

# Resource Book for Trauma Survivors & Their Families



This handbook has been developed for you by HCA Florida Ocala Hospital in collaboration with the Trauma Survivor Network (TSN) of the American Trauma Society. We hope this information will help you and your loved ones during the hospital stay.

At the front of this handbook there is room for you to take notes and to write down questions for the hospital staff. You can use this to make sure you get all your questions answered.

We also encourage you to visit the TSN website at [www.traumasurvivorsnetwork.org](http://www.traumasurvivorsnetwork.org) to learn about the services this program provides. You can also use this website to keep your friends and family informed during your loved one's hospital stay.

## Mission

*Above all else, we are committed to the care and improvement of human life.*

**Personalized care for the people you love.** At HCA Florida Ocala Hospital, we show up for your family's health. Our multidisciplinary team partners with you to create personalized care plans, and as part of Florida's largest network of care, we provide you with the exact expertise and resources you need. Our hospital is committed to offering advanced healthcare services with a compassionate, patient-focused approach in the Ocala community.



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## INTRODUCTION

### WE ARE HERE TO HELP

Trauma is an unexpected occurrence. Hardly anyone thinks, “I’m going to get hurt today.” A sudden injury, being in the hospital and going through recovery can cause anxiety, fear and frustration. You may feel confused and frightened by some things you hear and see. You may not understand some words that people use. This experience of advanced medical care may be a whole new world for you.

We hope that the information in this book will help you cope better during this difficult time. It includes basic facts about the most common types of injuries and their treatments, the patient care process, and hospital services and policies.

There is space within this book to take notes. We encourage you to write down questions that you have for the doctors and staff. Every member of the hospital staff is here to help you.

### HCA FLORIDA OCALA HOSPITAL

HCA Florida Ocala Hospital is a 323-bed facility located in the heart of Ocala, Florida. We are also home to HCA Florida West Marion Hospital, a 262-bed hospital located in Western Marion County; together they comprise a 585-bed hospital system. The system also includes five freestanding emergency departments: HCA Florida Foxwood Emergency, HCA Florida Silver Springs Emergency, HCA Florida Summerfield Emergency, HCA Florida Maricamp Emergency and HCA Florida Trailwinds Village Emergency.

HCA Florida Ocala Hospital is verified as a Level I Trauma Center by the American College of Surgeons Committee on Trauma (ACS COT), the highest possible designation. HCA Florida Ocala Hospital is also a designated Level II Trauma Center by the State of Florida, a Comprehensive Stroke Center and is the only cancer center in Marion County approved by the Commission on Cancer. Healthgrades has ranked the system among the 250 best overall hospitals in America as well as among the 50 best hospitals in the U.S. for surgical care and vascular surgery, and among the nation’s top 100 hospitals for joint replacement, orthopedic, prostate, and spinal surgeries. The system also has been nationally recognized for excellence in patient safety, cardiac services, critical and emergency care, and neurological and rehabilitation services. The system’s outpatient facilities encompass Family Care Specialists, a primary care network of six locations throughout Marion County, HCA Florida Ocala Imaging Center, and three surgical and physician specialty practices.

***“The State of Florida is underrepresented when it comes to access for surgical care. As a result, our community needs surgeons who can care for them; and in the worst circumstances, save their lives.”***

***~Darwin Ang, MD, PhD, MPH, FACS  
HCA Florida Ocala Hospital  
Trauma Medical Director***

## My Care Team

Use the following pages to list:

- Names of the doctors, nurses and others who are caring for your loved one
- Injuries and procedures
- Questions you may have
- Things you need to do and get

There is also space at the end of this booklet for you to write down anything else you may want to note.

## NAMES OF PROVIDERS

Many doctors, nurses and others will be taking care of your loved one. They are all part of the trauma team, led by the trauma surgeon.

Our board-certified trauma surgeons provide 24-hour coverage of the trauma center. They are called the attending trauma surgeons. We also train future surgeons. They are known as surgical residents. Other members of the trauma team and their roles are listed beginning on page 24 of this handbook.

Who are the attending trauma surgeons and residents?

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Who are the physician consultants? These are doctors who help with the diagnosis and treatment of specific types of injuries.

Orthopedic Surgery \_\_\_\_\_

Neurosurgery

Plastic Surgery \_\_\_\_\_

## Rehabilitation

### Other

## Other

Who are the nurses who take care of your loved one? \_\_\_\_\_

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Who is the Trauma Survivor Network (TSN) coordinator? \_\_\_\_\_

Who else in the hospital is helping in the care of your loved one?

Physical Therapist \_\_\_\_\_

Occupational Therapist \_\_\_\_\_

Speech Pathologist \_\_\_\_\_

Psychologist \_\_\_\_\_

Psychiatrist \_\_\_\_\_

Social Worker \_\_\_\_\_

Financial Counselor \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

## INJURIES AND PROCEDURES

List of major injuries:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_

**List of major procedures:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_

## QUESTIONS TO ASK THE DOCTORS AND NURSES

(Write them down when you're thinking about it so you can refer to your question list when doctors are rounding.)

## THINGS TO DO AND GET

Remember, ask for help.

## ADDITIONAL NOTES



# ARRIVAL

## IMMEDIATELY AFTER THE INJURY

### Arrival at the Hospital

Here is what has happened so far...

Most likely you or your loved one was brought to the Emergency Department by an ambulance or helicopter. The trauma staff can tell you which service brought you or your loved one to the hospital.

During the transport, the rescue crew was in radio contact with the hospital. They gave information about you or your loved ones' injuries. This allows the team at the trauma center to be ready to provide treatment as quickly as possible.

The trauma team typically includes:

- trauma surgeons
- emergency doctors
- nurse
- respiratory therapist,
- X-ray staff
- social worker



The team is ready 24 hours a day, seven days a week. Also, board-certified specialty doctors are on call to help with care.

### Initial Assessment

Trauma care at the hospital begins in the Emergency Department (ED). It includes:

- An exam to find life-threatening injuries
- X-rays, ultrasound and perhaps a CT scan so that doctors can better understand the extent of the injuries
- If needed, transfer to the Operating Room (OR) for surgery.
- Once assessment is complete, the patient will be admitted.

### How the Hospital Cares for the Family

Initially the patient is evaluated in the ED. Please note that the ED is under Restricted Access. While the patient is being assessed, family may not be present in the room. A member of the medical team will keep the family and friends informed. Every attempt will be made to update the family as soon as possible.

## Why a Patient May Have a Fake Name

Sometimes the hospital does not know the name of the patient. To make sure that doctors can match the right lab and other reports with that patient, the hospital may give the person a fake name.

The fake name may have made it hard for you to locate your loved one at first. When hospital staff can be sure of your loved one's name, they change to the real name.

If the patient is a victim of crime, they may keep this fake name. This is for safety reasons.

## We Are Here to Help

Feel free to ask for help finding a patient room, department, etc. All our employees, doctors, and volunteers wear ID badges.

## Visitors Are Important

Visiting is a time to be with your loved one, ask questions, and meet with staff. Research shows that comforting visits from friends and family help most patients to heal. Family and close friends know the patient better than anyone else and can make a difference in treatment. Visiting is often a good time to begin learning how to take care of your loved one at home.

You may have to wait before you can visit your loved one. Visits are often limited for patients with brain injuries because they need quiet to recover.

### » Family Waiting Rooms

Family waiting rooms are located inside the lobbies of the emergency department and main hospital entrance. Restrooms are conveniently located adjacent to the lobbies of the emergency department and main hospital entrance. Another set of restrooms are in the hallway across from central registration. Family waiting rooms and restrooms are also located in the ICU and surgery waiting area on the first floor.

### » Patient Guidelines for Visitation

HCA Florida Ocala Hospital supports a patient and family-centered approach to care. As part of planning your care, we will ask you to tell us which people you would like with you while you are receiving care at our facility. For reasons of patient safety and privacy, we allow two people to be with you. If more than two

people are here, they may take turns spending time with you. Please be aware of the guidelines listed below:

- It is the right of each patient to request privacy and not to have visitors.
- Please remain in the patient room or the waiting room.
- Please keep the patient room door/curtain closed while visiting
- Please keep noise levels low, including silencing cell phone.
- Please practice good hand hygiene by washing your hands before entering the room and before leaving a patient room.
- The healthcare team may ask visitors to exit the room during certain patient procedures for privacy.
- No photography or videography of the facility or workforce is allowed without facility authorization.
- Please have visitors follow the instructions at the entrance of the facility as it relates to infection prevention precautions. You may also see instructions posted on your family member's door. By following the instructions, you are attesting that you understand the requirements to enter the facility.
- Outside food deliveries are not allowed, unless authorized by your healthcare team.
- We are a smoke-free campus. The use of tobacco products is strictly prohibited. This includes smokeless tobacco, e-cigs, and vapor.
- Visitation may be limited when the healthcare team feels it is in the best interest of the patient's health.

There are times when people should not visit you while you are here. If a visitor has been recently exposed to an infection or illness, such as the flu, he or she should not visit you.

If at any time you decide you do not want visitation or you no longer wish to visit with a certain individual(s), please let your nurse know. Please speak with staff if you have any questions or concerns.

#### **» Additional Gathering Areas**

The hospital chapel is located on the second floor of the hospital. The cafeteria and coffee shop are located on the first floor adjacent to the main hospital lobby. A snack vending area is located adjacent to the ICU waiting area.

## The Health Care Team Needs a Family's Help



The primary job of the trauma unit team is to treat patients. We need your help in taking care of your loved one and making sure he or she gets the best care possible. Here are things you can do to help us and your loved one.

### » Take Care of Yourself

Worry and stress are hard on you, and you need strength to offer support to your loved one. The trauma unit team understands that this time can be just as stressful for family and friends as it is for patients.

Be sure to continue taking any medicines that your doctor has prescribed for you. Take breaks. Go for a walk around the hospital campus. Getting plenty of sleep and eating regular meals helps you think better, keep up your strength and prevent illness so you can be there for your loved one when you are needed.

### » Ask for Help from Your Family and Friends

Do not hesitate to ask for help. Make a list in the back of this book so you will be prepared to accept help when friends offer. Friends often appreciate being able to help and be involved in the patient's care.

Visit the Trauma Survivors Network Website at [www.traumasurvivorsnetwork.org](http://www.traumasurvivorsnetwork.org) and find out how you can create your own "CarePage". This makes it easy for you to connect with friends and family.

### » Ask Questions and Stay Informed

The trauma team knows how important regular updates are to family and friends. The family is an important part of the health care team. It helps if you choose one person from your group to represent the family. This allows staff to focus on caring for the patient instead of repeating the same updates.

When you think of questions during the day, write them down on page 16. Be sure to ask your doctor these questions when you see them. You will want to ask questions until you understand the diagnoses and options for treatment. It's all right to ask the same question twice. Stress makes it hard to understand and remember new information. Ask until you understand. Write down what you are told so you can accurately report the information to other

family members. We have provided space throughout this handbook to write down your questions and the answers.

#### » Help Maintain a Restful and Healing Place

When you are visiting, please talk in a quiet voice. Patients need quiet and families deserve your courtesy. To help maintain a healthy environment for patients and their families, the hospital counts on your help. Please:

- Observe the visiting hours for the area you are visiting.
- Do not sleep in patient rooms or waiting rooms unless you have permission.
- Respect other patients' right to privacy.
- Leave the patient room or care area when asked by hospital staff.
- Knock or call the patient's name softly before entering if a door or curtain is closed.
- The medical record is a private document.
- Wash your hands before you go into a patient's room and when you come out.
- Do not visit if you are not feeling well or have an illness that could be transferred to our patients.
- Talk with the patient's nurse before bringing any children under the age of 16 into a patient's room.
- For the safety of young children, provide adult supervision in all areas of the hospital.
- Respect the property of other people and of the hospital.
- Do not ask other patients and families about private details of their care.
- Respect the rights of all patients and hospital staff.

**STAY**

## WHERE PATIENTS STAY WHILE IN THE HOSPITAL

After patients are evaluated by doctors they are moved to another unit in the hospital. Where they are moved depends on their injury.

Patients may first go to the intensive care unit. When they are ready, they may then move to a step-down unit. They may also go to another unit in the hospital. Patients are only moved from one unit to another when the trauma team believes they are ready.

The hospital staff does its best to let family and friends know when a patient is moved from one unit to another. If your loved one has been moved and you do not know where he or she has gone, please call the hospital operator at (352) 401-1000.

These are the hospital units that care for trauma patients:

### » Trauma Intensive Care Unit (ICU)

Patients in the ICU receive care from a team of doctors and nurses. They are trained to take care of seriously injured patients. The first step is to make sure the patient is medically stable. Medically stable means that all body systems are working. As the patient is being treated, the team begins to plan with the patient and family. This plan will help the patient return to as normal a life as possible, as quickly and as safely as possible.

### » Step-Down Unit

As patients in the ICU improve, they are often moved to a step-down unit. Patients may also go straight from the admitting area to this type of unit. This happens if they do not need the care provided in the ICU.

### » Medical and Surgical Care Units

Less injured patients may be moved to another unit in the hospital. Also, those who no longer require the care found in ICU may be moved to these units.

### A TYPICAL DAY IN THE ICU

Most patients are attached to equipment that gives doctors and nurses important information. This allows them to make the best decisions. The equipment:

- monitors patients
- delivers medicine
- helps patients breathe

Do not worry if you hear alarms. Some alarms do not need immediate attention. The staff knows which ones to respond to.

In the morning, the trauma team “rounds” to each patient’s bed to do exams, check progress and plan the patient’s care. This time is valuable for everyone involved in the care of your loved one. Family members are encouraged to be involved in the patient’s plan of care.

Physical therapists, occupational therapists and nursing staff work together to help patients begin to move normally and regain strength. For instance, they may:

- raise the head of the bed
- turn a patient every two hours
- help a patient sit on the bed or in a chair

Patients may be moved to other areas of the hospital for tests. During this time, other patients may be brought into the unit. You can expect a busy place. Sometimes, the staff asks all visitors to leave the unit to preserve a patient’s privacy.

## Caring for Children

If a child or children were injured in the trauma with their family, they would be assessed by Emergency Medical Services providers and transported to an appropriate level of care. This may include our facility, other local hospitals or a regional pediatric trauma center.

## Helping Children

Be direct, simple and honest. Explain what happened in terms that the child can understand. Encourage the child to express feelings openly. Crying is a normal reaction to loss. Accept the child's emotions and reactions; be careful not to tell the child how he or she should or should not feel. Maintain as much order and security in the child's life as possible. Be patient. Know that children need to hear "the story" and ask the same questions again and again.

## Child Life and Education

Social work should be contacted to assist with the family and coordinate care for pediatric patients. When pediatric patients are cared for, every effort will be made to provide a safe and therapeutic environment and include the family and/or guardian in the assessment, treatment, and continuing care of the patient. Ask your nurse about getting in touch with a social worker.

***“In your darkest day, know that  
it is only temporary.”***

***~Jen, Trauma Survivor***

## Who Takes Care of the Patient

Many types of caregivers may take care of your loved one while he or she is in the hospital. Different patients will need different types of care. Here is a list of the kinds of doctors, nurses and other caregivers you may meet or hear about.



### » Anesthesia and Pain Management Specialists

These specialists are specially trained to work with patients who have are in pain. They create a plan to ease pain and improve quality of life. Treatments may include:

- Medications
- Implanting pumps or nerve simulators
- Physical therapy or behavioral programs.

### » Case Manager

All admitted patients have a case manager. Case managers have experience to help you through your stay in the hospital.

Your case manager can:

- Work with your insurance company to ensure appropriate management of your benefits
- Get supplies you will need at home if covered by your insurance provider
- Help you learn how to care for yourself
- Refer to a home health agency if you need it
- Help you get continued care with a specialist
- Coordinate your transfer to a rehabilitation facility

### » Chaplain

During your stay at HCA Florida Ocala Hospital, you can request to have a visit with our chaplain. Our chaplain is available for your spiritual needs, offering a caring ministry that is supportive and encouraging.

Pastoral care offers spiritual care for patients and their families:

- Conversation, relationship, fellowship and friendship
- Counseling to help find peace, wholeness and health by focusing on specific life issues
- Spiritual encouragement with the ministry of presence, prayer and scripture reading
- Distribution of Bibles and other resources

Our chaplain is available Monday through Friday from 7:30 am to 4:00 pm. In addition to our chaplain, you may request services from other community clergy or religious leaders by contacting your nurse, case manager or social worker. These services are available through our case management department. To reach our chaplain, call (352) 425-8911. You can also make a request through the medical team.

» **Clinical Nurse Specialist**

Clinical nurse specialists are registered nurses who have a master's degree. They also have expertise in trauma care. They monitor the patient's plan of care. They also act as a link between the patient and the patient's various caregivers.

» **Clinical Technician**

Clinical technicians help nurses with patient care. They have advanced technical skills and may start an IV, draw blood, or insert or remove catheters. They also may help get the patient out of bed or help with feeding. Clinical technicians work under the direction of a nurse or a doctor.

» **Dietitian**

Dietitians are food and nutrition experts. They work closely with the trauma team in caring for patients. For example, if a patient needs a feeding tube at home, the dietitian explains the proper diet.

» **Geriatrician**

Geriatricians are doctors that treat older adults.

» **Neurosurgeon**

Neurosurgeons are doctors who are trained in surgery for the brain or spinal cord.

» **Nurse**

Nurses manage care and recovery of patients. They talk with the trauma team about the patients' care.

» **Nurse Practitioner / Physician's Assistant**

Nurse practitioners are nurses who have advanced training and manage patients along with the doctor. Physicians Assistants are specialty trained to assist the doctor.

These advanced care providers perform:

- Physical exams
- Order and interpret tests
- Prescribe medications and other treatments
- Refer patients to other specialists

#### » **Occupational Therapist**

Occupational therapists help the patients regain strength for daily events.

This includes:

- Getting out of bed
- Eating
- Dressing
- Using the toilet and bathing.

They also recommend equipment that can help patients.

#### » **Orthopedic Surgeon**

Orthopedic surgeons are physicians who have specialized training in repairing broken bones.

#### » **Orthopedic Technician**

Orthopedic technicians do the following:

- Cast broken bones
- Change wound dressings
- Set up and maintain treatment equipment such as traction
- Place splints on injured arms and legs

#### » **Patient Transport**

Patient Transporters are members of the health care team that assist with the physical transportation of patients between departments. They are under the direction of the Nursing staff and are skilled in handling patients during transitions.

#### » **Pharmacist**

Pharmacists are medicine experts. They work closely with nurses and doctors. They provide information and help with choosing medicines.

» **Physiatrist or Rehabilitation Medicine Physician**

Physiatrists are doctors who use several tests and exams to plan a patient's rehabilitation. They prescribe devices including wheelchairs, braces and artificial limbs. Their goal is to help the patient live independently.

» **Physical Therapist**

Physical therapists help patients regain their strength and movement. They also help with stiff joints and other problems with moving and wound healing.

» **Procedure Nurse**

Procedure nurses have special training to help surgeons perform such procedures as opening patients' airways, examining their lungs and changing surgical dressings.

» **Psychiatrist**

Psychiatrists are medical doctors (MDs) who treat mental and emotional disorders. Psychiatrists can prescribe medication.

» **Psychologist**

Psychologists are licensed mental health professionals. A psychologist is not a medical doctor but has advanced training at the master's or doctoral level (a Ph.D. or Psy.D.)

» **Resident**

Residents are licensed physicians who are getting more training in a specialty. They provide patient care and keep the attending doctor informed of each patient's progress. Residents in their first year are called interns. Residents in their fifth year are called chiefs.

» **Respiratory Therapist**

Respiratory therapists provide breathing support and treatments. Respiratory Therapists are specially trained and state licensed.

» **Social Worker**

Social workers help patients and family members adjust to the injury. Hospital social workers specialize in medical and crisis counseling. They talk with patients and the medical team. They also help patients and families with services both within the hospital and in the community. The social worker also may help ease the change from hospital to home.

» **Speech and Language Therapist**

Speech therapists work with patients on language, memory and swallowing problems, often under the direction of a physiatrist. They may also evaluate hearing.

» **Student Nurses**

As an affiliated academic institution, Student Nurses are present on the medical floors during the patient's care. They assist with direct patient care under the direction supervision of the Registered Nurse.

» **Trauma Surgeon**

Trauma surgeons are doctors who have years of training in trauma surgery and critical care. A trauma surgeon is in the hospital 24 hours a day. They will oversee the total care of you or your family member in the hospital. They regularly visit patients to check on their progress and coordinate with other members of the trauma team.

» **Trauma Survivors Network Coordinator**

The Trauma Survivors Network (TSN) Coordinator helps coordinate support through your recovery. The TSN Coordinator is specially trained by the American Trauma Society to provide helpful resources and support during recovery from major injury.

» **Trauma Survivors Network Peer Visitors**

All Peer Visitors have received hospital training as volunteers, and specialized training as peer visitors. Although Peer Visitors are not trained counselors and will not offer medical, legal, or personal advice, they understand the concerns of a new trauma patient and provide a “been there, done that” perspective. They are available upon request through the Trauma Survivors Network Coordinator.

» **Unit Secretaries**

Unit Secretaries are available to assist with the patient and family direction and assist with scheduling follow-up appointments. They are also available to answer questions regarding general hospital navigation and policies.

## Patient Rights and Responsibilities

Ocala Hospital respects the dignity and pride of each individual we serve. We comply with applicable Federal civil rights laws and do not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law. Each individual shall be informed of the patient's rights and responsibilities in advance of administering or discontinuing patient care. We adopt and affirm as policy the following rights of patient/clients who receive services from our facilities:

Considerate and respectful care

- To receive ethical, high-quality, safe and professional care without discrimination
- To be free from all forms of abuse and harassment
- To be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment. This includes the right to request the facility provide a person of one's own gender to be present during certain parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex, except in emergencies, and the right not to remain undressed any longer than is required for accomplishing the medical purpose for which the patient was asked to undress

Information regarding health status and care

- To be informed of his/her health status in terms that patient can reasonably be expected to understand, and to participate in the development and the implementation of his/her plan of care and treatment
- The right to be informed of the names, functions and qualifications of all physicians and other health care professionals who are providing direct care to the patient
- The right to be informed about any continuing health care requirements after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.

- To be informed of risks, benefits and side effects of all medications and treatment procedures, particularly those considered innovative or experimental
- To be informed of all appropriate alternative treatment procedures
- To be informed of the outcomes of care, treatment and services
- To appropriate assessment and management of pain
- To be informed if the hospital has authorized other health care and/or education institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment

#### Decision making and notification

- To choose a person to be his/her healthcare representative and/or decision maker. The patient may also exercise his/her right to exclude any family members from participating in his/her healthcare decisions.
- To have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital
- To request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate
- To be included in experimental research only when he or she gives informed, written consent to such participation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices
- To formulate advanced directives and have hospital staff and practitioners who provide care in the hospital comply with these directives
- To leave the healthcare facility against one's physician's advice to the extent permitted by law

#### Access to services

- To receive, as soon as possible, the free services of a translator and/or interpreter, telecommunications devices, and any other necessary services

or devices to facilitate communication between the patient and the hospital's health care personnel (e.g., qualified interpreters, written information in other languages, large print, accessible electronic formats)

- To bring a service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation)
- To pastoral counseling and to take part in religious and/or social activities while in the hospital, unless one's doctor thinks these activities are not medically advised
- To safe, secure and sanitary accommodation and a nourishing, well balanced and varied diet
- To access people outside the facility by means of verbal and written communication
- To have accessibility to facility buildings and grounds. Ocala Hospital recognizes the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make American society more accessible to people with disabilities. The policy is available upon request
- To a prompt and reasonable response to questions and requests for service
- To request a discharge planning evaluation

#### Access to medical records

- To have his/her medical records, including all computerized medical information, kept confidential and accessing information within a reasonable time frame. The patient may decide who may receive copies of the records except as required by law
- Upon leaving the healthcare facility, patients have the right to obtain copies of their medical records

#### Ethical decisions

- To participate in ethical decisions that may arise during care including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life sustaining treatment, and participation in investigational studies or clinical trials

- If the healthcare facility or its team decides that the patient's refusal of treatment prevents him/her from receiving appropriate care according to ethical and professional standards, the relationship with the patient may be terminated

#### Protective services

- To access protective and advocacy services
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- The patient who receives treatment for mental illness or developmental disability, in addition to the rights listed herein, has the rights provided by any applicable state law
- To all legal and civil rights as a citizen unless otherwise prescribed by law
- To have upon request an impartial review of hazardous treatments or irreversible surgical treatments prior to implementation except in emergency procedures necessary to preserve one's life
- To an impartial review of alleged violations of patient rights
- To expect emergency procedures to be carried out without unnecessary delay
- To receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment
- To give consent to a procedure or treatment and to access the information necessary to provide such consent
- To not be required to perform work for the facility unless the work is part of the patient's treatment and is done by choice of the patient
- To file a complaint with the Department of Health or other quality improvement, accreditation or other certifying bodies if he /she has a concern about patient abuse, neglect, about misappropriation of a patient's property in the facility or other unresolved complaint, patient safety or quality concern

## Payment and administration

- To examine and receive an explanation of the patient's healthcare facility's bill regardless of source of payment, and may receive upon request information relating to the availability of known financial resources
- If uninsured, to receive, before the provision of a planned nonemergency medical service, a reasonable estimate of charges for such service and information regarding any discount or charity policies for which the uninsured person may be eligible
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care
- To be informed in writing about the facility policies and procedures for initiation, review and resolution of patient complaints, including the address and telephone number of where complaints may be filed

## Additional patient rights

- Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution
- To initiate their own contact with the media
- To get the opinion of another physician, including specialists, at the request and expense of the patient
- To wear appropriate personal clothing and religious or other symbolic items, if they do not interfere with diagnostic procedures or treatment
- To request a transfer to another room if another patient or a visitor in the room is unreasonably disturbing him/her
- To request pet visitation, except where animals are specifically prohibited pursuant to the facility's policies (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation)

## Patient Responsibilities

The care you receive while you are a patient depends partially on you. Your responsibilities include:

- To be considerate of the rights of other patients and hospital personnel.
- Are truthful and forthcoming with your physicians and strive to express your concerns clearly. Physicians should encourage patients to raise questions or concerns.
- Provide as complete a medical history as you can, including providing information about past illnesses, medications, hospitalizations, family history of illness, and other matters relating to present health.
- Cooperate with agreed-on treatment plans. Since adhering to treatment is often essential to public and individual safety, patients should disclose whether you have or have not followed the agreed-on plan and indicate when you would like to reconsider the plan.
- Accept care from medical students, residents, and other trainees under appropriate supervision. Participation in medical education is to the mutual benefit of patients and the health care system; nonetheless, patients' (or surrogates') refusal of care by a trainee should be respected in keeping with ethics guidance.
- Meet your financial responsibilities regarding medical care or discuss financial hardships with your physicians. Patients should be aware of costs associated with using a limited resource like health care and try to use medical resources judiciously.
- Recognize that a healthy lifestyle can often prevent or mitigate illness and take responsibility to follow preventive measures and adopt health-enhancing behaviors.
- Be aware of and refrain from behavior that unreasonably places the health of others at risk. You should ask about what you can do to prevent transmission of infectious disease.
- Refrain from being disruptive in the clinical setting.
- Not knowingly initiate or participate in medical fraud.
- Report illegal or unethical behavior by physicians or other health care professionals to the appropriate medical societies, licensing boards, or law enforcement authorities.

*“My deep commitment to the Trauma Survivors Network is a way for me to make sure that trauma survivors everywhere finally receive the resources that few, if any of us, had before”*

*~Steve, Trauma Survivor*

## Medical Information: What is kept, why and who has access?

When you come to the hospital, we will ask for info related to your care. We may keep this info as paper records or in a computer file. We keep the following:

- Name
- Address
- Date of birth
- Next of kin
- Information about your medical conditions and treatments.

We also keep any X-rays and test reports on file for a limited period.

### There are very strict laws about who may see this information:

- You can see your own medical records
- Your own medical caregivers can see them.
- Some other members of the hospital staff may see the information for other reasons, such as teaching purposes or to monitor care in the hospital.
- Your family and friends are not allowed to see your records unless you give permission.
- Your legal representative can see the information.

## Authorization for Access to Medical Records

A patient may give someone else permission to see his or her medical records. To do this, a patient completes an *Authorization to Access Medical Record* form. In some cases, you may need an attorney.

For instance, you will need an attorney if:

- Your loved one is over 18 years of age
- Is unable to sign and no one has Power of Attorney for him or her.

Your trauma team can help you choose a person for direct communication and updates.

## MyHealthONE

MyHealthONE allows you to manage all parts of your healthcare easily and securely:

- View health records – lab results, physician notes, imaging reports and more
- View your post-visit summary
- Schedule a follow-up appointment
- Share your health records with a physician or caregiver
- And more

Download the MyHealthONE app on the [App Store®](#) or [Google Play](#)

## Notes:

## If a Patient Cannot Make Decisions

Ideally, patients would always be able to make their own health care choices. When they cannot do so, the trauma team will consult the patient's Power of Attorney for Health Care. This is a person chosen by the patient who can make decisions that are in keeping with the patient's wishes. This type of power of attorney only applies to health care. Another option is a court-appointed guardian. This is a person named by the court, not the patient, to make choices about the patient's health care.

When a Power of Attorney for Health Care or a court-appointed guardian is not available, the trauma team will consult a backup decision maker. This is an adult who has shown care and concern for the patient, knows the patient's values and is available. When a patient cannot make his or her own choices due to injury or illness, the medical team will choose one person to make all decisions for the patient. This choice is spelled out by law and is made in the following order:

- Husband or wife
- Adult child
- Parent
- Adult brother or sister
- Any other adult relative of the patient
- Any other adult friend who meets the above criteria

If you have questions about making decisions for the patient, please ask the trauma unit staff.

## Common Traumatic Injuries and Their Treatment

Injuries may be due to blunt or penetrating forces. Blunt injuries occur when an outside force strikes the body. These injuries occur as a result of a motor vehicle crash, a fall or an assault. Penetrating trauma occurs when an object, such as a bullet or knife, pierces the body. Sometimes, patients have both types of injuries.

In this section of the handbook, we describe some of the common types of injuries people have and how they are typically treated. The trauma staff can give you more details about your loved one's injuries. At the end of the book there is a place for you to list these injuries.

### HEAD INJURIES

A traumatic brain injury, sometimes called a TBI, is an injury to the brain due to blunt or penetrating trauma. There are many types of brain injuries:

- **Cerebral concussion:** brief loss of consciousness after a blow to the head. A head scan does not show this injury; a mild concussion may produce a brief period of confusion; it is also common to have some loss of memory about the events that caused the injury.
- **Cerebral contusion:** contusion means bruising, so a cerebral contusion is bruising of the brain; this can occur under a skull fracture. It can also be due to a powerful blow to the head that causes the brain to shift and bounce against the skull.
- **Skull fracture:** cracks in the bones of the skull caused by blunt or penetrating trauma; the brain or blood vessels may also be injured.
- **Hematomas:** Head injuries and skull fractures may cause tearing and cutting of blood vessels carrying blood into the brain. This may cause a blood clot to form in or on top of the brain. A blood clot in the brain is referred to as a hematoma. There are several types of hematomas:
  - **Subdural hematoma:** bleeding that occurs when a vein on the outside of the brain is damaged; a blood clot slowly forms and puts pressure on the outside of the brain.
  - **Epidural hematoma:** bleeding that occurs when an artery on the outside of the brain is injured; a blood clot can occur quickly and put pressure on the outside of the brain.
  - **Intracerebral hematoma:** bleeding inside the brain itself; it usually happens when blood vessels rupture deep within the brain.

A traumatic brain injury that is described as "mild" implies that there was little or no loss of consciousness at the time of injury. These types of injuries often are not reported or treated. Neurological exams may appear normal, which makes it hard to diagnose the injury, but symptoms often show up later. Such symptoms may include foggy memory, a hard time solving problems, headaches, dizziness, nausea, fatigue, mood swings, anxiety, depression, disorientation and delayed motor response.

## Diagnosis and Evaluation

The trauma team watches patients with a head injury very closely, including:

- Checking the patient's pupils with a light
- Checking the level of consciousness. They use the Glasgow Coma Scale (GCS) to find out how badly the brain has been injured. The GCS includes testing for eye opening, talking and movement. Scores range from a high of 15 (normal) to a low of 3 (coma from injury or drugs).
- Checking to see if patients react to touch or if they feel dull, sharp or tingling feelings.

When doctors think that a patient has a brain injury, they often order a scan of the brain (CT scan). This scan can find out if there is swelling, bleeding or a blood clot.

When the patient is more stable, doctors may evaluate the patient's level of functioning using the Rancho Los Amigos Scale, often called the Ranchos Scale. The Ranchos Scale has eight levels that describe how well patients can think and how they act. It ranges from level 1 (lowest level of functioning) to Level 8 (highest level of functioning). It also gives better information about the severity of brain injury.

## Treatment

Doctors base treatment for a brain injury on the type and location of the injury.

Treatments may include:

- Drugs to lower brain pressure, drugs to lower anxiety and drugs that change the fluid levels in the brain
- Intracranial pressure monitor (ICP), which measures pressure in the brain. There are two types of monitors: a tube placed in the brain that only measures brain pressure, and a tube placed into a small space in the brain that measures brain pressure and drains fluid from the brain to lower the pressure on the brain.
- Craniotomy, which is an opening in the skull to remove a clot and lower brain pressure. This is done in the operating room.
- Shunt, which is a tube placed to drain excess fluid in the brain. This is done in the operating room.
- Craniectomy, which involves removing a part of the skull bone to give the brain more room to swell. This type of surgery may also be done when a clot is removed. The skull bone is replaced when the patient is better (usually several months later).

## CHEST INJURIES

Chest injuries may be life threatening if the lungs are bruised. The goal of early trauma care is to protect breathing and blood flow. Types of chest injuries include:

- Rib fractures: the most common type of chest injury; they can be very painful but will usually heal without surgery in three to six weeks.
- Flail chest: two or more ribs are broken in more than two places, and the chest wall is not working as it should during breathing.
- Hemothorax: blood pools in the chest cavity, often due to rib fractures.
- Pneumothorax: air collects in the chest cavity due to an injured lung.
- Hemo-pneumothorax: both air and blood collect in the chest cavity.
- Pulmonary contusion: bruising of the lung; if severe, it can be life threatening because bruised lung tissue does not use oxygen well.

### Diagnosis and Evaluation

Doctors often use a chest X-ray or CT scan to find out more about the injury. They can tell how the lungs use oxygen by taking some blood from an artery. They may need to open the chest to examine and treat the injury.

### Treatment

The goals are to increase oxygen to the lungs, control pain and prevent pneumonia. Doctors and nurses may ask the patient to cough and do deep-breathing exercises, which help the lungs heal. They may ask you to use an incentive spirometer to measure how deeply the patient is breathing. They will also tell the patient to stop smoking. The doctor will order drugs to treat pain and soreness.

It is important that the patient take part in the healing process. It greatly reduces the risk of other problems, such as pneumonia or lung collapse, that may need to be treated with a ventilator (breathing machine).

## ABDOMINAL INJURIES

Blunt or penetrating trauma to the abdomen can injure such organs as the liver, spleen, kidney or stomach. The injuries may be:

- Lacerations (cuts)
- Contusions (bruises)
- Ruptures (severe tearing of the tissue)

### Diagnosis and Evaluation

There are many ways to diagnose an abdominal injury, including:

- physical examination

- CT scan
- a blood count to check hemoglobin and hematocrit, two measures of blood loss
- ultrasound
- surgery called a laparotomy in which the surgeon makes an incision in the abdominal area

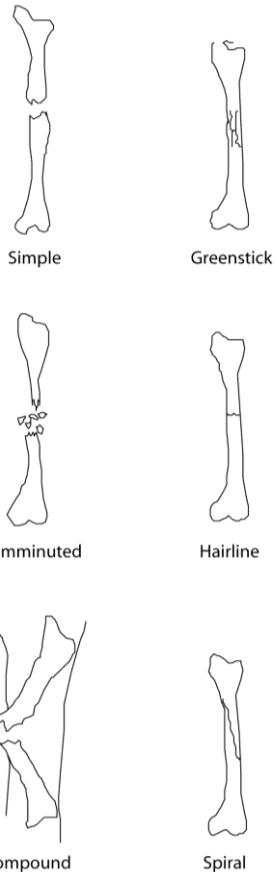
## Treatment

Treatment depends on the organ that is injured and the severity of the injury. It may range from watching the patient closely to surgery. Many injuries to the kidney, spleen or liver can be treated without surgery. Often, however, severe injuries to the abdomen may require several surgeries.

## BONE, LIGAMENT AND JOINT INJURIES

Blunt and penetrating trauma can harm bones, ligaments and joints. Types of fractures or broken bones include:

- Open or compound fracture: a broken bone pushes through the skin; it is serious because the wound and the bone may get infected.
- Closed fracture: the broken bone does not pierce the skin.
- Greenstick fracture: a bone is partly bent and partly broken; occurs most often in children.
- Spiral fracture: a break that follows a line like a corkscrew.
- Transverse fracture: a break that is at right angles to the long axis of the bone.
- Comminuted fracture: a bone that is broken into many pieces.
- Hairline fracture: a break that shows on an X-ray as a very thin line that does not extend entirely through the bone; all parts of the bone still line up perfectly.



## Diagnosis

Doctors can usually see whether most bones are broken by using regular X-rays. However, for other bones, doctors may use a CT scan. To find out if there is any damage to joints or ligaments, doctors may do a magnetic resonance imaging scan (MRI).

## Treatment

Treatment for a broken bone depends on the type, severity and location and whether the tissue around the bone is damaged. A doctor may choose to treat a fracture in several different ways:

- a cast, sling or splint
- closed reduction: moving the limb or joint to its normal position without open surgery. Pain or sedation drugs are used during the procedure.
- open reduction: Surgery that returns the bone to its normal position. Surgeons may use pins, wires, plates and/or screws to hold the bone together.
- external fixator: the surgeon puts pins in the bone above and below the injury. These are connected to a metal frame outside the skin that holds the bones together to heal. This may stay on for days or weeks and will be removed after the fracture heals or the patient has another surgery.

## SPINAL CORD INJURY

Blunt or penetrating trauma can injure the spinal cord. Two main types of injury can occur:

- Quadriplegia (also called tetraplegia): injury to the spinal cord from the first cervical vertebra (C1) to the first thoracic vertebra (T1) level (see section under Anatomy). This means the patient has paralysis of (cannot move) the arms and legs. Injury at or above the C4 level affects breathing and patients often need a ventilator (a breathing machine).
- Paraplegia: injury to the spinal cord from the second thoracic vertebra (T2) to the 12<sup>th</sup> thoracic vertebra (T12), causing paralysis of both legs and possibly the chest and abdomen.

Doctors may also say the patient has a complete or an incomplete injury:

- A complete spinal cord injury means that the patient cannot move and has no feeling. It does not always mean that the spinal cord has been cut in two.
- An incomplete spinal cord injury means that the patient has some movement or feeling. Incomplete injuries may be to back, front or central part of the spinal cord. With injury to the back part of the spinal cord, the patient may have movement but be unable to feel that movement. With injury to the front part of the cord, the patient may lose movement but may be able to feel touch and temperature. An incomplete injury may get better in time. It is hard to know when or if full function will return.

## Diagnosis and Evaluation

Doctors use physical exams, X-rays, CT scans and Magnetic Resonance Imaging (MRI) scans to diagnose a spinal cord injury. X-rays do not show the spinal cord itself but do show damage to the vertebral column or the bones around the

spinal cord. CT scans and MRIs give the best picture of the spinal cord and bones. Sometimes doctors cannot do an MRI because of other injuries the patient has, because of the patient's weight, or because the patient has a pacemaker, monitor or other metal device. In these cases, doctors use other tests to evaluate the patient.

## Treatment

In the first 12 hours doctors may offer medical treatment like steroids to help reduce spinal cord swelling. If the spinal cord was cut in two, no treatment can reduce paralysis.

Patients need special attention to bladder and bowel function and skin care. They may need surgery to give support to the spine. Surgery may not change paralysis but will allow the patient to sit up. Talk with the surgeon about the goals of surgery. In any case, getting out of bed improves healing and the sense of well-being and lowers the risk of pneumonia, pressure sores and blood clots.

Patients with spinal cord injuries receive special attention to prevent pressure sores and a condition called autonomic dysreflexia:

- Pressure sores (also known as pressure ulcers or decubitus) are breakdowns in the skin caused by constant pressure on one area and decreased blood flow from not moving. Pressure sores can occur on the bottom, hips, back, shoulders, elbows and heels. Skin redness is the first sign that a sore may be starting, so it is important to check the skin every day to prevent these sores. If a sore occurs, it can take many months to heal or even need surgery. Moving the patient from side to side and propping up the feet can help prevent pressure sores.
- Autonomic dysreflexia may occur when the spinal cord injury is at or above the T6 level. It means that messages about blood pressure control are not being sent as they should be. As a result, when blood pressure goes up due to pain (for instance), it may not return to normal once the pain is treated. High blood pressure can cause a stroke, so it is very important to know the warning signs and find the cause. Signs of autonomic dysreflexia include headache, seeing spots or blurred vision, sweating, or flushing (redness) of the skin.

## Glossary of Common Medical Terms

## PROCEDURES

**craniotomy:** making a surgical incision through the cranium (the part of the skull that encloses the brain); usually done to relieve pressure around the brain.

**craniectomy:** removing part of the skull bone to give the brain more room to swell. This type of surgery may also be done when a clot is removed. The skull bone is replaced when the patient is better (usually several months later).

**gastrostomy:** surgery to make an opening into the stomach to place a feeding tube. This surgery is often done at the bedside. The feeding tube is usually temporary. The doctor may remove it when the patient is able to eat food.

**jejunostomy:** surgery to make an opening in the small intestine to place a feeding tube. The feeding tube is often temporary. The doctor may remove it when the patient is able to eat food.

**laparotomy:** surgery that opens the abdomen so doctors can examine and treat organs, blood vessels or arteries.

**laparoscopy:** surgery where a camera is inserted through small holes resulting in smaller surgical incisions.

**suction:** a procedure to remove secretions from the mouth and lungs. Doctors also use suction to remove fluid during surgery.

**thoracotomy:** surgery to open the chest.

**tracheostomy:** surgery that makes an incision in the throat area just above the windpipe (trachea) to insert a breathing tube. When it is complete, the breathing tube in the mouth will be taken out. This surgery is often done at the bedside. The tracheostomy tube may be removed when the patient can breathe on his or her own and can cough up secretions.

## EQUIPMENT

**Ambu bag:** a device used to help patients breathe.

**blood pressure cuff:** a wrap that goes around the arm or leg and is attached to the heart monitor. The cuff lightly squeezes the arm or leg to measure blood pressure.

**cervical collar (C-collar):** a collar placed around the neck to keep it from moving. Most patients have a C-collar until the doctor can be sure that there is no spine injury. If there is no injury, the doctor will remove the collar.

**continuous passive motion (CPM):** a machine that gives constant movement to selected joints. It is often used in the hospital after surgery to reduce problems and help recovery.

**ECG/EKG (electrocardiogram):** a painless tracing of the electrical activity of the heart. The ECG gives important information about heart rhythms and heart damage.

**endotracheal tube:** a tube that is put in the patient's mouth and down into the lungs to help with breathing. The patient cannot talk while it is in place because

the tube passes through the vocal cords. When it is taken out, the patient can speak but may have a sore throat.

**Foley catheter:** a tube placed in the bladder to collect urine.

**halo:** A device used to keep the neck from moving when there is a cervical spine injury. When used, a C-collar is not needed.

**intracranial pressure (ICP) monitor:** a tube placed in the brain to measure pressure on the brain caused by excess fluid.

**IV fluid:** fluid put in the vein to give the patient drugs and nutrition (food).

**IV pump:** a machine that gives a precise rate of fluids and/or drugs into the vein.

**nasogastric (NG) tube:** a tube put into the patient's nose to give drugs and nutrition (food) directly into the stomach. It can also be used to get rid of excess fluids from the stomach.

**orthotic:** a device, such as a splint, that keeps a part of the body from moving around.

**prosthetic:** a device that replaces a missing body part, such as a leg, arm or eye.

**pulmonary artery catheter:** a line placed into a shoulder or neck vein to measure heart pressure and to tell how well the heart is working.

**pulse oximeter:** an electronic device placed on the finger, toe or ear lobe to check oxygen levels.

**triple lumen catheter:** a line placed into a shoulder or neck vein to give IV fluids and drugs.

**tube feeding pump:** a machine to give fluids and nutrition (food) in the stomach or small intestine using a nasogastric (NG) tube.

**ventilator:** a breathing machine, sometimes called a respirator, that helps patients breathe and gives oxygen to the lungs.

## ANATOMY

### Bones, Skeletal

**acetabulum:** the hip socket.

**carpals:** the eight bones of the wrist joint.

**clavicle (collarbone):** a bone that moves with the breastbone (sternum) and the shoulder blade (scapula).

**femur:** the thigh bone, which runs from the hip to the knee and is the longest and strongest bone in the skeleton

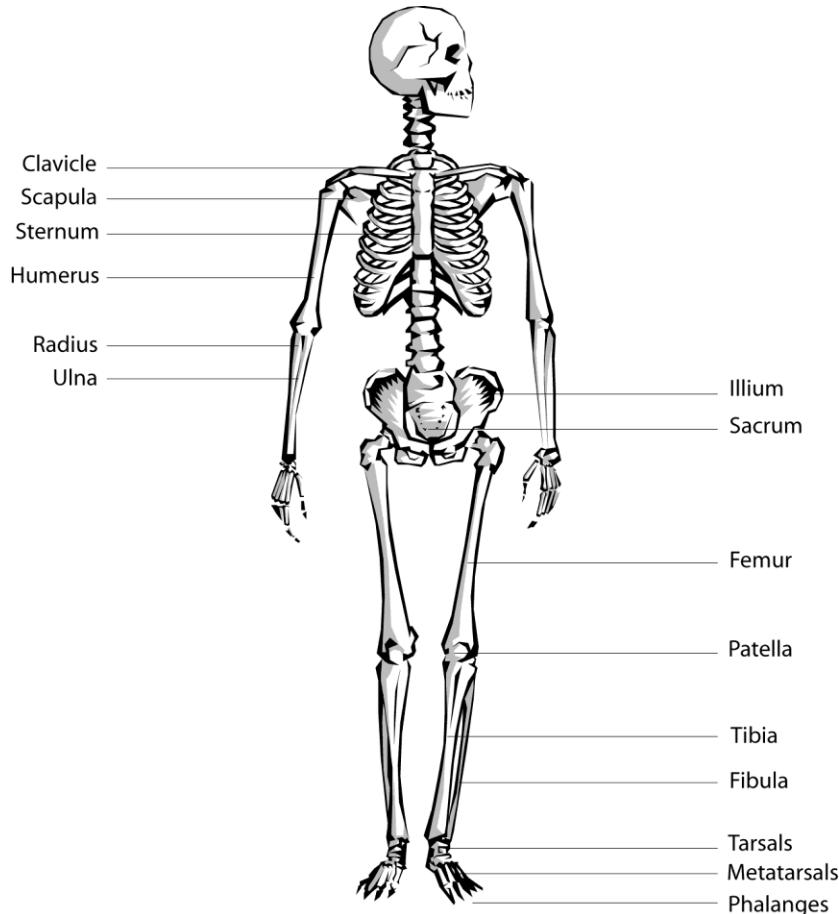
**fibula:** the outer and smaller bone of the leg from the ankle to the knee; it is one of the longest and thinnest bones of the body.

**humerus:** the upper bone of the arm from the shoulder joint to the elbow.

**ileum:** one of the bones of the pelvis; it is the upper and widest part and supports the flank (outer side of the thigh, hip and buttock).

**ischium:** the lower and back part of the hip bone.

**metacarpals:** the bones in the hand that make up the area known as the palm.



**metatarsals:** the bones in the foot that make up the area known as the arch.

**patella:** the lens-shaped bone in front of the knee.

**pelvis:** three bones (ilium, ischium and pubis) that form the girdle of the body and support the vertebral column (spine); the pelvis is connected by ligaments and includes the hip socket (the acetabulum).

**phalanges:** any one of the bones of the fingers or toes.

**pubis:** the bone at the front of the pelvis.

**radius:** the outer and shorter bone in the forearm; it extends from the elbow to the wrist.

**sacrum:** five joined vertebrae at the base of the vertebral column (spine).

**scapula (shoulder blade):** the large, flat, triangular bone that forms the back part of the shoulder.

**sternum (breastbone):** the narrow, flat bone in the middle line of the chest.

**tarsals:** the seven bones of the ankle, heel and mid-foot.

**tibia:** the inner and larger bone of the leg between the knee and ankle.

**ulna:** the inner and larger bone of the forearm, between the wrist and the elbow, on the side opposite the thumb.

## Bones, Skull and Face

**frontal bone:** forehead bone.

**mandible:** the horseshoe-shaped bone forming the lower jaw.

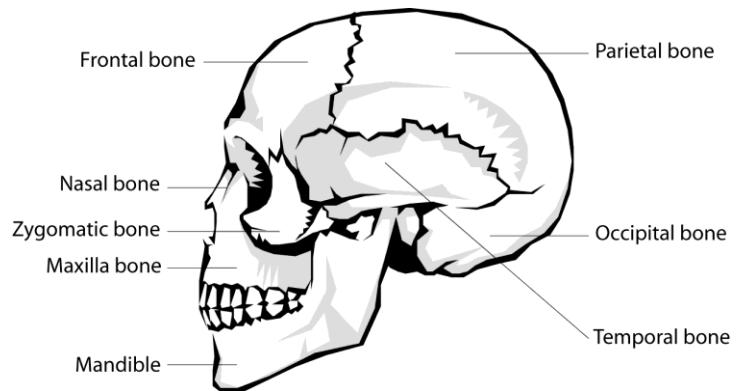
**maxilla:** the jawbone; it is the base of most of the upper face, roof of the mouth, sides of the nasal cavity and floor of the eye socket.

**nasal bone:** either of the two small bones that form the arch of the nose.

**parietal bone:** one of two bones that together form the roof and sides of the skull.

**temporal bone:** a bone on both sides of the skull at its base.

**zygomatic bone:** the bone on either side of the face below the eye.



## Bones, Spine

**atlas:** the first cervical vertebra.

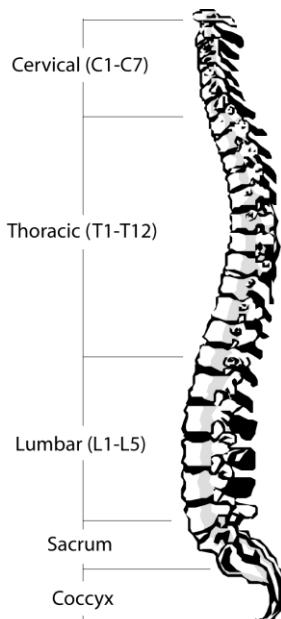
**axis:** the second cervical vertebra.

**cervical vertebrae (C1–C7):** the first seven bones of the spinal column; injury to the spinal cord at the C1–C7 level may result in paralysis from the neck down (quadriplegia).

**coccyx:** a small bone at the base of the spinal column, also known as the tailbone.

**intervertebral disk:** the shock-absorbing spacers between the bones of the spine (vertebrae).

**lumbar vertebrae (L1–L5):** the five vertebrae in the lower back; injury to the spinal cord at the lumbar level may affect



bowel and bladder function and may or may not involve paralysis below the waist (paraplegia).

**sacral vertebrae:** the vertebrae that forms the sacrum.

**sacrum:** five joined vertebrae at the base of the vertebral column (spine).

**sciatic nerve:** the largest nerve in the body, passing through the pelvis and down the back of the thigh.

**spinous process:** the small bone that protrudes at the back of each vertebra.

**thoracic vertebrae (T1-T12):** the 12 vertebrae in the middle of the back that are connected to the ribs; injury to spinal cord at the thoracic level may result in paralysis from the waist down (paraplegia) and may affect other organs such as the liver, stomach and kidneys, and functions such as breathing.

**transverse process:** the two small bones that protrude from either side of each vertebra.

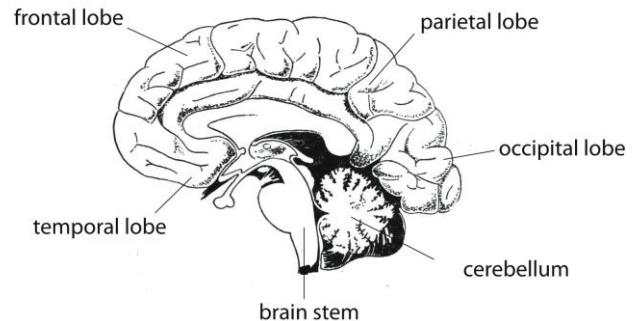
## Brain

**brain stem:** the part of the brain that connects to the spinal cord; it controls blood pressure, breathing and heartbeat.

**cerebellum:** the second-largest part of the brain; it controls balance, coordination and walking.

**cerebrum:** the largest part of the brain, with two halves known as hemispheres; the right half controls the body's left side and the left half controls the body's right side. Each hemisphere is divided into four lobes:

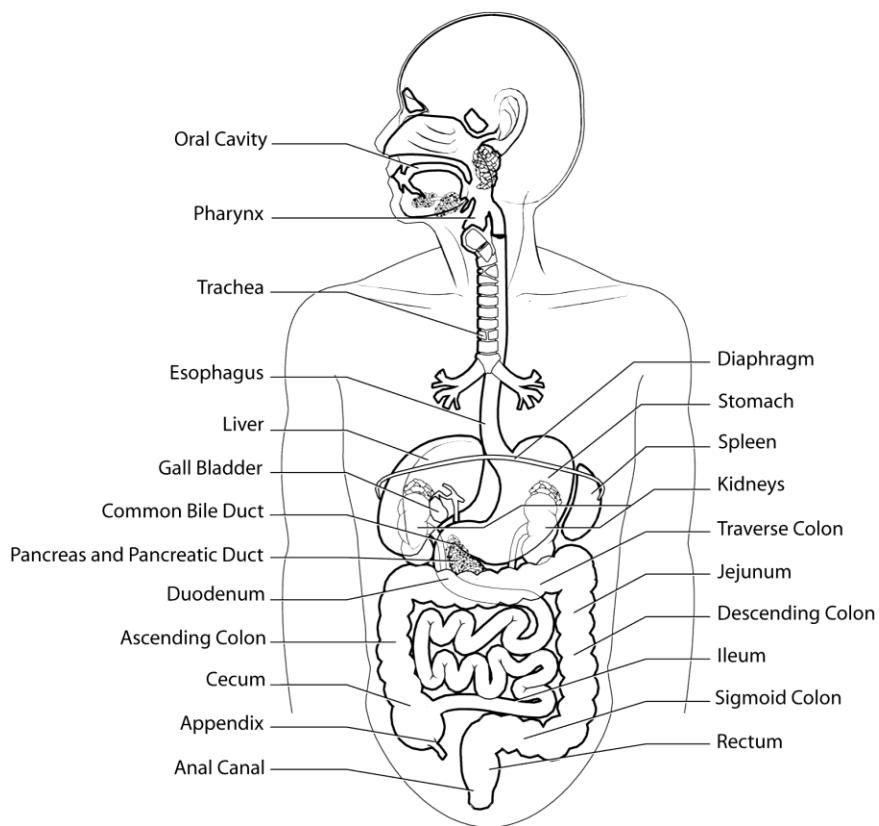
- **frontal lobe:** area behind the forehead that helps control body movement, speech, behavior, memory and thinking.
- **occipital lobe:** area at the back of the brain that controls eyesight.
- **parietal lobe:** top and center part of the brain, located above the ear, helps us understand things like pain, touch, pressure, body-part awareness, hearing, reasoning, memory and orientation in space.
- **temporal lobe:** part of the brain near the temples that controls emotion, memory, and the ability to speak and understand language.



## Digestive System and Abdomen

**colon:** the final section of the large intestine; it mixes the intestinal contents and absorbs any remaining nutrients before the body expels them.

**duodenum:** the first part of the small intestine; it receives secretions from the liver and pancreas through the common bile duct.



**esophagus:** the muscular tube, just over nine inches long, that carries swallowed foods and liquids from the mouth to the stomach.

**gallbladder:** a pear-shaped sac on the underside of the liver that stores bile received from the liver.

**ileum:** the lower three-fifths of the small intestine.

**jejunum:** the second part of the small intestine extending from the duodenum to the ileum

**kidney:** one of a pair of organs at the back of the abdominal cavity that filter waste products and excess water from the blood to produce urine.

**large intestine:** absorbs nutrients and moves stool out of the body.

**liver:** organ that filters and stores blood, secretes bile to aid digestion and regulates glucose; due to its large size and location in the upper right portion of the abdomen, the liver is the organ most often injured.

**pancreas:** gland that produces insulin for energy and secretes digestive enzymes.

**pharynx (throat):** the passageway or tube for air from the nose to the windpipe and for food from the mouth to the esophagus.

**rectum:** the lower part of the large intestine between the sigmoid colon and the anus.

**sigmoid colon:** the S-shaped part of the colon between the descending colon and the rectum.

**small intestine:** the part of the digestive tract that breaks down and moves food into the large intestine and absorbs nutrients.

**spleen:** organ in the upper left part of the abdomen that filters waste, stores blood cells and destroys old blood cells; it is not vital to survival but without it there is a higher risk of infections.

**stomach:** the large organ that digests food and then sends it to the small intestine.

## Respiratory System

**diaphragm:** dome-shaped skeletal muscle between the chest cavity and the abdomen that contracts when we breathe in and relaxes when we breathe out.

**epiglottis:** a flap of cartilage behind the tongue that covers the windpipe during swallowing to keep food or liquids from getting into the airway.

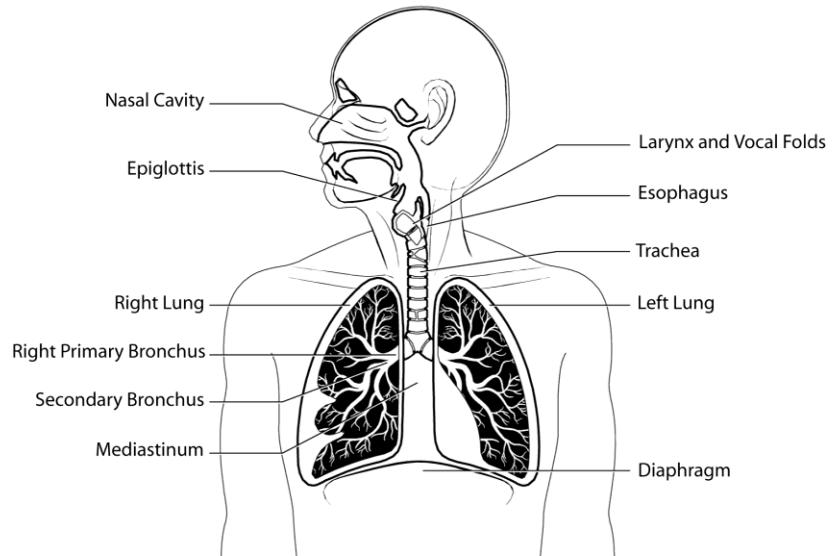
**larynx (voice box):** part of the airway and place in the throat where the vocal cords are located.

**lung:** one of two organs in the chest that delivers oxygen to the body and removes carbon dioxide from it.

**mediastinum:** the part of the body between the lungs that contains the heart, windpipe, esophagus, the large air passages that lead to the lungs (bronchi) and lymph nodes.

**nasal cavity:** a large air-filled space above and behind the nose in the middle of the face where inhaled air is warmed and moistened.

**pharynx (throat):** the passageway or tube for air from the nose to the windpipe and for food from the mouth to the esophagus.



trachea (windpipe): the main airway that supplies air to both lungs.

vocal cord: either of two thin folds of tissue within the larynx that vibrate air passing between them to produce speech sounds.

## For Your Comfort

### Hospital Resources

#### » INTERPRETER SERVICE

All staff are responsible for obtaining a qualified interpreter when needed to effectively communicate.

Family members or friends will not be used for language assistance except:

- in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available; or
- where the individual in need of communication services specifically requests that the accompanying adult interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances.

Except in an emergency, family members or friends may be used for language assistance only after an offer of free qualified language assistance is offered and documented using the form, "Services for Persons Who are Deaf or Hard of Hearing."

A "Waiver of Language Assistance" will be used if any language services are provided by people not procured by the HCA Florida Ocala Hospital.

Minor children or other patients will not be used to interpret to ensure the confidentiality of information and effective communication.

If a family member or friend is not competent or appropriate for any of the previous reasons, then a qualified interpreter must be provided to ensure effective communication.

#### » SERVICES FOR INDIVIDUALS WITH HEARING IMPAIRMENTS

HCA Florida Ocala Hospital shall inform people who may be Deaf or Hard of Hearing of the availability of free qualified language assistance. A

nondiscrimination statement will be posted at intake areas and other points of entry, including but not limited to the emergency room, admitting and outpatient areas.

HCA Florida Ocala Hospital utilizes relay services for external telephone with TTY users. Calls are accepted through a relay service. The state relay service number is 7-1-1. English Florida Relay Customer Service TTY/Voice: 1-800-676-3777. Spanish Florida Relay Customer Service TTY/Voice: 1-800-855-2886.

#### »ATMs

An ATM is located on the first floor in the main hospital lobby, behind the reception desk.

### INSURANCE AND DISABILITY INFORMATION

#### INSURANCE AND DISABILITY

Insurance coverage for trauma patients can be very complex. A financial counselor can help with insurance and payment questions.

#### FINANCIAL ASSISTANCE

If you do not have health insurance or are concerned that you may not be able to pay for your care in full, we may be able to help. HCA Florida Healthcare offers many forms of financial assistance for patients without healthcare insurance needing emergent or non-elective services.

#### MEDICAID

To apply for Medicaid, contact MyACCESS in the State of Florida. You can visit their web site at: <https://myaccess.myflfamilies.com>

#### DISABILITY PAYMENTS

Payments to help a patient through long-term or short-term disability are different. Patients or family members are responsible for applying for these payments. Your social worker or case manager can answer basic questions.

#### APPLYING FOR SHORT-TERM DISABILITY

Your loved one may be entitled to short-term disability through an employer. If you are applying for short-term disability, please remember:

- Sign everything on the form that needs to be signed and identify the fax number at work where the forms should be sent (usually the Human or Personnel Services office).
- Ask the nurse where to leave the forms so the doctor can get them. It is best to submit these forms while your loved one is still in the hospital.
- Doctors complete the forms in their offices. The office staff returns the papers to you to submit to the employer, or the doctor may choose to fax the forms directly to the employer.
- For questions about your forms, contact your physician's office number. Completion of these forms typically takes 7-10 business days.

## **SOCIAL SECURITY**

Social Security pays benefits to people who cannot work because they have a medical condition that is expected to last at least one year or result in death. The Social Security Web site ([www.ssa.gov](http://www.ssa.gov)) is easy to use if you apply for Supplemental Security Income (SSI). You can call 800-772-1213 or call your local Social Security office. It takes many months to process an application, so it is a good idea to get started quickly.

## **LETTERS FOR EMPLOYERS, SCHOOLS AND OTHERS**

The hospital has letters to send to employers, schools or courts to inform them that you and your loved one are in the hospital. Your nurse can tell you how to get these letters. They are available only while you are in the hospital. After discharge, you will need to contact your doctor's office directly.

# DISCHARGE

## AFTER THE HOSPITAL: PLANNING FOR DISCHARGE

Many people need specialized care after they leave the hospital. This can include:

- Special equipment
- nursing care
- physical therapy
- occupational therapy
- speech therapy

A case manager or social worker will work with you to make a plan. They may talk with your insurance company to see what it will pay. They can also help you arrange care. If you do not have health insurance, the social worker or financial counselor can help find out where you can apply for assistance.

### LEVELS OF CARE IN THE COMMUNITY

Each person, injury and path to recovery are different. Your trauma team will tell you which level of care is best. Your social worker or case manager will help you find the care you need. They will consider your insurance and your ability to pay.

Here are the levels of care:

#### » Rehabilitation facility

People who can do three hours or more of therapy each day may be able to go to an acute rehabilitation hospital. Patients have freedom of choice when deciding upon a rehabilitation facility.

#### » Skilled nursing facility

People who are not well enough to do three hours of therapy each day but who still need therapy may benefit from a short stay at a skilled nursing facility. Such care is available at many local nursing homes and can be arranged by your case manager.

#### » Home care

Some people can live at home with nurses and therapists coming to them. The case manager will arrange these types of services. They can also give you the name and phone number of a home health agency.

#### » Outpatient care

People who can go out of their home for therapy will be given a prescription when they are discharged. This is a doctor's prescription that you will need to make your own appointments. The case manager can give you the names of providers near your home.

» **Home with no home care**

Many people do not need home care from a nurse or therapist. They are discharged to the care of family. The trauma doctor may tell you to come back to see him or her or to see your own doctor after you are discharged. You will need to make your own appointments with the physician's office.

» **Trauma follow-up clinic**

The HCA Florida Ocala Hospital's Trauma Follow-up clinic continues treatment of patients that are discharged from the inpatient setting. The appointments are initiated by discharge and scheduled by the follow-up clinic staff for office visits with trauma, trauma neurosurgery, and/or emergency general surgery. Patients are followed from their first visit to last or as needed status. The clinic also orders all follow-up imaging, pathology or any additional studies that pertain to their mechanism of injury or illness. If a patient needs to continue treatment with another service line outside of the follow-up clinic's practice, such as orthopedics or plastics, clinic office staff continue to provide this information to the patient and work to facilitate those appointments on behalf of the patient. The Trauma Follow-up Clinic can be reached by calling 352-401-1218.



## NOTES:

## SKILLED NURSING FACILITY PREFERENCES

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## REHABILITATION PREFERENCES

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Some Practical Information and Resources

### Mental Wellness Toolkit

<https://www.therapistaid.com/packet/covid-19>

Variety of resources for mental health, from anxiety and stress to meditation.

### National Center for PTSD

<https://www.ptsd.va.gov/>

A national resource for trauma survivors, which includes information about PTSD, resources such as the PTSD Coach Online, and videos from other survivors and professionals.

### National Child Traumatic Stress Network

<https://www.nctsn.org/>

A national resource for the public, professionals, and others who care about children and are concerned about child traumatic stress. Resources include information about child trauma types, trauma treatments, and trauma-informed care.

### Division of Victim Services & Criminal Justice Programs

<https://www.myfloridalegal.com/victim-programs>

The Office of Attorney General lists services and resources for victims of crimes. Call (800) 226-6667 or email [VCIntake@MyFloridaLegal.com](mailto:VCIntake@MyFloridaLegal.com).

### Florida Legal Aid

<https://www.flcourts.gov/Resources-Services/Office-of-Family-Courts/Self-Help-Information/Legal-Aid>

This resource provides free legal services to low-income individuals in civil matters throughout the state of Florida. If you have a civil legal problem but cannot afford to hire a private lawyer, you still may have access to the legal system through your local legal services-legal aid organization which provides free or low-cost legal services to persons with low incomes.

### Brain Injury Florida

<https://www.braininjuryfl.org/>

Brain Injury Florida's (BIF) purpose is to improve the quality of life for residents of the state of Florida who have sustained an acquired brain injury (from either traumatic or non-traumatic causes) by promoting effective awareness, education, outreach, treatment, prevention, advocacy, and support. Call 1-800-444-6443 or visit <https://www.braininjuryfl.org/>

Christopher and Dana Reeve Foundation

<https://www.christopherreeve.org/>

The Reeve Foundation is dedicated to curing spinal cord injury by funding innovative research and improving the quality of life for people living with paralysis through grants, information, and advocacy. Call 1-800-225-0292 or visit [www.christopherreeve.org](http://www.christopherreeve.org)

# RECOVERY

## YOUR RESPONSE TO YOUR LOVED ONE'S INJURY: GRIEF AND LOSS

Just as our bodies can be traumatized, so can our minds. Trauma can affect your emotions and will to live. The effect may be so great that your usual ways of thinking and feeling may change. The ways you used to handle stress may no longer work.

Patients may have a delayed reaction to their trauma. In the hospital, they may focus on their physical recovery rather than on their emotions. As they face their recovery, they may have a range of feelings, from relief to intense anxiety.

Family members also may go through a range of emotions between first hearing the news of the injury and on through the patient's recovery.

Trauma patients and their families often feel loss on some level. The loss may relate to changes in health, income, family routine or dreams for the future. Each person responds to these changes in their own way. Grief is a common response. When it does get better, it can delay recovery and add to family problems. Knowing the early signs of depression and post-traumatic stress syndrome (PTSD), is important.

## COPING WITH LOSS

The stress that goes with trauma and grief can affect your health. It can also affect your decision making during the first several months after the trauma. It is important for you to try to eat well, sleep and exercise. If you have any long-term health problems, such as heart disease, be sure to stay in contact with your doctor.

Part of recovery involves using the help of others. You can also find a support system. This can be a friend, family member, a member of the clergy, a support group, or another person who has experienced similar loss. Not everyone knows what to say or how to be helpful. Some people avoid those who have experienced a trauma in their family because it makes them uncomfortable. It may take some time to find friends or family who can be good listeners.

## WHEN A PATIENT DIES

Few things in life are as painful as the death of a loved one. We all feel grief when we lose a loved one. Grief is also a very personal response. It can dominate one's emotions for many months or years. For most people, the intensity of initial grief changes over time. It may take both time and help to move from suffering to a way of remembering and honoring the loved one.

## WHEN IS IT A GOOD IDEA TO SEEK PROFESSIONAL HELP?

Sometimes grief overwhelms us. This is when professional help is useful. You may need help if:

- The grief is constant after about six months
- If there are symptoms of PTSD or major depression
- If your reaction interferes with daily life

Your doctor can help you identify local services available for support, including the Trauma Survivors Network.

## IS IT STRESS OR POST-TRAUMATIC STRESS DISORDER?

Going through a traumatic injury can cause a range of strong emotions. These emotions are perfectly normal. For example, it is common for people to feel or experience the following right after the injury:

- Sadness
- Anxiousness
- Crying spells
- sleep problems
- Anger
- Irritability
- Grief or self-doubt

For some people, distress resolves over time. For others, it may hold steady or even increase. In about one out of four people, the distress is so severe that it is called post-traumatic stress disorder, or PTSD.

## WHAT IS PTSD?

PTSD is a type of anxiety that occurs in response to a traumatic event. It was first described in combat veterans. Now we know that PTSD occurs in everyday life. PTSD has defined symptoms that are present for at least four weeks. After a trauma, people may have some PTSD symptoms, but that does not mean they have PTSD. PTSD means having a certain number of symptoms for a certain length of time. There are three types of PTSD symptoms:

Type	Symptoms
Hypervigilance	Having a hard time falling asleep or staying asleep Feeling irritable or having outbursts of anger Having a hard time concentrating Having an exaggerated startle response
Re-experiencing	Having recurrent recollections of the event Having recurrent dreams about the event

	Acting or feeling as if the event were happening again (hallucinations or flashbacks) Feeling distress when exposed to cues that resemble the event
Avoidance	Avoiding thoughts, feelings, conversations, activities, places or people that are reminders of the event Less interest or participation in activities that used to be important Feeling detached; not able to feel

Only a mental health professional can diagnose PTSD, but if a friend or family member notices any of the symptoms, it may be a sign that help is needed.

### GETTING HELP IF YOU ARE A VICTIM OF VIOLENCE

- CASA Marion – 352-722-CASA (2272) – <http://www.casamarion.org/>
- Florida Coalition Against Domestic Violence (FCADV) – (850) 425-2749 – <http://www.fcadv.org/>
- Kimberly's Center for Child Protection – (352) 873-4739 – <http://www.kimberlyscenter.org/>
- The Marion County Children's Alliance – (352) 438-5990 – <http://www.breakthesilenceonviolence.org>
- The Department of Children and Families – (866) 762-2237 – <http://www.dcf.state.fl.us>
- Community Legal Services of Mid-FL – (352) 629-6257 – <http://www.clsmf.org>
- The National Coalition against Domestic Violence – 1-800-799-SAFE (7233) – <http://www.NCADV.org>
- United Way of Marion County – (352) 732-9696 or simply dial 211 – <http://www.uwmc.org/2-1-1>
- The National Domestic Violence Hotline – 1-800-799-SAFE (7233) – <http://www.thehotline.org/help/>
- The Attorney General's Office – (850) 414-3300 – <http://myfloridalegal.com/victims>

### Wisdom From Other Trauma Patients and Their Families

- » Dates and times for medical procedures, tests or even discharges from the hospital are not set in stone. There are usually many factors or people involved, and things do not always work out as planned. If you are scheduled for an MRI, for instance, but an emergency case comes into the unit, they

must handle the emergency first. Dates and times are targets, not guarantees.

- » Don't be afraid to ask for pain medicine. But keep in mind that the staff must follow a process, and it may take a while to fill the request. Your nurse must get your doctor's OK before you receive any medications.
- » Get involved in your treatment. You have the right to know about your options and to discuss them with your doctor. If you are told that you need a certain test, feel free to ask for an explanation of the test and what that test will show.
- » Get a person's name at your insurance company and try to always talk to that person. The social worker or case manager at the hospital may be able to help you find this person. It is easier for you and easier for the insurance person too. Having someone who knows your case can be very helpful when the bills start rolling in.
- » Physical therapy can be very important. Muscles weaken very quickly, and any activity that you can handle will help you recover more quickly. Try to arrange for pain medication about 30 minutes or so before you have physical therapy. If you do this, your therapy will hurt less, enabling you to do more and make more progress.
- » Plan ahead. Your discharge from the hospital may come more quickly than you expect, even before you feel ready to go. The best way to be ready is to make plans early. Ask your nurse about what kind of help is available to arrange for rehab, home care, equipment or follow-up appointments. Even if you plan ahead, you may find that you need other equipment or devices after you return home. Don't panic! Your home care provider or doctor's office can help you once you are home.
- » Be patient with yourself. Your recovery may not always follow a "straight line." You may feel fairly good one day, then really tired and cranky the next. It can be frustrating to feel like you're losing ground, but you'll need to be patient and focus on your progress over time.
- » Take notes. Ask a family member or friend to keep a journal of what happens during your hospital stay. These notes may be interesting to you in the future.
- » Ask for help. Being in the hospital disrupts every bit of your life – routines, schedules, relationships and plans. You are probably used to being very independent, but you now rely on other people for help. Your family and friends probably want to help in any way they can. They only need your invitation.

## American Trauma Society and the Trauma Survivors Network (TSN)

The American Trauma Society (ATS) is a leading group for trauma care and prevention. We have been an advocate for trauma survivors for the past 30 years. Our mission is to save lives through improved trauma care and injury prevention. For details, go to [www.amtrauma.org](http://www.amtrauma.org).

The ATS knows that serious injury is a challenge. To help, the ATS has joined with HCA Florida Ocala Hospital to help you through this difficult time. The goal of the TSN is to help trauma survivors and their families connect and rebuild their lives.

The TSN is committed to:

- Training health care providers to deliver the best support to patients and their families
- Connecting survivors with peer mentors and support groups
- Enhancing survivor skills to manage day-to-day challenges
- Providing practical information and referrals
- Developing online communities of support

The TSN offers its services together with local trauma centers. These services can include:

- A link to Carepages which helps you talk with friends and family about your injured loved one
- An online library where you can learn about common injuries and treatments
- This Resource Book for Trauma Survivors & Their Families
- An online forum where trauma survivors and their families can share experiences
- Virtual and in-person Trauma Support Groups for survivors
- Family Class to support family members
- NextSteps Classes. NextSteps is an interactive program to help survivors manage life after a serious injury
- Peer Visitors who provide support to current Trauma Survivors while they are hospitalized

Please take a moment to explore the TSN programs and services by visiting the Website at [www.traumasurvivorsnetwork.org](http://www.traumasurvivorsnetwork.org). If you think we can help you—or if you want to help support and inspire others—join the TSN today! Joining takes only a minute of your time and is completely free.

This booklet is provided as a public service by the American Trauma Society and HCA Florida Ocala Hospital. The booklet is based on a Trauma Handbook developed by the Inova Regional Trauma Center at the Inova Fairfax Hospital and Inova Fairfax Hospital for Children in Falls Church, Virginia.