote control is at bedside. Please be considerate of other patients by playing TV sets softly and by turning off your set at bedtime.

Channels

Word Network	2	Newswatch (WWL4)	46
CBS (WWL)	3	World Channel	47
CNBC	4	MeTV	48
MSNBC	5	ion Television	49
Spanish Channel	6	WLAE	50
NBC (WDSU)	7	TLC	51
News Nation	8	A&E	52
FOX (WVUE)	9	Bravo	53
POP	10	OWN	54
ABC (WGNO)	11	Hallmark Movie & Mysteries	55
PBS (WYES)	12	E!	56
CW (WNOL)	13	C-Span	57
Cartoon Network	14	HSN	58
FreeForm	15	TMC.com	59
Telemundo (KGLA)	16	AMC	60
TBS	17	Tru TV	61
Weather	18	Hallmark Channel	62
Travel	19	CMT	63
Food Network	20	Comedy Central	64
HGTV	21	Discovery	65
Game Show Network	22	BET	66
History	23	MTV	67
Fox News	24	VH1	68
TNT	25	Animal Planet	69
SEC	26	TVLand Classic	70
SEC2	27	Investigation Discovery	71
USA	28	National Geographic	72
CNN	29	FX	73
Disney Channel	30	FXX	74
Nickelodeon	31	Paramount Network	75
Fox Sports 1	32	CST	76
HeadLine News	33	MTV	77
Lifetime	34	Golf Channel - NBC	78
ESPN	35	The Tennis Channel	79
ESPN2	36	Fox Business	80
Motor Trend	37		
SyFy	45		

Medication management

No matter how many medications you take, it's important to know what you are taking and why.

Ask your doctor these questions about any new medications:

- What is the name of this medication and is there a generic name?
- Why am I taking this? How does it help? When will it start working?
- What is the dosage? How often do I take it? How long will I be taking this?
- Is there a best time of the day to take this? Is there a best way to take this – with food, water, etc?
- What are the possible or most likely side effects? What do I do if those happen?
- Are there any foods, drinks, activities, or medications I must avoid with this medicine?
- What do I do if I miss a dose?

Be sure your doctors and nurses know:

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

Remember, take charge of your medicines – Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

Nurse rounding to your room

Every nurse and patient in the hospital is on a rounding schedule to ensure patients are visited an appropriate amount of times each day. We round every hour on patients between 6 am and 10 pm then once every two hours from 10 pm to 6 am.

Nutritional counseling

The right foods can help you recover better, stay healthy and prevent future ailments. Registered nutritionists provide nutritional counseling for free for those who are admitted and for a fee for those on an outpatient basis. Speak with your care team to schedule nutritional counseling.

Oxygen

There are special regulations in effect when patients receive oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is permitted in any room or area (inside or outside) where oxygen is in use or on standby.

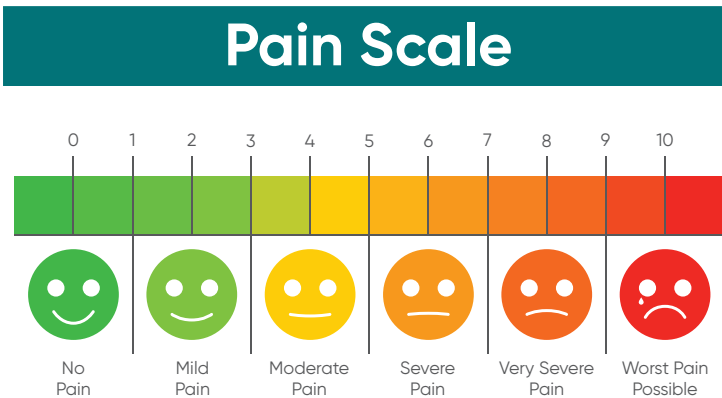
Pain management

Managing pain is a key factor in a successful recovery. We offer a variety of pain management treatments including the following:

- Relaxation/meditation
- Repositioning/mobility support
- Ice/heat, as ordered

Understanding and managing your pain

We want to make you as comfortable as possible during your stay and help you manage pain you may be having. Our staff will ask you for your pain using a scale of 0–10 with a face chart (see below). On this scale, "0" means no pain and "10" is pain as bad as it can be.



If your pain suddenly gets worse, is not relieved by pain medication, or other methods of pain control, or if you have any side effects, notify your nurse or doctor immediately. Other methods in addition to medication can help you control your pain. They include aromatherapy, breathing exercises, heat or cold, massage, meditation, music, physical activity, and relaxation techniques.

Patient care

To reduce the risks associated with opioid use, we try to use non-habit forming medications like acetaminophen or ibuprofen as well as treatments such as patches, ice packs, and heating packs to help you with managing pain.

By law, there is a limited amount of pain medication that we can prescribe when you are discharged from the hospital.

Patient ID

For your safety, we may ask you several times for the same information. This will help make sure we have not missed important information to provide safe medical care. Please be patient.

Patient and family concerns

If at any time you or your family has a concern about your care that you want to speak with someone about your concerns, you can contact the Charge Nurse, Unit Director, or Hospital Operator at 504.592.6600 to reach the House Supervisor. You may also reach the Patient Experience Office by calling 504.592.6898. We want you to know that you are a partner in care.

Personal belongings and valuables

Please leave all valuables at home or send them home with a family member. If valuables cannot be sent home, please allow your nursing team to contact security on your behalf to have your items stored safely in the hospital's vault. Please note, New Orleans East Hospital accepts no responsibility for valuables, personal items, or patient care items that are not stored with the Safety and Security department.

Phone calls

A telephone is on the table next to your bed. Your family and friends can call you using the number of your room's information board. To dial a department extension within the hospital, you can dial the last four digits of the number.

Photo/video consent

Taking picture and/or video of other patients or hospital staff is strictly prohibited without consent.



Precautions

New Orleans East Hospital wants you to be aware of any precautions that you, your visitors, or medical staff members must follow to maintain a safe healthcare environment.

Proper hand washing steps:

- Remove all jewelry.
- Wet hands with warm running water.
- Add soap and lather well.
- Scrub your hands on all surfaces for 40 to 60 seconds covering the palms and back of your hands; under nails; around the nail cuticles; between your fingers; and about two inches up your wrists
- Rinse with hands angled down.
- Dry hands with a clean paper towel or an air dryer.
- Use a paper towel to turn off faucet and to open door with door handle.

Proper hand sanitizer steps:

- Remove all jewelry.
- Place your hand palm under the automatic dispenser to allow the sanitizer to squirt onto your hand.
- Start rubbing your hands together for 20 to 30 seconds covering the palms and back of your hands; under nails; around the nail cuticles; between your fingers; and about 2 inches up your wrists.

Patient care

- Allow all of the sanitizer to air dry. Do not wipe off.
- The alcohol content in the sanitizer may sting cuts but this is temporary.

Preventing falls

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

Here are some tips to keep yourself safe:

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

Patients of all ages are at risk for falls. It's always better to be extra careful than to risk an injury from falling.

Falls risk program

Our Falls Risk program helps us identify patients that may be at an increased risk of falling. If you are identified as a falls risk, a falls risk armband will be placed on your wrist, a falls risk sign will be placed at the door to your room, and/ or a falls risk label will be placed on your chart.

Protect your skin from sores

Too much time in the same position can cause pressure sores, sometimes called bed sores. These sores damage the skin, become quite painful, and can complicate your recovery.

To prevent sores, follow these steps:

1. Change your position every two hours
2. Remain mobile by moving or exercising your extremities
3. Use pillows to elevate the heels of your feet
4. Use barrier cream to protect skin from excess moisture
5. Participate in physical therapy
6. Maintain nutrition with supplements, as instructed

Speak Up!

Speak up is a team effort between New Orleans East Hospital and The Joint Commission, a nonprofit organization that accredits and certifies healthcare organizations, to encourage you to help us prevent medical errors.

As a patient, you can make your care safer by being an active, involved, informed part of your healthcare team and by asking questions.

Speak up if you have questions or concerns about your care. If you don't understand, ask again or ask to receive the information in the language you prefer. You have a right to understand your care.

Pay attention to the care you are receiving. Always make sure you are receiving the right treatments and medicines by the appropriate healthcare professionals. Tell your nurse if something doesn't seem right.

Educate yourself about your illness. Learn about the medical tests you receive and your treatment plan. If your treatment involves medical equipment you will be going home with, practice with your healthcare team. Write down questions for your Care Team and keep notes about your care.

Ask a trusted family member or friend to be your advocate. Ask that your advocate be educated so that he or she can help in your care once you go home.

Know what medicines you take and why you take them. Ask about the side effects of medication.

Use a hospital or clinic like New Orleans East Hospital that is certified and has completed a rigorous program to ensure safety and quality.

Participate in all decisions about your treatment. You are the center of your healthcare team. Discuss any religious-based needs with your team.

Patient care

Rapid response team

If you or your family members notice a change in your condition that our staff may not see, contact the nurse right away.

Safety

New Orleans East Hospital promotes the safety and well-being of all of its patients and visitors. Items that could be used to destroy property or injure others, such as firearms, knives, tasers, or blunt weapons are not to be kept in patient care areas, such as patient rooms, procedural or diagnostic areas. Please alert nurse so hospital security can be informed, and they will inventory and secure those items until your discharge from the hospital. If you feel your personal safety is in danger at any time during your admission, we strongly encourage you to dial 504.592.6888 immediately.

Staying active

We encourage you to keep active as much as possible while you are in the hospital. Every little bit helps. Try sitting up to eat meals and when you have visitors. Walk around your room, if you can. Please ask your nurse if you need help getting out of bed or returning to bed. For your safety, do not leave your unit on your own or leave the hospital grounds.





Patient and caregiver resources

Patient and caregiver resources

Before you go

We are here to help you get to the very best version of you, and that means a plan for a successful recovery. Let's reduce your chances of complications and increase your chances for a healthy recovery at home.

Take these steps as soon as possible during your stay to plan for a successful transition from the hospital.

Review the following with your nurse:

- Your discharge summary and discharge plan
- Your complete medicine list and instructions
- Your upcoming appointments
- What to do if you don't feel well

Once your physician has ordered your discharge, your nurse will provide written instructions for your care at home. He or she will review these documents with you and your family before you leave the hospital.

Checklist for your discharge

Make sure you have the following information before you leave the hospital:



Discharge summary

This includes why you were at the hospital, who cared for you, your procedures, and medicines.



Medicine list

This includes all your new and former prescriptions, over-the-counter medicines, vitamins, and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how, and when to take each one.



Prescriptions

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



Follow-up care instructions

Beyond medicine, these can include:

- Foods or activities to avoid
- Tests or appointments

- How to care for incisions or use equipment
- Warning signs to watch for
- Daily living adjustments (like how to get into bed)
- Who to call with questions



After-hospital services

Know how much support you'll need in these areas:

- Personal care – bathing, eating, dressing, toileting
- Home care – cooking, cleaning, laundry, shopping
- Healthcare – taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment



Local resources

Ask your discharge planner for help finding local after-care services or other support groups.

Commercial insurance providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show the amount billed by your doctor or hospital, how much of that cost is covered by your insurance, and how much you owe.

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Common terms

Deductible

The amount you owe each year before your insurance begins making payments.

Co-payment

A flat fee you pay for a specific service, usually due at the time of service.

Coinsurance

The portion of your medical expenses that you're personally responsible for paying.

Patient and caregiver resources

Discharge appeal for medicare patients

If you have Medicare as your insurance and you believe you are not medically ready for your discharge, you do have the right to appeal. Please ask to speak to your Care Management Representative.

Financial assistance

To help those patients in financial need, we offer financial assistance, as we recognize that some of our patients may not have health insurance or may not be able to pay unexpected medical bills. However, all people still need and deserve quality healthcare, and our staff believes anyone should be able to get the care they need, regardless of their ability to pay. This Financial Assistance policy applies to hospital charges only and does not apply to any physician services such as anesthesiologists, pathology, radiology, emergency room services or discounted clinic co-pays. This Financial Assistance Policy only applies to medically necessary procedures.

Get copies

Be sure to get copies of your medical records and test results. To request medical records, please call 844.324.6205.

Keep track

One of the key ways to feel informed and less overwhelmed about the billing process is to stay organized. Keep all statements and bills together, and review each one as it arrives.

Need help?

If you don't understand something on your bill, or if you're having trouble paying your bills, call 504.592.6873. A patient representative can work with you.

Understanding coordination of benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.

Understanding your bill – what you need to know

We want our billing process to be simple, and we want you to know exactly what your bills covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care, and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons, and specialists separately from the hospital.

Medicare

If you have Medicare, you may have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by any other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles.

If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- The amount your doctor(s) charged
- The amount Medicare approved and paid
- The amount you owe
- Your current deductible status

If you have questions, call the customer service number listed on your statement.





Outpatient resources

Outpatient resources

After-hospital care

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

Home healthcare

Care provided by professionals in your home to help maintain or restore health. Includes: healthcare services such as physical therapy or skilled nursing and may include personal care such as bathing, dressing, and eating.

Independent living

Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities, and possibly transportation. Healthcare services like skilled nursing are not usually standard.

Assisted living

Individual unit or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation.

Nursing home

Long-term care facility with individual room for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss. Important documents you will need to provide: bank statements, proof of income, real estate information, assets, etc.

Hospice

Program that provide support for terminally ill patients and families in hospitals, facilities, or homes. Includes: 24-hour help with pain control, symptom management, and emotional support.

The Case Management Department will work with you and your provider to find the appropriate care needed as prescribed by your physician.



Hospital resources

Diabetes Center

Working with people at every stage of diabetes, even those who are pre-diabetic, our Diabetes Management Center helps you manage the disease through education, prevention and proven disease management approaches. Call 504.592.6884 for more information.

Outpatient nutritional counseling

Perhaps nothing you do will impact your health and your life as much as your diet. Our nutritionists will work with you to give you a plan for delicious success in the life you want to have. Call 504.503.4077 to schedule your consultation.

Outpatient Rehabilitation

With a wide range of therapists who sub-specialize in treating specific areas of the body or particular types of injuries, the Outpatient Rehab Unit can help you get back to your best, most fully lived life both effectively and quickly. Call 504.592.6441.

Stroke awareness

New Orleans East Hospital is the only Certified Stroke Center in New Orleans East. For more information on our stroke/neurology services, please call 504.592.6760.



Stop smoking

Make your future one to look forward too. No matter how long you've been a smoker, it's never too late to quit.

The benefits start right away and last a lifetime:

1. 20 minutes after quitting, your heart rate and blood pressure drop.
2. 2 weeks to 3 months after quitting, your circulation improves, and your lungs work better.
3. 1 year after quitting, your risk of heart disease is half that of a smoker.
4. 2 to 5 years after quitting, your risk of mouth, throat, esophagus, and bladder cancers is cut in half.
5. 10 years after quitting, your risk of lung cancer is half that of a smoker.
6. 15 years after quitting, your risk of heart disease is the same as a nonsmoker's.

Remember to take it one day at a time. Remind yourself that you are in control – you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day. Be prepared to have nicotine cravings. They usually pass soon, so wait them out.

The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, go for a walk, call a friend, or do something you enjoy.



Lagniappe

LOPA

Founded in April 1988, LOPA is the federally designated, not-for-profit organ and tissue recovery agency for the state of Louisiana. LOPA also manages the Louisiana Donor Registry, a database of individuals who have expressed their decision to become organ, tissue, and eye donors. If you are interested in being an organ, eye, and tissue donor, visit RegisterMe.org

The DAISY Award for extraordinary nurses



Tell us your story of how your nurse made a difference in your experience today.

New Orleans East Hospital is proud to recognize nurses with the DAISY Award for Extraordinary Nurses, a national program that honors the compassionate care and clinical excellence our nurses bring to their patients everyday. Help us celebrate the compassion and skill of our extraordinary nurses. Nominate a nurse today!

We will notify you if your nominee is selected. All nominees are celebrated, so please tell us how your nurse made a special difference in your visit with us.

About the DAISY award

The DAISY Award was established by The DAISY Foundation in memory of J. Patrick Barnes who died at 33 of ITP, an autoimmune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this international award to say thank you to nurses everywhere.

Honorees can be nominated by physicians, nurses, patients, volunteers, and other staff.



Contact information

Patient's name _____

Doctor's name _____

Doctor's phone numbers

Dates to remember

Medications

Questions for my doctor

**Thank you for choosing New Orleans East Hospital
for your healthcare needs.**



5620 Read Blvd.
New Orleans, LA 70127
504.592.6600

noehospital.org

21-13820-050224