

### ♥ “GET UP AND GET GOING”

The Fresno Heart & Surgical Hospital encourages patients along with family and friends to become an active participant in their care and recovery. Patient and family involvement in the patient’s overall care and safety is critical. The hospital has informational packets available to provide guidance in terms of the patient’s recovery, post surgery or procedure. Ask your caregiver for additional information.

### ♥ INTERPRETERS / HEARING IMPAIRED DEVICES

Any communication needs, hearing or speaking deficits will be identified in the pre-registration/registration process so the appropriate arrangements can be made as well as any necessary resources accessed. Documentation of each patient’s primary language and hearing or speaking deficits will be made in the patient’s medical record as well as noted on the patient’s arm band. The hospital has set up protocols to assure effective and understandable communication assistance in the language(s) of the predominant population group(s) that we serve as well as with patients who may have impaired hearing or speaking skills.

### ♥ SUPPORT SERVICES

Undergoing surgery or being hospitalized can potentially be a difficult time. We recognize that health goes beyond physical healing. We employ social workers to provide counseling or referral services. In addition, your entire healthcare team is certainly here to support you.

### ♥ PASTORAL SERVICES

It is important that you are provided spiritual support during hospitalization if you so desire. We attempt to identify any religious preferences and/or restrictions when patients register and document the information in your medical record. You may make arrangements to be visited by a member of the clergy with whom you have an existing relationship as you wish. Or, if a patient or family member requests clergy associated with a particular religious affiliation, we will do our best to contact local clergy and/or lay ministers from the community.