



Patient and Visitor Guide

Important Information for Your Hospital Stay

Table of Contents

Dear Patient	2
Our Commitment to Care	3
Fast Facts About Your Stay	4
Important Things to Know While You Stay With Us.....	6
Patient Rights and Responsibilities	10
How May We Help?	12
Advance Directives.....	13
Before You Leave the Hospital	13
Understanding Your Bill.....	15
Giving Back.....	15
How Did We Do?	16
Facility Guide.....	17
Committed to Keeping You Informed.....	38
Notes.....	39

Dear Patient,

Thank you for choosing Ochsner to meet your healthcare needs. Our goal is to provide you with respectful, compassionate, quality care. Our staff is here for you and your family. If we can do anything to serve you better at any time, please let us know.



Pete November
Chief Executive Officer
Ochsner Health



Robert Hart, M.D.
Chief Physician Executive
Ochsner Health



Mike Hulefeld
President and Chief Operating Officer
Ochsner Health



Our Mission: We Serve, Heal, Lead, Educate and Innovate.

OUR VALUES



PATIENTS FIRST



COMPASSION



INTEGRITY



INCLUSIVITY



EXCELLENCE



TEAMWORK

Our Commitment to Care

Patient experience matters to us

Our goal is to provide the best quality care. To do so, we ask for feedback. Part of the way we achieve our goal is to involve you in your care, regularly check on you and ask you for feedback.

You can expect Bedside Shift Reports twice a day at shift change.

Your care team completes a hand-off with the nurse coming on shift and the nurse going off their shift. We will discuss your care plan, medications and any questions you may have. We will also perform Hourly Rounding which means, about every hour someone from your care team will be in to assist you with your needs, including helping you to the bathroom.

Finally, we Leader Round. A leader from your floor will stop by to see you daily and ask for your feedback to ensure you are receiving the care you need. You can also expect the leader to ask you questions to ensure that you are receiving the best experience that Ochsner can provide. They will address your concerns and make the appropriate changes in a timely manner. If you feel the staff has not addressed your concerns, ask to speak with the department manager.

Important Contact Information

Ochsner Health Patient Financial Services

- Phone: 504-842-4190
- Toll Free: 1-800-343-0269
- Email: billing@ochsner.org

Ochsner International Services

- Phone: 504-842-3719
- Fax: 504-842-1004
- E-mail: international@ochsner.org

Schedule an appointment

- Phone: 1-866-624-7637

Fast Facts About Your Stay

The following services are available to all patients. Please ask your nurse if you need more information or want to arrange for certain services.

Case Management and Social Services

You may have concerns about your illness, your hospital stay and how you will manage your care after discharge. Discussing these concerns and planning for your post-hospital care are good ways to deal with any uncertainty you may have. A case manager or social worker, partnering with doctors, nurses and other healthcare personnel, can help develop a plan for post-hospital care that fits your needs and resources.

Chemotherapy Medication Safety

Chemotherapy drugs are considered hazardous to those not prescribed the medication for cancer. For the safety of our hospital staff, extra precautions are required when handling these medications, such as wearing a mask, gowns, gloves or eyewear.

Hospitalists

During your stay, you may be seen by one or more doctors called hospitalists. Hospitalists are board-certified internal medicine doctors who oversee your care while you are in the hospital. Hospitalists lead a team of nurses, case managers, social workers, physical and occupational therapists, respiratory therapists and pharmacists. Physician assistants (PAs) and nurse practitioners (NPs) can be members of the hospital medicine team and serve as your primary contact on a day-to-day basis.

You may have medical residents and medical students on your care team who are learning and working under the direct supervision of Medical Staff.

Internet Wi-Fi

Ochsner offers free Wi-Fi service for use by patients and visitors. Access is available with any internet-enabled device by connecting to the OHNGuest wireless network. Access to certain content is blocked.

Language Services

Interpreters are available 24/7 via Video Remote and Over the Telephone for Limited English Proficient, Deaf and Hard of Hearing patients, free of charge. In-person interpreters are available upon availability.

Food and Nutrition Services

Proper nutrition is essential for your wellness and recovery. Our staff makes every effort to serve foods that are healthy, well prepared and attractive. Hospital dietitians help you meet your nutritional needs.

Patient Education

Simple, easy-to-understand information will be given to help you learn about medical conditions, procedures and staying healthy. These materials can help you participate in your healthcare.

Smoking Policy

Ochsner is a smoke-free facility. The hospital's tobacco-free policy prohibits the use of all tobacco products (including smokeless cigarettes) indoor and outdoor areas, including vehicles and all Ochsner property. This policy applies to the entire campus and includes all patients, visitors, staff and vendors.

Spiritual Care

The spiritual aspect of healthcare is important to recovery. Your faith-based organization is welcome at Ochsner. Nursing personnel or a case manager can assist you with contacting a particular faith group or requesting chaplain services.

Telephones

Telephones are provided for use at no charge in all patient rooms. Report any difficulty with your phone to your nurse. Long-distance or international calls cannot be charged to your hospital bill.

Television

Television is offered to all patients free of charge. You will receive instructions for operating your TV. Please be considerate of others with the volume.

Vision-Impaired Services

Every reasonable attempt will be made to accommodate the special needs of the blind or visually impaired when relevant to the care and comfort of our patients.

Visiting Hours

To enhance the recovery of all patients, we welcome visitors. However, please respect the need for a quiet environment. For the safety of all patients, people who are sick should not visit.

Also, children must always be accompanied by an adult. Each nursing area has its own policies regarding visitors, including children. Check with the patient's nurse for visiting guidelines.

Important Things to Know While You Stay With Us

Your guide to the safety measures we are taking to protect you during COVID-19.

We are committed to keeping you, your family, and our staff safe. At Ochsner Health, we strive to give you the best care possible, with the utmost attention to your safety. Achieving the highest patient safety standards takes a team effort.

While you are in our care, we consider you the most important member of the care team. Your voice matters to us and we want to hear what you have to say. We are committed to an excellent experience.

We also know things don't always go as planned or as intended. There may be times we don't meet your expectations. It's important to us that we make it easy for you to provide feedback.

We appreciate opportunities to learn and adjust. Our goal is to exceed your expectations. As your caregivers rally through times of rapid change, their compassion may shine brighter than ever, and we want to celebrate their work.

Ochsner has teams specifically focused on patient experience. Your input helps us improve your experience at Ochsner. It also helps us provide you with the safest care environment. We want you to feel comfortable, well-informed and empowered to ask questions about anything you don't understand. We also intend for you to feel cared for by communicating well and acting as your partners.

We are taking extra steps to make your comfort and safety our top priority. This includes new measures in place to help keep you well.

Ochsner Health follows the Centers for Disease Control (CDC) guidelines for hospitals and healthcare workers. We work relentlessly on COVID-19 testing and treatment innovations. To protect everyone in our facilities we provide masks for all patients and providers. Masks are optional in most areas. In areas where we care for patients with fragile immune systems, masks are required. Please look for posted signs if you are unsure.



Choose Kindness

Care goes both ways. Respect our staff.

Keeping you safe is a top priority.

Ochsner Health does not tolerate abuse or violence against any healthcare staff.

Unacceptable behavior that will be reported:

- Bullying
- Hitting
- Kicking
- Pushing
- Threats
- Verbal Abuse
- Weapons on Campus
- Yelling

According to R.S. 14:38 and other applicable criminal laws, violence against a healthcare worker could result in a felony conviction.

Additional safety measures

Who we are

Look for Ochsner ID badges. These help you know who is taking care of you, and his or her role. Please feel free to ask questions about their part in your care.

Your care team is likely to include physicians, advance practice providers, nurses, technicians, pharmacists and support staff.

Who you are

Please keep your ID wristband on at all times. This helps us know who you are. Your care team will always confirm your identity in two ways before performing any procedure. This includes when giving you medications.

Help prevent the spread of infections

- Check with your provider about getting a flu shot or other scheduled vaccines.
- Wash your hands often and remind everyone who comes into your room to do the same.
- Ask family members who are not feeling well (fever, cold, flu) not to visit you.
- If you have an IV or other device left in your body, the insertion site should be clean and dry. If you notice redness or have any pain at the insertion site, let your care team know.



Safe surgery and procedure checklist

If you are having a procedure during your hospital stay, your surgical team will use a three-part Safe Surgery Checklist. This often includes confirming the correct procedure, correct side of your body, and any allergies you may have.

Before your procedure, members of the surgical team will go through the checklist to confirm and verify information. If something is incorrect, please speak up.

Stay tobacco-free

- Do not smoke or use tobacco products while you are on our campus.
- Ask your provider or nurse for support to help you remain tobacco-free.

Know about your care

- You and your provider should agree on what will happen during your hospital stay. You should know who will be caring for you. Make sure you are given the names of your medical team members. Your team is also listed

in the MyOchsner patient portal. Download the MyOchsner app for free at the Apple App Store or Google Play Store.

- Ask about how you should expect to feel after your treatment or procedure.
- Bring up questions or concerns about your care to any member of your care team. If you don't understand the answer, ask again. The communication board in your room will identify your care plan.
- Tell your care team if you think they have inaccurate information about you or your medical condition. Write down your questions and comments so you don't forget.
- Know about your plans for leaving the hospital. Your care team should discuss your options with you. If they have not done so, please ask. Your care plan is also listed in MyOchsner.
- Tell us your wishes about resuscitation and life support. Ask your nurse about advance directives such as a living will.

Know your medications

- Tell your care team about every prescription and non-prescription medication or supplement you take.
- Tell your provider if you have had an allergic or unusual reaction to any medication.
- Ask for simple explanations about your medications. You can also ask for written information about potential side effects.
- If you think you have received the wrong medication, tell your pharmacist, doctor or nurse.
- Do not take any of your home medications without approval from your care team. If there is a medication you take that is not being provided, discuss this with your nurse or provider.
- Tell your nurse if you feel that your pain level is not being controlled properly.

Technology helps you stay connected

MyChart Bedside App	MyOchsner App	Video Family Connect
<p>MyChart Bedside works through your MyOchsner account. Use it to view your lab results, medications and treatment plans while in the hospital. If you do not have a MyOchsner account, your nurse can set up MyChart Bedside for you or a family member. If you do not have a device that can access MyOchsner, we may be able to lend you one.</p>	<p>With the MyOchsner app, it is easier than ever to stay connected and manage your health. The free app is available through either the Apple App Store or Google Play Store. While in the hospital you can use it to check your test results, communicate with your providers and keep a designated family member informed.</p>	<p>With Video Family Connect, you can use an Ochsner device to connect to your family at home. Ask your care team about setting up a video visit with your loved ones today. Family members at home will need to download Skype and create a user name. This ensures they are ready when they are contacted by an Ochsner representative.</p>



If you need further support or guidance, please contact an Ochsner Patient and Provider Advocate by calling 1-844-959-HEAR (4327).

Preventing falls in the hospital

Common Causes of Falls

There are many reasons that patients may be at greater risk of falling while in the hospital, including:

An unfamiliar setting

Weakness from surgery or illness

New medications

Connection to medical equipment

Patients, family members and Ochsner staff each have a role to play in preventing patient falls. **We must each commit to doing our part.**

Patient/Caregiver Responsibilities



1. Provide Information

- Current medications
- History of falls
- Bathroom routine
- Walking/transferring needs



2. Press the Red Call Button

- For help getting out of bed/chair
- For help to the bathroom
- To grab items out of reach



3. Before Standing

- Call for help
- Wait for your care team even if a caregiver is in the room
- Rise slowly if lying down
- Sit on the edge of the bed



4. Before Walking

- Wear non-skid socks or fitted closed-toe shoes
- Use a walker or cane as needed

Care Team Responsibilities

1. While on Duty

- Orient you to your room
- Place your call light within reach
- Raise your bedrails
- Keep room well-lit and clutter-free
- Give clear medication instructions
- Encourage and assist with movement

2. As Needed

- Place a "Fall Risk" band on your wrist
- Turn on your bed/chair alarm
- Use TeleSitter with camera to monitor you

3. Movement Support

- Stay within arm's length to, from, and during toileting/dressing to ensure your safety
- Provide you with proper assistive devices as needed

+ Our goal is to ensure you **leave safely, when planned, and without injury.**

Patient Rights and Responsibilities

As a patient or representative of a patient at Ochsner Health, you have certain rights and responsibilities, which we are committed to honoring and helping you achieve. When you, like your healthcare team, are aware of these rights and responsibilities, you can contribute to the effectiveness of your or your family member's treatment and to the quality of patient care.

As a patient or patient representative, you are entitled to:

- **Non-Discriminatory Treatment.** You have the right to the same treatment as anyone else, regardless of
 - Age
 - Race
 - Gender
 - Ethnicity
 - Religion
 - Culture
 - Language
 - National origin
 - Disability
 - Ability to pay
 - Sexual orientation
 - Gender identity or expression

Anyone visiting or accompanying an Ochsner patient is entitled to the same non-discriminatory treatment as our patients.

- **Timely Care in a Safe Environment.** You have the right to receive care in a reasonable time and in a safe setting. If you request service, you have the right to a timely response from your provider. A timely response takes into consideration your provider's capacity as well as your needs and the needs of others.
- **Dignified, Respectful Care.** You have the right to be treated with dignity, compassion and respect. Considerate, respectful care preserves your spiritual or cultural values and beliefs. It contributes to a positive self-image and takes into account your mental and emotional wellbeing.
- **Informed Care.** You have the right to information you can understand about
 - Your health and overall condition
 - Your diagnosis
 - Your treatment
 - The likely course or outcome of your condition and care
 - When and how you will be discharged from the hospital
 - Your follow up care

It also means you have the right to be told if the outcome of your care is not what you or your care team expected. And you must be told of the possible consequences to your health if you refuse treatment or if you seek alternatives to treatment.

- **Decision-Making.** You have the right to make decisions about your care with your provider. You also have the right to be part of making and carrying out any plans for your care, discharge or pain management. You also have the right to refuse treatment to the extent the law allows. And you must be told of any possible consequence to your health if you refuse treatment.
- **Identity and Relationships of your Healthcare Providers.** You have the right to know who's taking care of you and who is making decisions about your care. You also have the right to know if there are any professional relationships between your providers that could influence your care. And you have the right to know if there are any relationships between the hospital and other institutions or organizations that could affect your care.
- **Privacy and Confidentiality.** Ochsner works hard to ensure your privacy stays protected to the full extent of the law. Your private information is to be kept private. This includes any conversations you have with your providers, conversations or communications between providers about your care. It also means you have a right to privacy and confidentiality when you're being examined or treated. There are exceptions to this rule. For example, the law requires the hospital to report any suspected abuse or any threat to public health. You have the right to ask for a copy of Ochsner Health's complete Notice of Privacy Practices.

- **Release of Information.** You can limit how your health information is used and who Ochsner shares it with. You can also request full details on any times Ochsner has already shared your health information. There are some exceptions to this based on the law and on Ochsner's policies. You have the right to have those explained to you if you ask.
- **Support Givers and Visitation.** You are entitled to have friends or family support you while you're in the hospital. Support can include those making decisions for you if you're unable, such as someone with medical power of attorney, or a lawyer. It also means you are entitled to visitors. You can decide who those visitors are. You may change your mind about visitors at any time. The only exception to this right is if visitors would compromise your care, your condition, or anyone's safety.
- **Patient Representative.** If you need it, you can designate someone to act and speak on your behalf. This person can participate in making and carrying out your care plan. Patient Representative. They will be notified right away if you are admitted to the hospital.
- **Advance Directives.** You are entitled to decide in advance how you wish to be cared for if you're unable to do so yourself when you need it. These decisions are often written down and shared with family members or your provider. These documents are referred to as advance directives. As an Ochsner Health patient, you have the right to expect Ochsner to abide by your wishes to the extent the law allows.
- **Bioethics.** If there are ethical questions about your care, you have a right to participate in any decisions. It also means that any person you designate also has the right to be part of these decisions.
- **Clinical Investigation.** If any of your providers wish to include you in a research study or clinical trial, you have the right to decide whether to do so. You also have the right to fully understand all details of the study or treatment.
- **Pastoral or Spiritual Care.** You have the right to request or refuse pastoral or other spiritual services.
- **Restraints.** You are entitled to receive care without being physically restrained or given drugs to calm you. The only exception is if your movements will endanger yourself or others.
- **Interpretation.** You have the right to a trustworthy person who speaks your language and can translate for you, for free. If your hearing or vision are limited, you have the right to communication that works for you.
- **Billing Transparency.** You have the right to know in advance what your care will cost and what your payment options are. You also have the right to see the details of your bill and have the explained to you. These things are true whether you have insurance or not.
- **Patient Complaints.** You are entitled to complain or express your concerns without it ever impacting your care. Complaints or concerns will not hinder your ability to receive care in the future either. If you believe that your rights have been violated, you have the right to file or choose someone to file for you, a complaint or grievance with the appropriate Patient & Provider Advocacy department by calling 1-844-959-HEAR (4327).

You can also submit a grievance to the Louisiana Department of Health and Hospitals 866-280-7737, Mississippi Department of Health at 866-227-7308 or with the Joint Commission www.jointcommission.org.



If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact our Patient and Provider Advocacy department at 1-844-959-HEAR (4327).

As a patient or patient representative, you have the following responsibilities:

- **Strive to Understand.** Ask questions about specific problems and request information when you do not understand your illness or treatment.
- **Tell Us.** Give accurate and complete reports about your health.
- **Comply.** Follow the treatment plan set out by your providers and caregivers. You may cause your health to become worse if you refuse treatment or do not follow the care plan. Ochsner Health has Zero Tolerance for any acts of aggression.
- **Be Considerate.** Consider the rights of all hospital personnel and other patients. Loud noise, a big crowd of visitors, or smoking can impact others' care. They can also impact hospital employees' ability to do their jobs and provide care.
- **Be Respectful.** Respect hospital property and the property of other patients. A cooperative relationship with your provider and care team will help everyone meet the goal of bringing you healing and comfort.
- **Follow Policies.** Follow all hospital policies affecting patient care and conduct.
- **Advance Directives.** Provide a Living Will or Healthcare Power of Attorney if you have one.
- **Billing.** Provide accurate information to ensure hospital bills are processed correctly. Make payment arrangements when necessary. Pay your hospital bills promptly.

Nondiscrimination and Accessibility Notice

Ochsner Health System complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Attention: Language assistance services, free of charge, are available to you. Call 1-833-896-6586.

Atención: Si usted habla español, tiene a sus disposición servicios de asistencia lingüística de manera gratuita llamando al 1-833-896-6586.

How May We Help?

We want you to be satisfied with your care. To help, speak up if we can:

- Respond quicker to your needs
- Explain things more clearly
- Help keep your room clean or quiet
- Ease your pain
- Help you understand your treatment plan

Important Phone Numbers

24/7 Interpreter (for patients only) 1-833-896-6586
Schedule an appointment.....1-866-624-7637
Schedule an appointment for your child.....504-842-3900
Free 24/7 nurse on call.....1-800-231-5257
Patient & Provider Advocacy 1-844-959-4327

Advance Directives

A simple and smart way to take charge of your care

Filling out advance directives ensures your wishes are met if you are unable to speak for yourself during your hospital stay.

Choose Your Care

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact your nurse or case manager.

Ochsner respects each patient's desire to direct their own medical care and treatment.

Ochsner honors all valid living wills and durable powers of attorney for healthcare that are properly brought to the attention of an appropriate Ochsner representative. Ochsner will honor these documents strictly in accordance with state and federal laws that govern such declarations.

The fact that you have an advance directive will not impact whether you are admitted to Ochsner or whether you receive care. A situation might arise, however, when your advance directive will not be implemented due to the medical judgment or conscience of individual healthcare providers. In these cases, Ochsner will attempt to resolve the disagreement or develop other options.

While you are in the hospital, if you wish to file or revoke an advance directive in your medical record, contact your nurse, a chaplain or call 504-842-WISH (9474).



Making a difficult healthcare decision?

Sometimes a healthcare choice can involve an ethical concern. This could include a wish to refuse life-saving treatment or a disagreement over advance directives. We're here to help you through this decision. Ask a member of your care team to refer you to someone who can help.

Before You Leave the Hospital

Preparing for discharge

Being discharged from the hospital is an important stage in your recovery. Getting ready for discharge from the hospital really begins before your admission or as soon as possible. Your healthcare team will tell you about your expected day and time of discharge.

*Decide if you will need someone with you for a few days.
If you do, try to arrange for that assistance before you leave the hospital.*

If you need help locating community resources ask your nurse or case manager. Your nurse or case manager can also help determine if a nursing home, rehabilitation services or home healthcare are available to you.

Your doctor is the only person who can medically authorize your discharge from the hospital. Your physician will work with you and your care team so everything is prepared for you to can leave.

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. The exception to this is if you're placed under observation care. Patients who are under observation are treated as outpatients and can't appeal discharge.

Speak with your case manager or doctor and share your concerns. You also may need to contact Medicare, Medicaid, or your insurance company.

What Happens at Discharge

Once the doctor orders your discharge, the following may occur:

- The doctor will write any prescriptions you may need.
- Your nurse or case manager will discuss your after-care plans with you, including any medications that you need to take.
- Your nurse will complete instructions about the medications that should be taken.
- These instructions will list all the medications you now need to take at home. Over-the-counter medications will be included.
- After you have packed your belongings, let the staff know if you need a cart. The staff also will provide a wheelchair to take you from your room to the outside door.
- The staff will come to your room and help you collect your belongings.
- You will be brought to the designated discharge area. If requested, someone will stay with you until your transportation arrives and help you place items in the vehicle if needed.



Don't Forget!

Remember to check the bedside tables and cabinets for your personal belongings. Do not take hospital equipment when you leave. Much of the equipment used for patients is not intended to be used for only one patient and is owned by the hospital. Leg compression devices, medication pumps, bed alarms, clocks, telephones and other devices should not be taken home or to another facility. If you are uncertain about what items you can take home, ask your nurse.

Understanding Your Bill

What you need to know

With a little planning, your financial obligation for hospital services can be handled smoothly. We will make every effort to verify your insurance benefits before services are rendered. In some cases, this is not possible. Be familiar with your plan benefits so you will not be surprised when we file your claim. We will try to advise you of your deductible, co-payments and coinsurance amounts as soon as possible. This way you can make any payment arrangements needed. We do ask that you pay any deductibles and copays at the time of service.

Insurance and Other Coverage

If you have Medicare, Medicaid or any other insurance coverage, you should provide this information to us as soon as possible so we can verify it. We will need the name of the insurance company, the policy number and the policy holder's full name, Social Security number and date of birth, as well as the same information for the patient. Present your insurance card(s) to the Registration Clerk along with proper identification when you register.

Keep Track

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

Paying Your Bill

Be prepared to pay any estimated patient portion when you register. The hospital will file your insurance claim once your medical record is complete as a courtesy to you. Shortly after your insurance pays, you will receive a statement showing what your insurance paid and the amount you owe (if anything). Please pay this amount promptly.

At any time during your hospital stay, our financial counselors can help you with insurance questions or financial arrangements.

Giving Back

Help us help others

There are many ways to contribute to your community. You can help Ochsner help others in the following ways:

Volunteering

We have volunteer opportunities with flexible shifts to match your schedule. If you or someone you know is interested in volunteering at Ochsner, visit www.ochsner.org/volunteer to fill out an application.

Blood and Platelet Donation

If you or a family member needs blood during your hospital stay, ask your family and friends to consider donating blood or platelets. That way any blood a patient receives is replaced in our Blood Bank and available to someone else. Blood replacement provides our patients with a safe and adequate blood supply.

Organ Donation

Thousands of adults and children are awaiting the donation of organs for a transplant operation to save their lives. If you wish to become an organ donor, talk it over with your family members, then fill out and carry an organ donation card. For additional information on organ donation, call the Louisiana Organ Procurement Agency (LOPA) at 1-800-521-GIVE (4483).

Financial Contributions

We welcome and appreciate donations from patients, friends or organizations to support our patient care, medical education and research. All gifts are tax-deductible. For more information about making a contribution, please contact our Department of Philanthropy.

How Did We Do?

Your Feedback Matters

After your hospital stay, 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 questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information

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, which uses HCAHPS results and other data
www.medicare.gov/hospitalcompare/search.html

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

- Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- The Joint Commission: www.qualitycheck.org

Facility Guide

Ochsner Baptist.....	18
Points of Interest.....	19
Baton Rouge	
Ochsner Medical Center – Baton Rouge.....	20
Points of Interest.....	21
Ochsner Medical Complex – The Grove.....	22
Points of Interest.....	23
Bayou Region	
Leonard J. Chabert Medical Center.....	24
Ochsner St. Mary.....	25
Ochsner St. Anne Hospital.....	26
St. Bernard Parish Hospital.....	27
Ochsner Medical Center – Kenner.....	28
Ochsner Health Center – Covington.....	29
Ochsner Medical Center – Hancock.....	30
Ochsner Medical Center – Northshore.....	31
Ochsner Medical Center - Jefferson Highway Campus.....	32
Points of Interest.....	34
Brent House Hotel.....	35
St. Charles Parish Hospital.....	36
Ochsner Medical Center – Westbank Campus.....	37

Ochsner Baptist Campus Map



Ochsner Baptist Points of Interest



DINING

- 1 Café de Lis (1st Floor)
Breakfast - 7:00am - 10:00am
Lunch - 11:00am - 2:00pm
- 2 P.J.'s Coffee (2nd Floor)
Monday - Friday 7:00am - 5:00pm

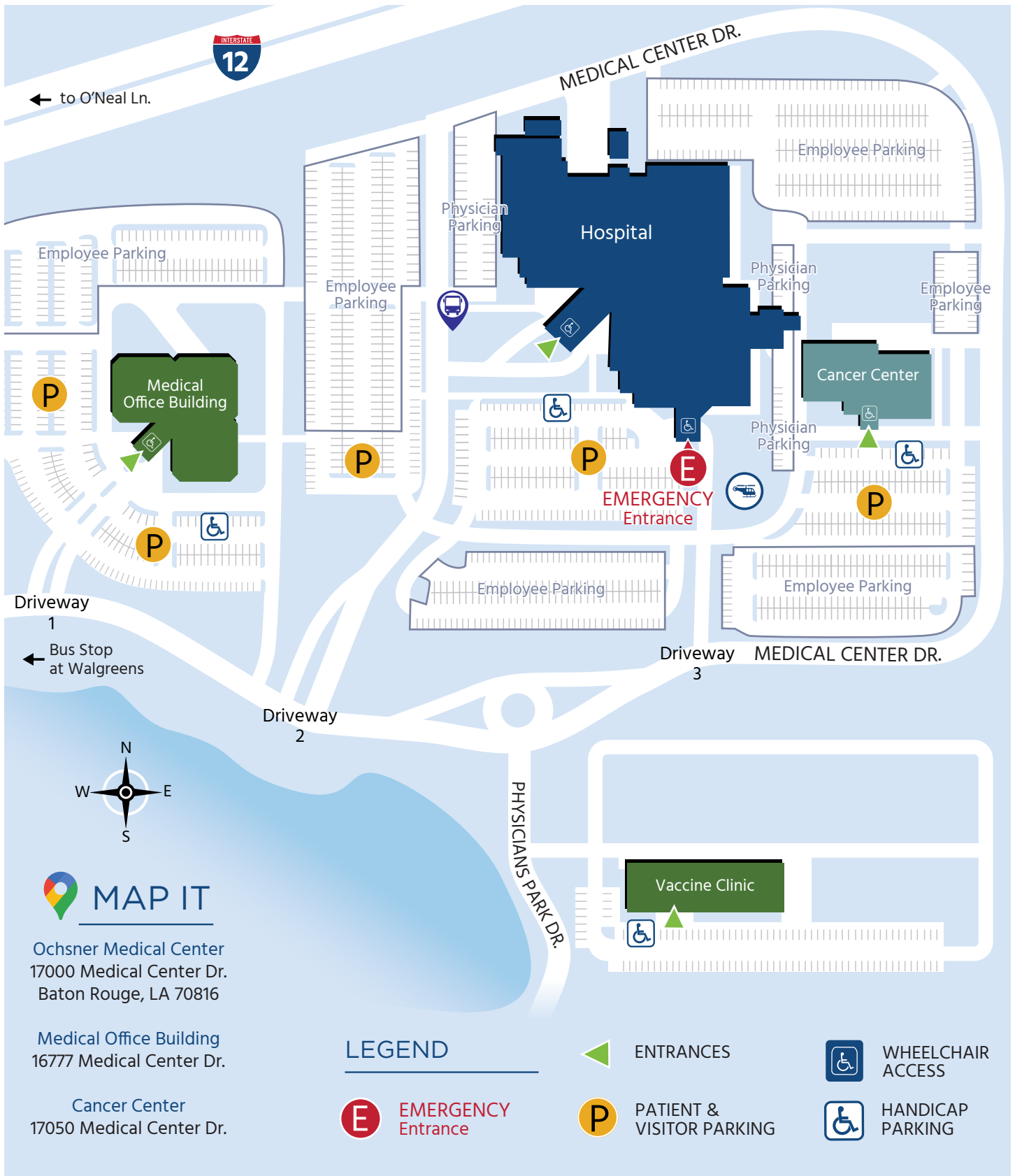
RETAIL

- 3 OBar (2nd Floor)
Monday - Friday 8:00am - 4:00pm
- 4 Gift Shop (2nd Floor)
Monday - Friday 8:00am - 4:00pm
- 5 Vision Center (2nd Floor)
Monday - Friday 8:00am - 5:00pm
*Closed 12:00pm - 1:00pm for Lunch
- 6 Pharmacy & Wellness (2nd Floor)
Monday - Friday 8:00am - 5:30pm

SERVICES

- 7 Chapel (2nd Floor)
Open 24/7
- i Information Desk

Ochsner Medical Center - Baton Rouge Campus Map



Ochsner Medical Center
17000 Medical Center Dr.
Baton Rouge, LA 70816

Medical Office Building
16777 Medical Center Dr.

Cancer Center
17050 Medical Center Dr.

LEGEND

E EMERGENCY Entrance

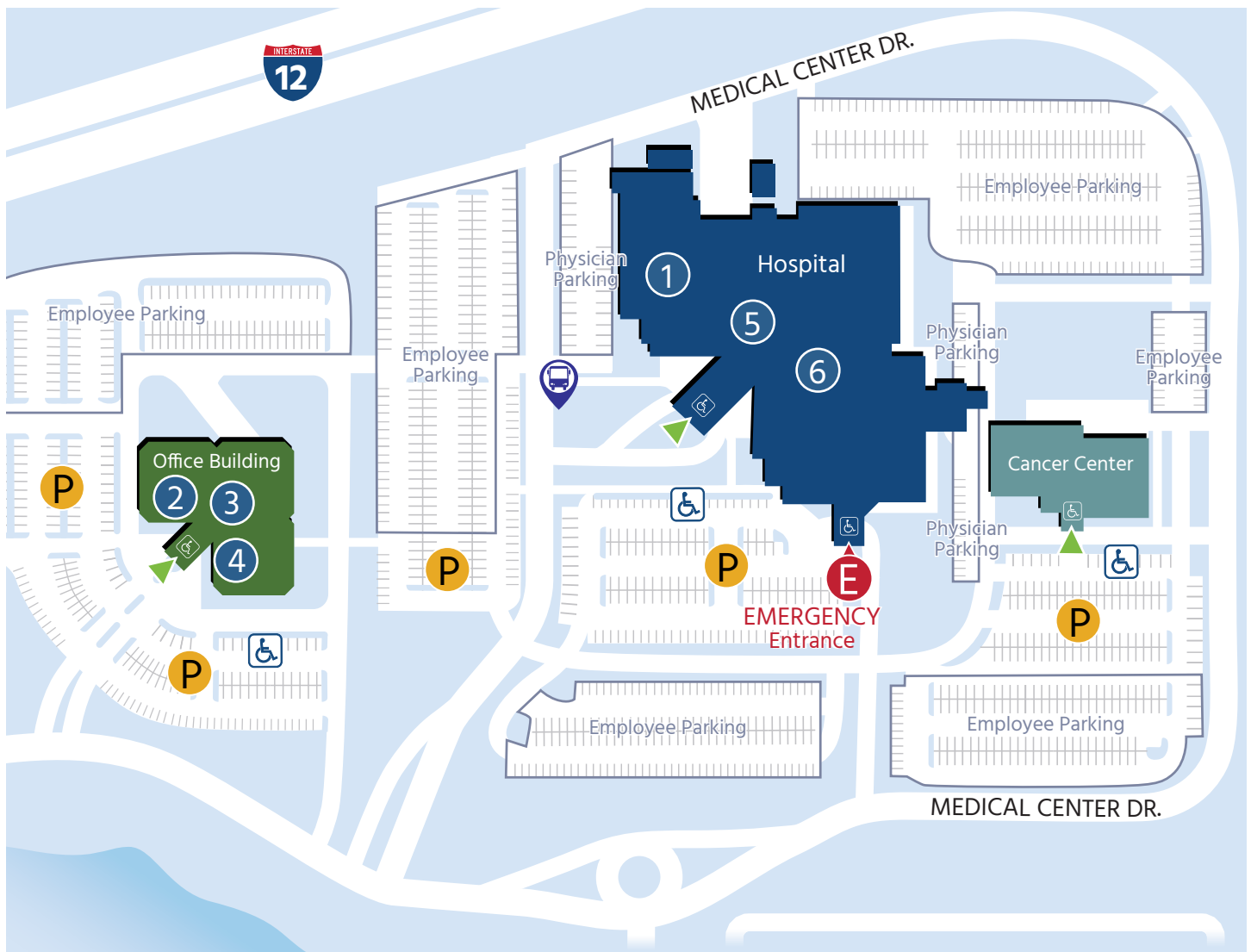
▲ ENTRANCES

P PATIENT & VISITOR PARKING

WHEELCHAIR ACCESS

HANDICAP PARKING

Ochsner Medical Center - Baton Rouge Points of Interest



DINING

- 1** Cafeteria (1st Floor)
Breakfast: 7:00am - 10:00am (M-F)
Lunch: 11:00am - 2:00pm (M-F)
Grill: 2:00pm - 4:00pm (M-F)
Saturdays, Sundays and Holidays
Breakfast: 7:00am - 10:00am
Lunch: 11:00am - 2:00pm

RETAIL

- 2** OBar (1st Floor)
Monday - Friday 8:00am - 4:30pm
- 3** Vision Center (2nd Floor)
Monday - Friday 8:00am - 5:00pm
*Closed 12:00pm - 1:00pm for Lunch
- 4** Pharmacy & Wellness (1st Floor)
Monday - Friday 8:00am - 5:30pm
- 5** Gift Shop (1st Floor)
Monday - Friday 8:00am - 4:30pm

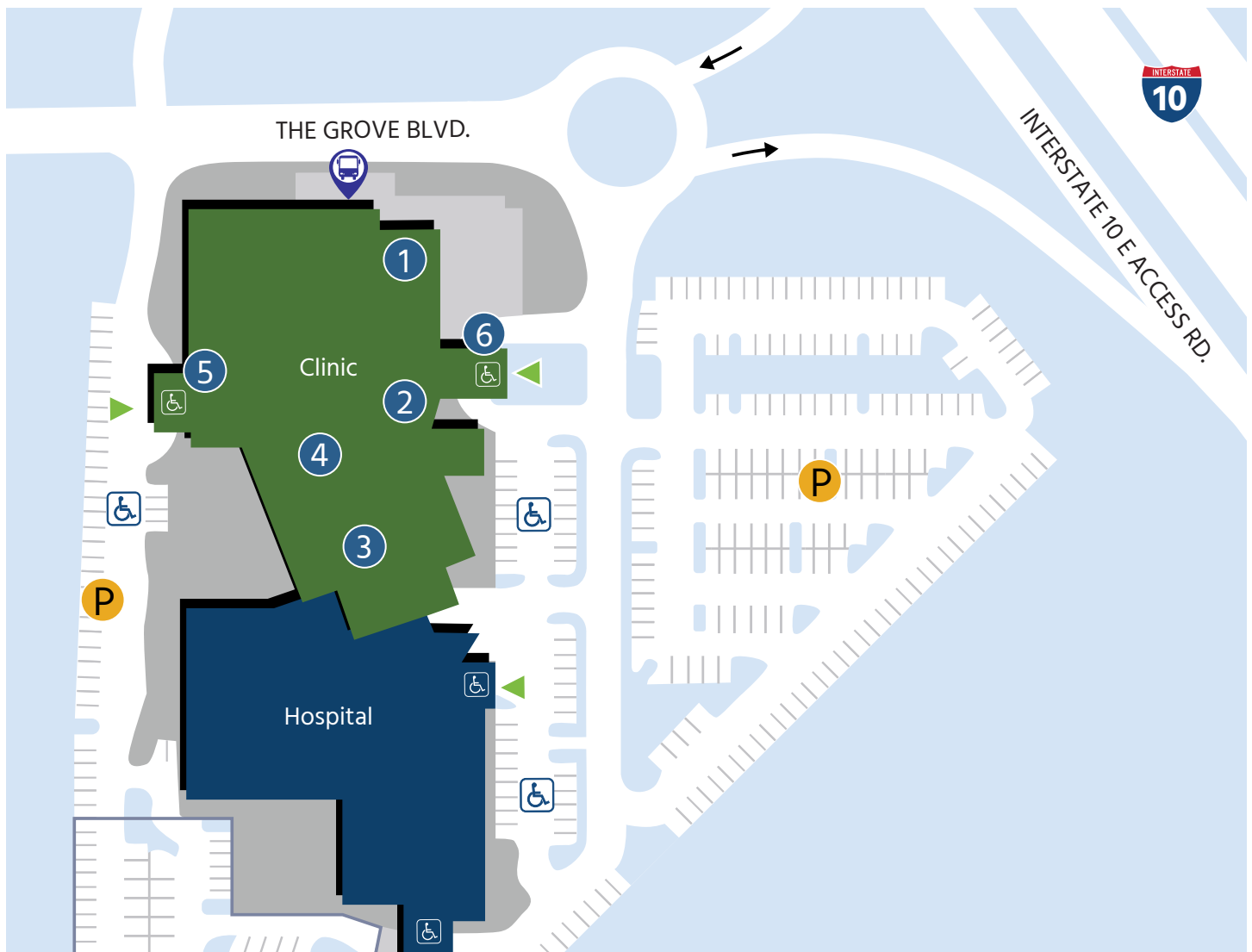
SERVICES

- 6** Chapel (1st Floor)
Open 24/7

Ochsner Medical Complex - The Grove Campus Map



Ochsner Medical Complex – The Grove Points of Interest



DINING

- 1 PJ's Coffee & Cafe (1st Floor)
Monday – Thursday
6:30am - 4:00pm
Friday 6:30am - 3:00pm
- 2 OBar (1st Floor)
Monday – Friday
8:00am - 12:30pm
1:00pm - 4:30pm

RETAIL

- 3 Pharmacy & Wellness (1st Floor)
Monday – Friday
8:00am - 5:30pm
- 4 Vision Center (3rd Floor)
Monday – Friday
7:45am - 5:50pm
4th Saturday of the Month
8:00am - 12:00pm

SERVICES

- 5 Therapy & Wellness (1st Floor)
Monday – Thursday
7:00am - 6:30pm
Friday 7:00am - 5:30pm
- 6 Free Valet Parking
Monday – Friday
7:00am - 5:00pm

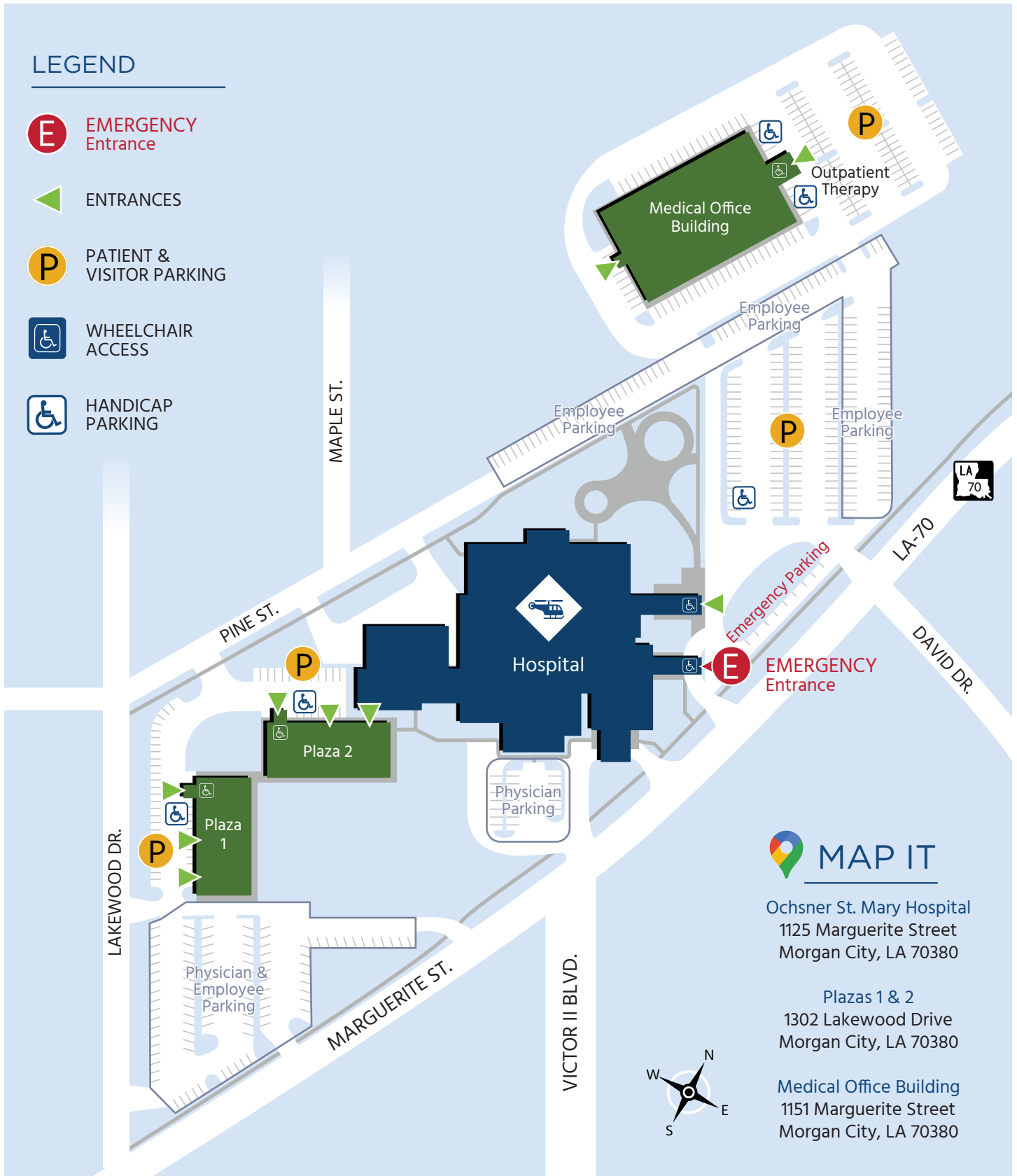
Leonard J. Chabert Medical Center Campus Map



Ochsner St. Mary Campus Map

LEGEND

-  **EMERGENCY Entrance**
-  **ENTRANCES**
-  **PATIENT & VISITOR PARKING**
-  **WHEELCHAIR ACCESS**
-  **HANDICAP PARKING**



MAP IT

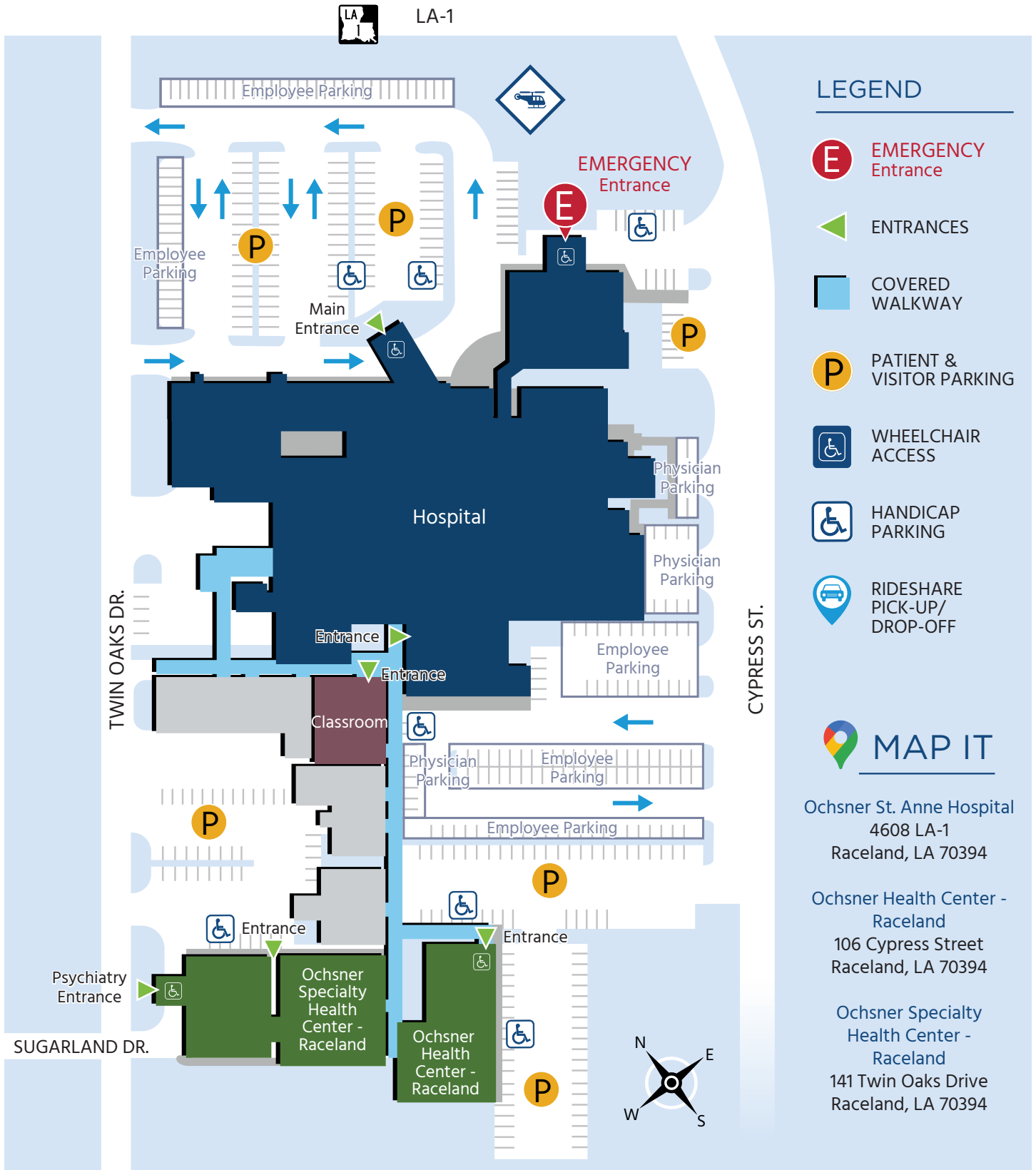
Ochsner St. Mary Hospital
1125 Marguerite Street
Morgan City, LA 70380

Plazas 1 & 2
1302 Lakewood Drive
Morgan City, LA 70380

Medical Office Building
1151 Marguerite Street
Morgan City, LA 70380



Ochsner St. Anne Hospital Campus Map



LEGEND

- EMERGENCY Entrance
- ENTRANCES
- COVERED WALKWAY
- PATIENT & VISITOR PARKING
- WHEELCHAIR ACCESS
- HANDICAP PARKING
- RIDESHARE PICK-UP/DROP-OFF

[MAP IT](#)

Ochsner St. Anne Hospital
4608 LA-1
Raceland, LA 70394

Ochsner Health Center - Raceland
106 Cypress Street
Raceland, LA 70394

Ochsner Specialty Health Center - Raceland
141 Twin Oaks Drive
Raceland, LA 70394

St. Bernard Parish Hospital Campus Map



LEGEND

E EMERGENCY Entrance

P PATIENT & VISITOR PARKING

ENTRANCES

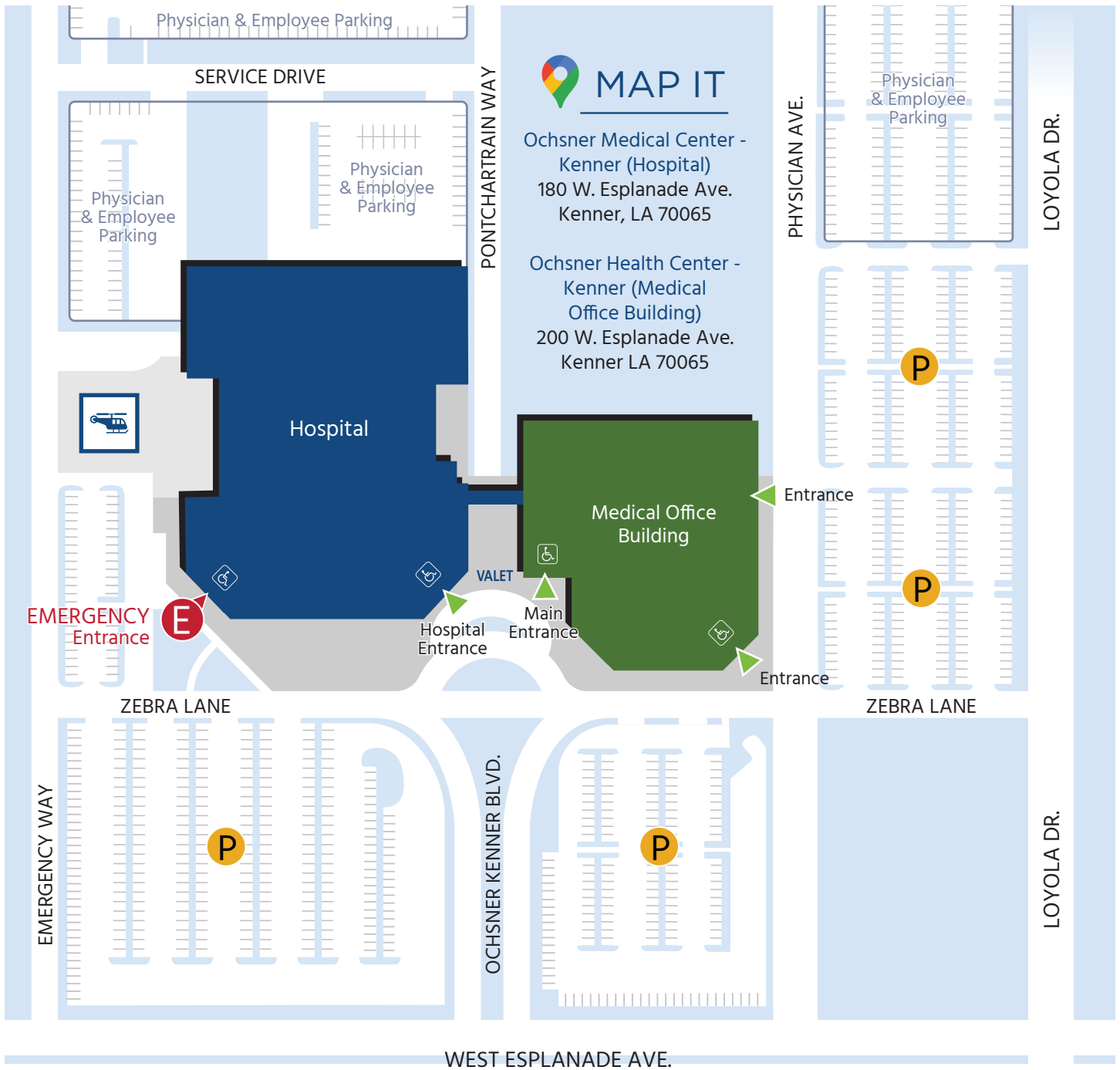
WHEELCHAIR ACCESS

HANDICAP PARKING



St. Bernard Parish Hospital
8000 W. Judge Perez Dr.
Chalmette, LA 70043

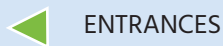
Ochsner Medical Center - Kenner Campus Map



LEGEND



EMERGENCY Entrance



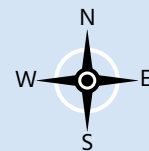
ENTRANCES



PATIENT & VISITOR PARKING








WHEELCHAIR ACCESS



Ochsner Health Center – Covington Campus Map



LEGEND

- | | | | | | |
|-------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------------|--------------------------|
|  | ENTRANCES |  | PATIENT & VISITOR PARKING |  | WHEELCHAIR ACCESS |
| 1 | Primary Care, Cardio, Endocrinology |  | TRAM PICK-UP |  | HANDICAP PARKING |
| 2 | Outpatient Surgery Center | | | | |
| 3 | PT, Ortho, Neuro, Pain Mgt. | | | | |
| 4 | Cancer Center | | | | |

MAP IT

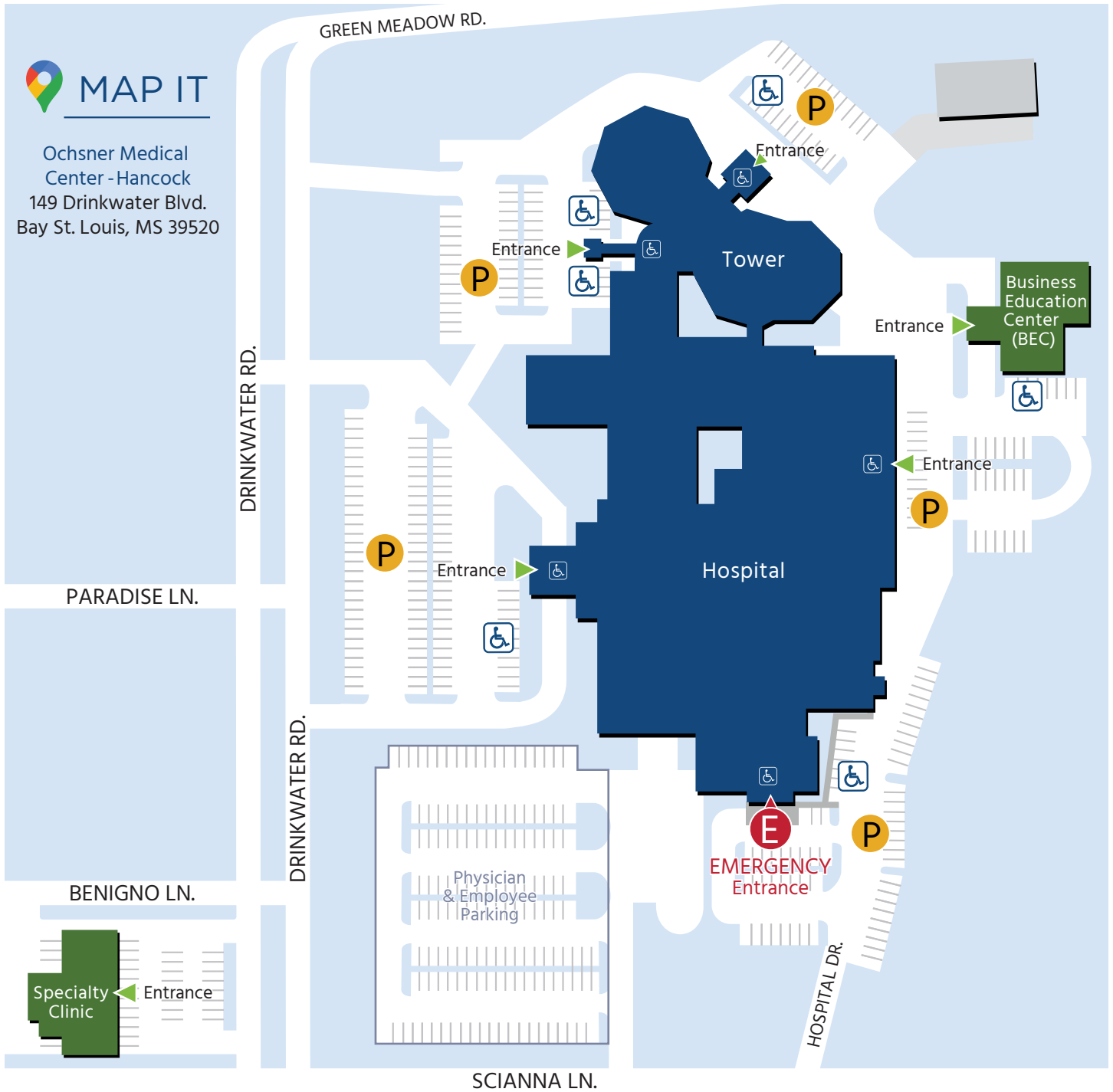
Ochsner Health Center
1000 Ochsner Blvd.
Covington, LA 70433

Ochsner St. Tammany
Cancer Center
900 Ochsner Blvd.
Covington, LA 70433

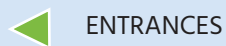
Ochsner Medical Center - Hancock Campus Map



Ochsner Medical Center - Hancock
 149 Drinkwater Blvd.
 Bay St. Louis, MS 39520



LEGEND



Ochsner Medical Center - Northshore Campus Map

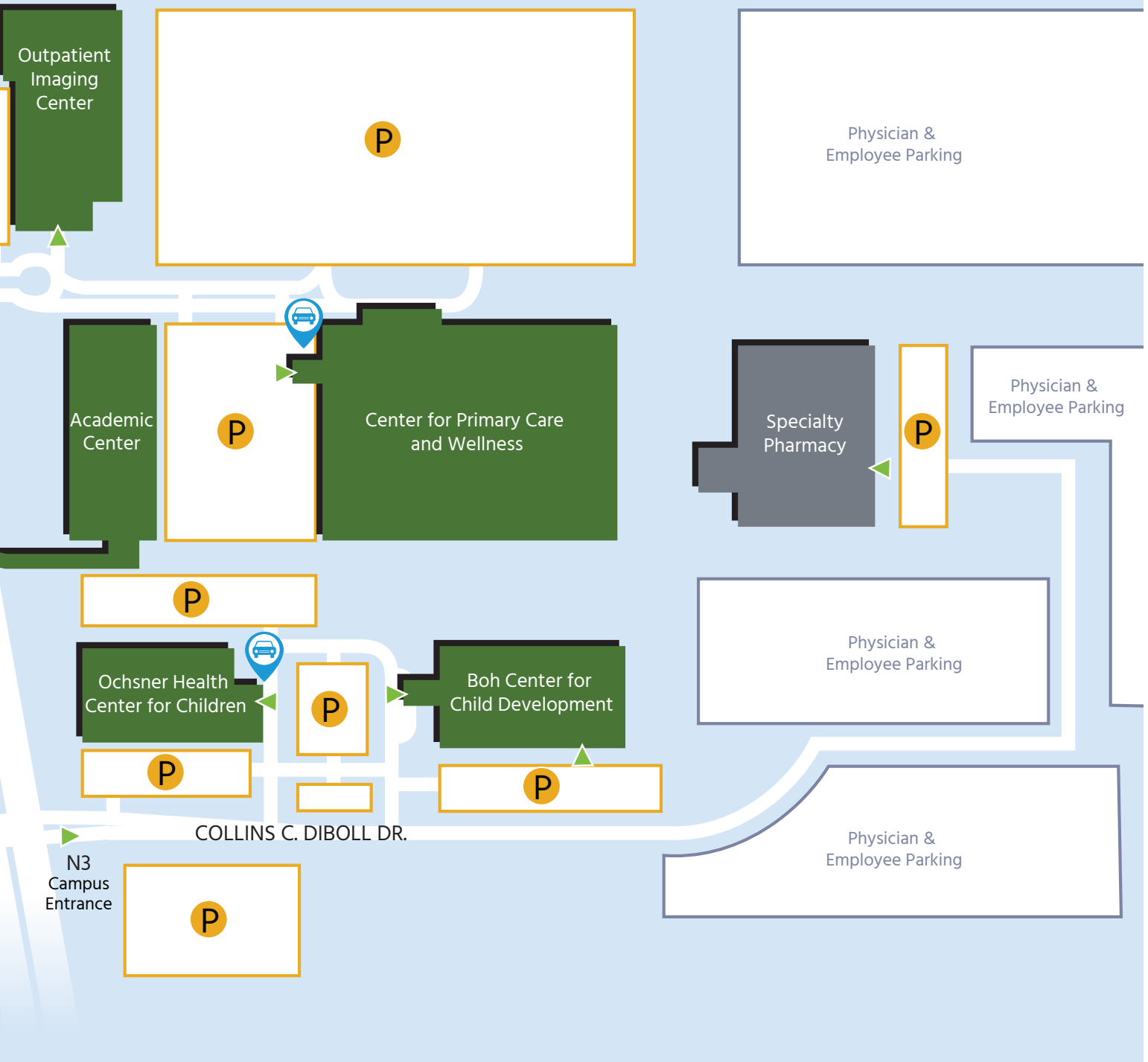


Ochsner Medical Center - Jefferson Highway Campus Map



BETZ AVE.

NORTH CAMPUS



Ochsner Medical Center - Jefferson Hwy Points of Interest

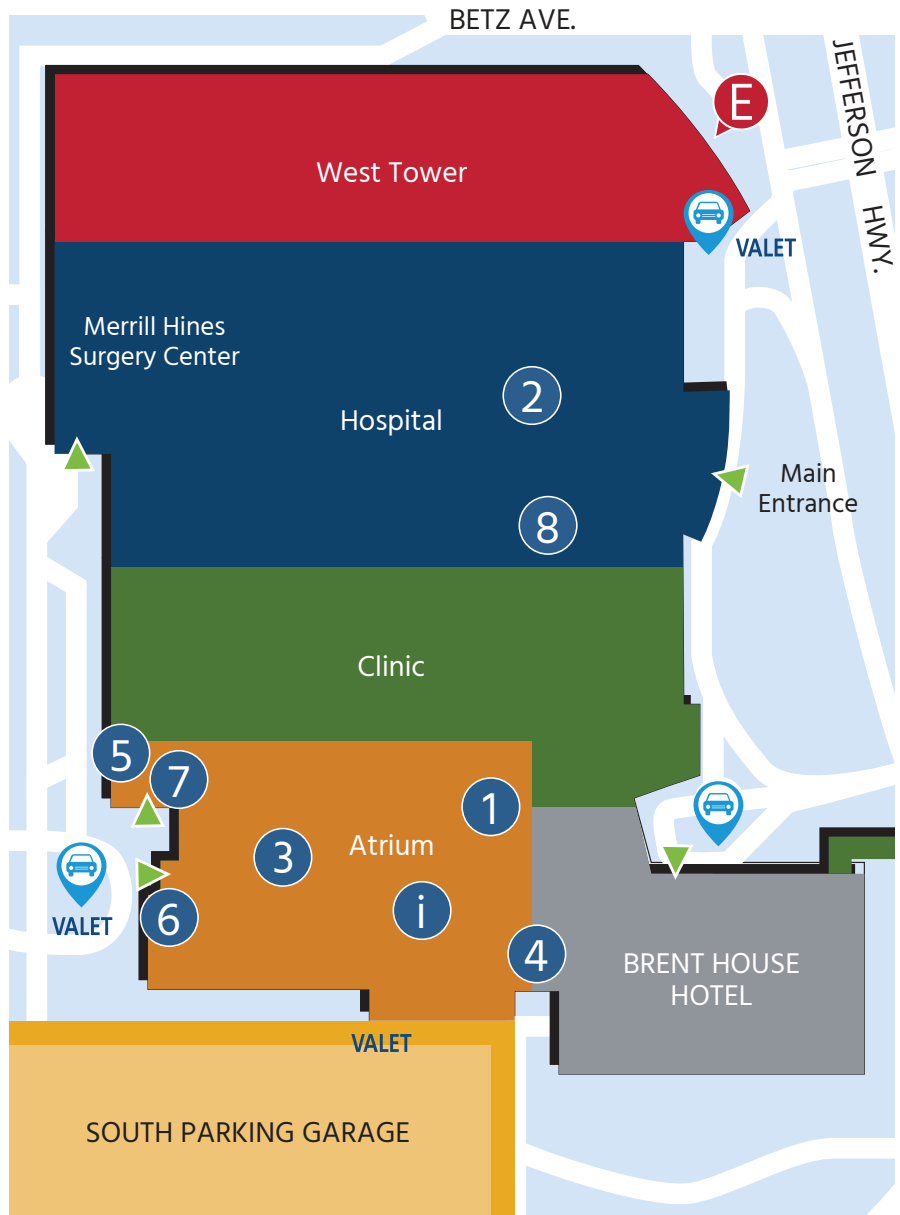
DINING

- 1** Bistro 42 Café
Sunday – Saturday
Breakfast - 6:30am - 10:00am
Lunch - 11:00am - 3:00pm
Dinner - 4:00pm - 8:00pm
- 2** Southport Cafe
Monday – Friday
Breakfast - 6:00am - 10:00am
Lunch - 11:00am - 2:00pm
- 3** PJ's Cafe
Monday – Friday 6:00am - 8:00pm
Saturday – Sunday 6:00am - 2:00pm
- 4** Smoothie King
Monday – Friday 7:00am - 7:00pm
Saturday 7:00am - 2:00pm
*Closed Sundays

RETAIL

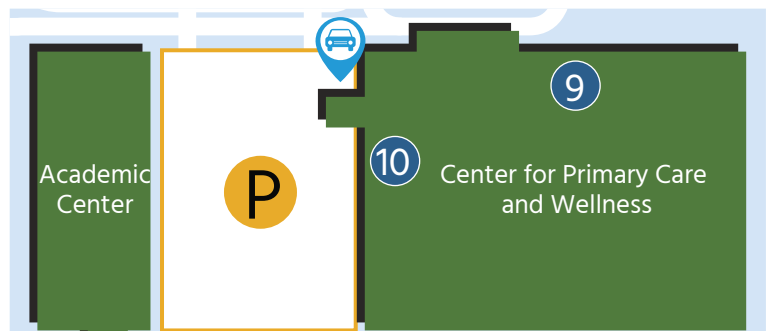
- 5** Pharmacy
Monday – Friday 7:00am - 7:00pm
Saturday – Sunday 10:00am - 4:00pm
- 6** Gift Shop
Monday – Friday 8:00am - 4:30pm
*Closed on Weekends
- 7** Vision Center
Monday – Friday 7:45am - 5:00pm
*Closed on Weekends

- 8** Chapel
Open 24/7
- i** Information Desk



North Campus - 1401 Jefferson Hwy.

- 9** Pharmacy
Monday – Friday 8:00am - 5:30pm
*Closed on Weekends
- 10** Plaza Café
Monday – Friday
Breakfast 7:00am - 9:30am
Lunch 11:00am - 2:00pm



Brent House Hotel

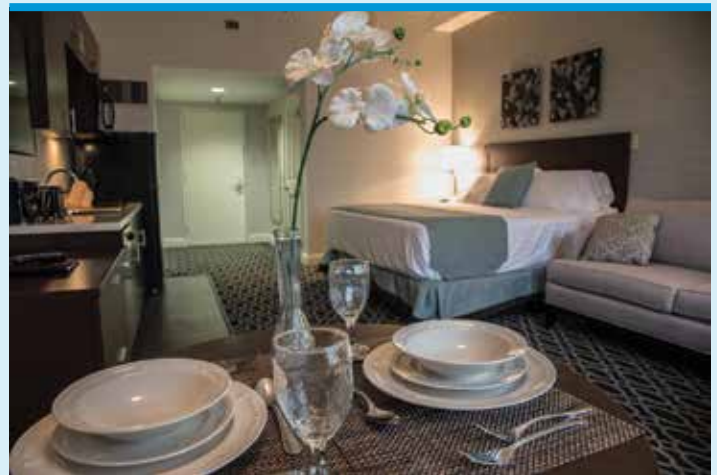
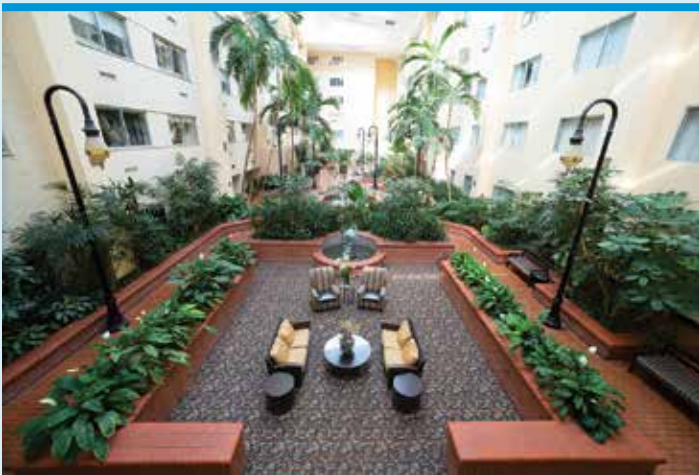
Located at Ochsner Medical Center on Jefferson Highway in New Orleans, the Brent House Hotel offers lodging to the general public with an emphasis on serving the needs of Ochsner Health's patients and their families.

What we offer:

- Well-appointed rooms and suites
- Extended stay rooms with kitchenettes
- Outdoor heated pool and 24-hour fitness center
- Free covered self-parking
- Restaurant and coffee shop
- Complimentary Wi-Fi throughout our guest rooms and facilities
- Close to the airport, French Quarter, Superdome and downtown New Orleans
- Over 3,000 sq. ft. of high-tech conference space

Make a reservation today

Call 504-842-4140 or toll free 1-800-535-3986 or visit brenthouse.com/make-a-reservation.



St. Charles Parish Hospital Campus Map



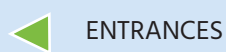
Ochsner Medical Center – Westbank Campus Map



LEGEND



EMERGENCY Entrance



ENTRANCES



PATIENT & VISITOR PARKING



WHEELCHAIR ACCESS



HANDICAP PARKING



MAP IT

Ochsner Medical Center
2500 Belle Chasse Hwy.
Gretna, LA 70056

Committed to Keeping You Informed

In accordance with a new federal rule* designed to give you timely access to your health information, test results and hospital notes will be released in MyOchsner as soon as they are available.

This means that in some cases, you may receive test results before your care team has had a chance to review them and notify you of the results.

Please be assured that your provider will review your results and determine the next steps for your care. This could be further treatment, evaluation, or planning. Your provider may contact you by phone or through MyOchsner to discuss your test results.

If you have immediate questions or concerns when you receive your results, please send a message to your provider in MyOchsner or call 1-800-231-5257.

Thank you for continuing to choose Ochsner Health for your healthcare needs.

**The 21st Century Cures Act ("Cures Act") is federal legislation implemented by the U.S. Department of Health and Human Services' Office of the National Coordinator for Health Information Technology (ONC).*

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A series of 25 horizontal dashed lines for writing.



1-866-OCHSNER | ochsner.org

Revised: 3/2023