

*-Peninsula  
Health Services*

A Sutter Health Affili

*With You. For Life.*

# Pre-Registration for a Surgery, Test or Procedure

We will be contacting you to schedule a pre-admission appointment with a registered nurse.

Via phone

Time: \_\_\_\_\_

In person

Date: \_\_\_\_\_

Location:

Peninsula Surgery Center       Mills Surgery Center

Read this handout for IMPORTANT information about:

- Pre-registration
- What to expect at the hospital
- Preparing for your hospital visit
- Medication instructions
- Caring for yourself at home
- Maps and directions

## On the day of your surgery, test or procedure

Date: \_\_\_\_\_

Your arrival time will be determined at your pre-admission appointment.

**Go directly to:**

**Peninsula Admitting Department**

See blue map, Page 25  
Phone: 650-696-5373

1501 Trousdale Drive, Burlingame  
First Floor  
Parking is free  
Shuttle parking from garage to hospital

**Mills Surgery Center**

See green map, Page 27  
Phone: 650-696-4417

100 San Mateo Drive, San Mateo  
Ground Floor  
Complimentary valet parking and  
validated parking

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## What is Pre-Registration?

Pre-registration is a two-step process that you must complete before having surgery, a test or procedure at Mills-Peninsula.

If you do not speak English, are limited English speaking or are hearing impaired, please tell your doctor's office to notify us so that an interpreter can be scheduled.

### Step 1: Pre-registration

You will be contacted by the Admitting Department for an appointment with a registered nurse. That appointment will be by phone or in person.

If you have not been contacted within five days of your scheduled procedure please call:

Peninsula Admitting Department: 650-696-5373

Mills Surgery Center: 650-696-4417

Be sure to have your insurance information with you when you begin.

### Step 2: Health history

All patients are required to complete Step 2

You will speak to a nurse who will review your health history and explain what testing is necessary before your surgery/procedure and answer your questions.

Based on your health status, the nurse may ask you to complete any required testing before your surgery, test or procedure.

At the time of your pre-admission appointment please have available:

- Any outside lab, EKG, X-rays results, cardiology reports
- Your insurance information and photo ID
- Completed anesthesia pre-operative evaluation form, included in this packet
- A list of medications that you are currently taking. Be sure to include over the counter or herbal supplements
- Durable Power of Attorney for Healthcare (Advance Healthcare Directive), available online at [http://mills-peninsula.org/patients/admitting/advance\\_directive\\_english.pdf](http://mills-peninsula.org/patients/admitting/advance_directive_english.pdf)
- Guardians/Conservators: Guardians of a child under the age of 18 or conservators acting as the legal representative of an adult patient who is unable to consent to his/her own behalf must bring documentation that establishes them as the person authorized to make health care decisions for the patient

## Preparing for Your Surgery, Test or Procedure

- Ask your surgeon who will complete your history and physical exam. You may need to visit your primary care physician to clear you for surgery.
- Keep in mind that surgery schedules are subject to time changes and you will be notified a day prior of any changes. Our goal is to keep you informed.
- **Do not eat or drink anything after midnight** (12 a.m.) the night before your surgery, test or procedure unless otherwise instructed. This includes mouthwash, coffee, water, hard candy and chewing gum, unless your doctor tells you otherwise.
- **If you have had something to eat or drink, please inform us.**
- Drink plenty of fluids before midnight the night before to make sure you are hydrated.
- Do not shave before surgery. This helps prevent infection at the site of surgery.
- You are strongly encouraged not to smoke or drink alcohol for 24 hours before your surgery, test or procedure.
- Arrange for someone to drive you home after your surgery, test or procedure. **Note: you may not go home alone in a taxi or on public transportation.**
- Arrange for someone to stay with you at home on the night of your surgery, test or procedure.
- If you have children in your care, arrange babysitting for at least 24 hours after your return home.
- Please leave all valuables at home. We recommend not wearing makeup or nail polish day of procedure.

### Call your surgeon/primary doctor immediately if:

- There are any changes in your health condition, such as fever or cold
- You have had an infection recently
- You are pregnant or may be pregnant

## Your Medications

### Check with your Doctor about the medicines you are taking

Ask your surgeon/primary doctor if and when you should stop taking any of your regular medicines including vitamins, over-the-counter medications, and herbal preparations before your surgery, test or procedure.

### Fill new prescriptions

Ask if you should fill new prescriptions, including pain medicine, before your surgery, test or procedure.

Write down a list of your current medicines to review with the nurse on the included form. The nurse will speak with you about the medicines you may need to take with a sip of water on the day of the surgery, test or procedure.

- **If you are taking blood-thinning medicines** or Non-Steroidal Anti-inflammatory medicines, call your surgeon/primary care doctor and ask if and/or when you should stop taking them before your surgery, test or procedure. This will be discussed at your pre-admission appointment.

These include:

- Aspirin
- Coumadin (Warfarin)
- Plavix (Clopidogrel)
- Naprosyn (Naproxen)
- Advil (Ibuprofen)
- Motrin (Ibuprofen)

- **If you are taking medicines for diabetes**, call your surgeon/primary doctor and ask when you should stop taking these medicines before your surgery, test or procedure. This will also be discussed at your pre-admission appointment.

These include:

- Glucophage (Metformin)
- Micronase (Glyburide)
- Glucotrol (Glipizide)

- **If you are taking insulin**, ask your surgeon/primary care doctor about the dosage (amount) and type of insulin you should take, or whether NOT to take insulin, before your surgery, test or procedure.

- **If you are taking medicines for blood pressure or heart medicines**, call your surgeon/primary care doctor and ask when you should stop taking them before your surgery, test or procedure. This will also be discussed at your pre-admission appointment.

These medicines include ACE receptor blockers and ACE inhibitors:

- Atacand
- Teveten
- Avapro
- Cozaar
- Mycardis
- Diovan
- Lotensin
- Captopril
- Vasotec
- Monopril
- Lisinopril
- Univasc
- Aceon
- Accupril
- Altace
- Mavik



|    | What I'm taking  | Form<br>(pill, injection, liquid, patch, etc.) | Dosage | How Much and When | Use<br>(regularly or occasionally) | Start/Stop Dates<br>(1/5/05 - 3/5/05)<br>(1/5/05 - ongoing) | Notes, Directions, Reasons for Use |
|----|--|--|--------|-------------------|------------------------------------|---|------------------------------------|
|    | <b>* Be sure to include ALL prescription drugs, over-the-counter drugs, vitamins, eye drops, creams, and herbal supplements.</b> |  |        |                   |                                    |   |                                    |
| 1  |  |  |        |                   |                                    |   |                                    |
| 2  |  |  |        |                   |                                    |   |                                    |
| 3  |  |  |        |                   |                                    |   |                                    |
| 4  |  |  |        |                   |                                    |   |                                    |
| 5  |  |  |        |                   |                                    |   |                                    |
| 6  |  |  |        |                   |                                    |   |                                    |
| 7  |  |  |        |                   |                                    |   |                                    |
| 8  |  |  |        |                   |                                    |   |                                    |
| 9  |  |  |        |                   |                                    |   |                                    |
| 10 |  |  |        |                   |                                    |   |                                    |
| 11 |  |  |        |                   |                                    |   |                                    |
| 12 |  |  |        |                   |                                    |   |                                    |

| Allergy | Reaction   | Allergy                 | Reaction                          |
|---------|------------|-------------------------|-----------------------------------|
|         |            |                         |                                   |
|         |            |                         |                                   |
| Name:   | Birthdate: | Primary Care Physician: | Primary Care Physician's Phone #: |



## At the Hospital

### On the day of your surgery, test or procedure

Patients are generally asked to arrive between 1 and 1½ hours before the scheduled surgery, test or procedure. Please confirm your arrival time during your pre-admission testing appointment.

Your care, comfort and privacy are our main concerns. Our goal is to make sure that your surgery, test or procedure is on time (within 30 minutes of the scheduled time). Sometimes there are delays. We will keep you informed if delays occur.

Take only the medicines that you were told by the nurse or surgeon/primary doctor – with a sip of water.

Wear loose, comfortable clothing. Bring cases for glasses, contact lenses and dentures. You will need to remove them before your surgery, test or procedure.

**Do not wear or bring wedding bands, other jewelry or body piercings, or valuables like cash, credit cards, or checkbooks. If you will be staying overnight, pack a small bag with your personal items, if needed, and have someone bring it to your room.**

If you are staying overnight after your surgery, our standard discharge time is 11 a.m. Arrange for someone to drive you home. **Note: you may not go home alone in a taxi or on public transportation.** Your doctor will tell you if there is a medical reason for you to stay longer.

### Surgical waiting area

There will be an area provided for your family and friends to wait. The staff will keep your family and friends well informed.

### Patients and families first

Mills-Peninsula is committed to providing a safe, nurturing and healing environment guided by the needs of each patient and their family. We recognize patients, families and health care providers as partners in providing care that respects and relies upon the expertise of each. We encourage the exchange of information and access to education and support systems that foster participation and self-reliance. Please let us know if we can do anything more to meet your needs before, during or after your stay.

### When you go home

You will receive instructions for your home care before leaving the hospital. Be sure that you understand these instructions and follow them carefully. Check with your doctors if you have questions or concerns.



## Pain Management

### What is pain?

Pain is an uncomfortable feeling that tells you something may be wrong in your body. Your spinal cord and nerves provide the pathway for messages to travel to and from your brain and the other parts of your body. Pain medicine and non-drug pain treatments block these messages or reduce their effect on your brain.

### Managing Pain

Some people come to Mills-Peninsula for treatment of painful conditions such as kidney stones, chronic back pain or pain from cancer. Others have painful procedures such as surgery or a biopsy. Most of the time using medications and other non-drug therapies can reduce your pain, but sometimes it cannot be completely eliminated. While you are receiving care with us, we want to make sure you are as comfortable as possible. This information outlines what you can expect from our staff to manage your pain as well as what your responsibilities are in managing your pain.

### Why is it important to control pain?

If your pain is controlled, you will be able to move and walk around more, participate in recommended therapies, such as physical or respiratory therapy, and rest comfortably. All of these things will help speed your recovery.

### How can pain be controlled while I'm receiving treatment?

Both drug and non-drug treatments can help reduce your pain. You, your doctor and nurses will work together to decide what works best for you. Drug treatment methods include:

#### **Intravenous medication**

A nurse gives pain medicine through an I.V. line.

#### **PCA (Patient Controlled Analgesia)**

A special computerized pump gives you pain medicine through an I.V. line when you feel pain and press a button.

#### **Epidural**

A small catheter (very small tube) is placed in your back by an anesthesiologist. Medicine is administered through the catheter, either by a nurse or by the PCA.

#### **Injection**

A nurse gives pain medicine by injection into a muscle.

### **Pills or liquid**

Medication that is taken by mouth.

### **Pain medications**

All of these pain medications can be given at scheduled times or as needed. If you are taking these medications as needed, it is important to take them when you first start feeling pain. This is when they will be most affective.

### **What kind of side effects can I get from pain medicines?**

The following are common side effects with pain medicines, although many people do not have all of these side effects.

- Constipation
- Dizziness
- Drowsiness
- Dry mouth
- Itchiness
- Nausea and vomiting

### **Are there alternatives to pain medication?**

There also are non-drug treatments for pain. These often are very helpful when used along with pain medicine:

#### **Ice or heat**

Place ice or heat on or near the painful area for periods of about 15 minutes or less.

#### **Breathing exercises**

Breathe in and out slowly and deeply at a comfortable rate. As you get into a comfortable rhythm, try to breathe in to a count of three or five, and out to a count of three or five. Repeat for a cycle of 10 breaths or longer.

#### **Visualization**

Visualize yourself in your favorite outdoor place, quietly sitting, taking in the sights, sounds and smells, feeling at peace and in total comfort and safety.

#### **Therapeutic touch/massage**

Gently place your hand over the painful area, either touching it gently or holding just above it without touching. (If you are unable to reach the area, imagine your hand over the painful area.) Think of the pain leaving your body as your hand remains for a minute or two over the area.

### **Positive thoughts**

Affirmations and prayer are undeniable, yet not totally understood. Practicing these may help decrease pain.

### **What can I do to help manage pain?**

#### **Do your homework**

Before you have a procedure or surgery, ask about the amount of pain you can expect during and after. Find out how the pain can be managed. Ask how long the pain is likely to last.

#### **Choose a goal**

By using drug and non-drug therapies, your pain will be reduced, but probably not eliminated. You will be asked to choose a pain goal – that is an acceptable level of pain at which you are comfortable enough to do light activity. Your doctors and nurses will help you use this goal to determine when and how much pain relief therapies work best for you.

#### **Treat pain when it starts**

Pain medication and non-drug therapies are much more effective when your pain first starts. Don't wait – the more severe your pain, the more medicine and time it will take to relieve it.

#### **Be prepared**

If you have pain, you may need to take pain medicine before you do activities such as walking. Plan your day to include time to take pain medicine so you can maximize your activity.

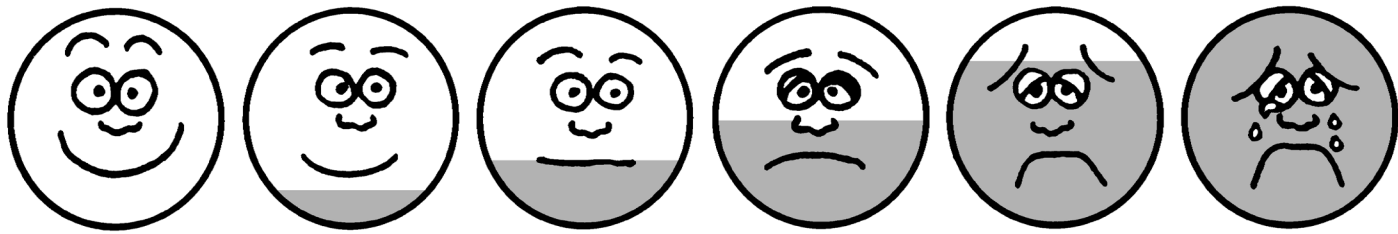
#### **Don't fear addiction**

Many studies have shown that people who use medication to manage pain from a procedure, surgery or medical condition rarely become "addicted" to the medicine. "Addiction" means taking the medicine when you don't have pain, but like the feeling the medicine gives you.

### How do I tell my doctor, nurse or therapist about my pain?

Your doctors and nurses will regularly ask if you are having pain. They will ask you to use a scale to tell them how much it hurts. Most often they will ask you to choose a number between “0” (no pain) and “10” (worst pain you can imagine) that best describes your pain.

Below is an example of another way your pain can be measured. You can let your doctor or nurse know your pain level by pointing to the face that most closely communicates how you feel. Your doctors and nurses will ask more questions about your pain in order to get a better idea of what is causing it and how best to relieve it.



### What should I do when I go home?

Keep the following things in mind:

- Make sure you understand all your medications, including the proper dosage and possible side effects, before you go home. Ask your doctor or nurse about anything that is not clear.
- Take your pain medication as prescribed. If you skip a dose, your pain may get worse, and it may not be relieved as well as if you stay on your medication schedule.
- Continue using non-drug treatments for pain.
- Contact your doctor’s office if your pain is not being controlled with the medicine prescribed, or if you are concerned about side effects.

## Patient Safety | Partners in Safety

### The basics

We encourage you and your family to be involved in your care and to participate in all treatment decisions.

If you don't understand what is happening or something doesn't seem right, speak up. There are no wrong or bad questions.

### Preventing Infection

We take hand washing seriously. It is the most effective way to prevent the spread of infection. Please encourage your health care providers to wash their hands before touching you. For everyone's protection, also encourage visitors to wash their hands with soap and water or waterless gel. We ask that your visitors delay their visit if they have a cold or cough.

### Invasive Procedures and Consents

The health care professional responsible for your care will check your identity, what kind of surgery you are having and the part of your body on which surgery is to be performed. You will be asked these questions many times. This is done for your safety. Please be patient with us.

If you will be undergoing a medical procedure that involves right side or left side, your surgeon will mark the site with a "yes." Right- or left-side procedures on your face will be marked with a dot to indicate the correct side. This procedure is very important to ensure your safety.

It is important to carefully look at and read any consent prior to signing.

### Time Out

Before your procedure the team will do one final check for your safety. They will stop and do a "time out" or "pause" to assure that all the checks have been completed and that they have what they need to take care of you.

### Preventing Falls

You are at greater risk of falling while in an unfamiliar place such as a hospital.

Most falls occur as people are trying to move to and from the bathroom.

Always ask for help when you need to get up. Your caregiver will stop in at least every hour, but please call for help whenever you need it and remember these fall prevention basics:

- Use your call button to summon help.

- Wear the pair of non-skid slipper socks you received on admission.
- Family members should help make sure safety rules are followed and that surroundings are free of clutter.
- Family members should ask a caregiver to help a patient out of bed, even if they are able to do it alone at home.

Mills-Peninsula provides additional safety measures for patients identified as high risk for falling, such as:

- “Call, don’t fall” signs at the foot of the bed and in the bathroom
- A yellow “fall risk” wrist-band

## Medications

Your medical team needs to know what medications you take.

Please bring all your medications, including non-prescription medications, vitamins and herbal supplements, with you to the hospital or have a friend or family member bring them. Your nurse will go over the medications with you to be sure we understand how often and when you take them.

- Please have the medications taken home after your nurse has seen them.
- Know and tell your health care providers about any allergies you have.
- If you do not recognize a medication, check with the nurse to confirm that your doctor ordered it.

We’ll do our part, too. Whenever you receive a medication or blood, or have blood drawn for a laboratory test, a member of your health care team will confirm your identity. By asking your name and checking your arm band.

## Rapid Response Team

We have a dedicated team that responds to the bedside when there is change in your condition. They are trained to manage rapid changes and will work with your nurses and doctors to address the changes. We encourage you and your family to ask any of our staff to call the team when you feel that assistance is needed to manage a change in your condition.

For patients at our other sites, we will activate the Emergency Response System.

If you have concerns regarding Patient Safety, we encourage you to contact:

**Mills-Peninsula Health Services**

Patient Relations  
1501 Trousdale Drive,  
Burlingame, CA 94010  
(650) 696-5565

You may also contact:

**Department of Public Health**

District Office  
350 -90th St., 2nd floor  
Daly City, CA 94015  
(800) 554-0353

**The Joint Commission**

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
(800) 994-6610  
or visit <http://www.jointcommission.org>

*Thank you for joining with us to make your visit a safe one.*

## Patient Rights

### Mills-Peninsula respects your rights

Mills-Peninsula is committed to providing high quality, cost-effective health care to the community.

Every patient deserves to be treated with respect, dignity and concern. We will do our best to serve you.

We encourage you to be an active partner in your care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible.

Mills-Peninsula respects the personal preferences and values of each individual. Our goal is to observe your rights as a patient.

While you are a patient at Mills-Peninsula, you may exercise your rights regardless of gender, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, marital status or the source of payment for care.

### While you are a patient at Mills-Peninsula, you have the right to:

#### **Conditions of care**

You have the right to accept or refuse any medical treatment.

We will notify a family member or representative and your own doctor when you are admitted to the hospital.

You will be told the name of the doctor coordinating your care, and the names and professional relationships of other health care professionals who will see you. From all of them, you can expect considerate and respectful care that safeguards your cultural, psychosocial and spiritual values. You will receive care in a safe setting that is free from all forms of abuse and harassment.

All patients have the right to pain relief, so we will do all we can to assess and manage your pain.

Once you are discharged from the hospital, you will be told about continuing health care requirements.

#### **Information and privacy**

You have the right to receive clear, understandable information about your illness, course of treatment and prospects for recovery. You will receive as much information about any proposed treatment or procedure as you need to give informed consent or to refuse treatment. Except in emergencies, this information includes a description of the procedure or treatment, the medical risks

involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.

You may formulate an advance health care directive, which we will follow within legal limits. Decisions regarding your medical care, including the development and implementation of your care plan, will involve you as much as possible. This includes your right to refuse treatment.

You have a right to personal privacy. Expect full consideration of your privacy concerning your medical care program. Case discussion, consultation, examination and treatment are confidential and will be conducted discreetly. You have the right to be told why any individual is present.

All communication and records about your care and stay in the hospital will be kept confidential. You must give written permission before your medical records can be made available to anyone not directly related with your care.

You will be able to gain access to information contained in your medical record within a reasonable time. This still applies once you have left the hospital. Call 650-696-5595 for medical record information.

With your authorization, we will provide a friend or family member information about your continuing health care requirements after discharge.

### **Ethics**

Restraints, while medically necessary on occasion, will not be used as a means of coercion, discipline, convenience or retaliation. Restraints or seclusion are not permitted as forms of behavior management.

Expect reasonable responses to any reasonable requests you make for service. You may leave the hospital even against the advice of physicians.

To ensure reasonable continuity of care, we will give you advance notice about the times and locations of appointments, as well as the identity of those providing care.

You have the right to be told if your doctor proposes to participate in human experimentation that affects your care or treatment. You may refuse to participate in such research projects. Consult the Bioethics Committee and participate in any bioethical issues that arise in your case by asking your nurse or physician, or calling the Medical Staff Services Office at 650-696-5660.

### **Visitors**

You may designate visitors of your choosing, with some exceptions. Medical necessity may require that no visitors be allowed. In addition, the facility may determine that a particular visitor would endanger the health or safety of you, a member of the staff or other visitors, or would disrupt facility operations. You may also decide if there are visitors you do not wish to allow.

### **Rules and policies**

You have the right to know which hospital rules and policies apply to your conduct.

You may examine and receive an explanation of your bill regardless of the source of payment.

Your rights as a patient may be applied to someone who has legal responsibility to make decisions regarding your medical care. Concerns voiced by you or your representative will be addressed quickly and respectfully.

If you feel your concerns are not being addressed, you may file a complaint or grievance by contacting the following:

#### **Mills-Peninsula**

Patient Relations  
1501 Trousdale Avenue  
Burlingame, CA 94010  
(650) 696 5565

#### **Dept. of Health Services**

District Office  
350 - 90th St, 2nd Floor  
Daly City, CA 94015  
(800) 554 0353

#### **Joint Commission on Accreditation of Healthcare Organizations (JCAHO)**

One Renaissance Boulevard, Oakbrook Terrace, IL 60181  
(800) 994 6610 or visit <http://www.jcaho.org>.

For Medicare issues contact:

#### **Health Services Advisory Group (HSAG)**

5201 W. Kennedy Blvd.  
Tampa, FL 33609-1822  
(800) 841 1602

## Your Responsibilities

While you are a patient at Mills-Peninsula, you also have responsibilities. Fulfilling them will enhance your overall health care experience.

### Information and communication

Make sure you provide us with all available documents relating to your health, such as advance directives, care decisions and living wills. Also provide an accurate and complete description of your present condition and past medical history.

Try to learn more about your health care needs and ask your doctor or other members of the health care team for information about your treatment. Report any changes in your condition to your doctor and indicate whether you understand a suggested course of action. Inform those who treat you whether you want to permit or decline a specific treatment.

### Conduct

Please follow the hospital's policies that affect patient care and conduct, and be sure to abide by local, state, and federal laws. Make every effort to meet your financial commitment to Mills-Peninsula.

Keep appointments and cooperate with your doctors and others caring for you. Be considerate of other persons and uphold the rights of all patients. Take responsibility for your well-being if you do not follow instructions or if you refuse treatment.

If you have any questions or concerns while you are at Mills-Peninsula, please call Patient Relations at 650-696-5565.

## Pain Management Patient Rights

All patients have the right to pain relief, including those who are unable to describe their pain. We are committed to working with our patients to provide safe and effective pain management.

While you are a patient at Mills-Peninsula, you have the right to describe your pain and expect that your description will be believed and respected. You may help develop, implement, evaluate and revise your pain management. Your pain care will be administered by compassionate professionals who respect you as an individual.

We will take all reasonable safety measures as we provide your pain management. That management will be monitored and re-evaluated, and you have the right to review alternative pain management approaches. You may refuse your pain management plan, or ask that we revise it, without fear of discrimination.

As a patient, you also have responsibilities for pain management. Ask your doctor, nurse, or therapist what you can expect regarding pain and pain management. Discuss pain relief options with your doctor, nurse, or therapist, and work with them to develop a pain management plan.

Help your doctor, nurse, and therapist assess your pain. Ask for pain relief when you first experience pain and tell a member of your health care team if your pain is not relieved. Tell your doctor, nurse, or therapist about any worries you have about taking pain medications.

If you have any questions or concerns while you are at Mills-Peninsula, please call Patient Relations at 650-696-5565.

## Advance Health Care Directive

This information explains your rights to make health care decisions and how you can plan what should be done when you can't speak for yourself. A federal law requires us to give you this information. We hope it will help increase your control over your medical treatment.

### Who decides about my treatment?

Your doctors will give you information and advice about treatment. You have the right to choose. You can say "Yes" to treatments you want. You can say "No" to any treatment you don't want – even if the treatment might keep you alive longer.

### How do I know what I want?

Your doctor must tell you about your medical condition and about what different treatments can do for you. Many treatments have side effects. Your doctor must offer you information about serious problems that medical treatment is likely to cause you.

Often, more than one treatment might help you – and people have different ideas about which is best. Your doctor can tell you which treatments are available to you, but your doctor can't choose for you. That choice depends on what is important to you.

### What if I'm too sick to decide?

If you are unable make treatment decisions, your doctor will ask your closest available relative or friend to help decide what is best for you. Most of the time, that works. But sometimes everyone doesn't agree about what to do. That's why it is helpful if you say in advance what you want to happen if you can't speak for yourself.

California law lets you name someone to make health care decisions when you can't. A form called an Advance Health Care Directive can be completed.

### Who can fill out an Advance Health Care Directive?

You can if you are 18 years or older and of sound mind. You do not need a lawyer to fill out the form.

### Who can I name to make medical treatment decisions when I'm unable to do so?

You can choose an adult relative or friend you trust as your "agent" to speak for you when you're too sick to make your own decisions.

Even though you may have assigned an agent in your Advance Health Care Directive, you may choose a different agent each time you stay in the hospital. You will be asked who your agent is with each hospitalization.

### How does this person know what I would want?

After you choose someone, talk to that person about what you want. You can also write down in the Advance Health Care Directive when you would or wouldn't want medical treatment. Talk to your doctor about what you want and give your doctor a copy of the form. Give another copy to the person named as your agent. Take a copy with you when you go into a hospital or other treatment facility.

Sometimes treatment decisions are hard to make, and it truly helps your family and your doctors if they know what you want. The Advance Health Care Directive also gives them legal protection when they follow your wishes.

### What if I change my mind?

You can change or revoke your Advance Health Care Directive at any time as long as you can communicate your wishes.

### Do I have to fill out the form?

No, you don't have to fill out the form if you don't want to. You can just talk with your doctors and ask them to write down what you've said in your medical chart. And you can talk with your family. But people will be more clear about your treatment wishes if you write them down, and your wishes are more likely to be followed.

### Will I still be treated if I don't fill out an Advance Directive?

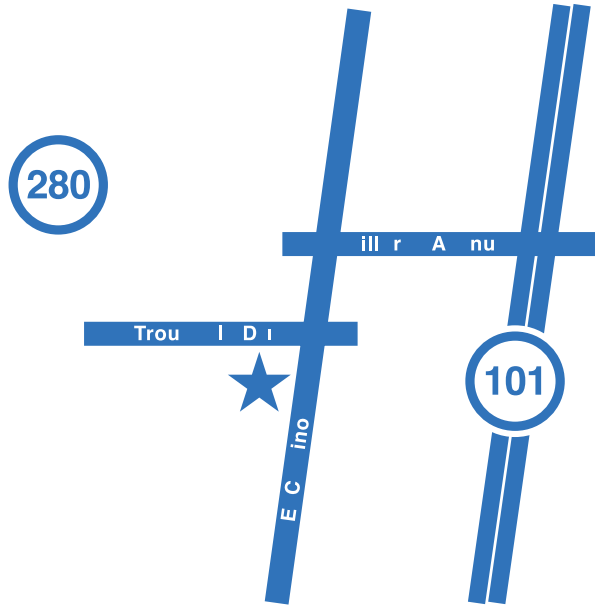
Absolutely. You will still get medical treatment. We just want you to know that if you become too sick to make decisions, someone else will have to make them for you. Remember that:

An Advance Health Care Directive lets you name someone to make treatment decisions for you. That person can make most medical decisions – not just those about life-sustaining treatment – when you can't speak for yourself. Besides naming an agent, you can also use the form to say when you would and wouldn't want particular kinds of treatment.

### How can I get more information about an Advance Directive?

Advance directive forms are available from Senior Focus **1 (650) 696-3660**.

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**Peninsula Medical Center**

1501 Trousdale Drive  
Burlingame, CA 94010

**From the North on 101:** Take the Millbrae Ave. exit west to El Camino Real. Turn left on El Camino Real. Turn right on Trousdale Dr. Make the first left turn entrance to the Medical Center. Turn left again into the parking garage and park on level 2 or 3.

**From the South on 101:** Take the Millbrae Ave. exit west to El Camino Real. Turn left on El Camino Real. Turn right on Trousdale Dr. Make the first left turn entrance to the Medical Center.

**From the North on 280:** Take the Trousdale Dr. exit and head east on Trousdale Dr. Turn right into the Medical Center entrance at Magnolia Ave. Turn left into the parking garage and park on level 2 or 3.

**From the South on 280:** Take the Trousdale Dr. exit and head east on Trousdale Dr. Turn right into the Medical Center entrance at Magnolia Ave. Turn left into the parking garage and park on level 2 or 3.

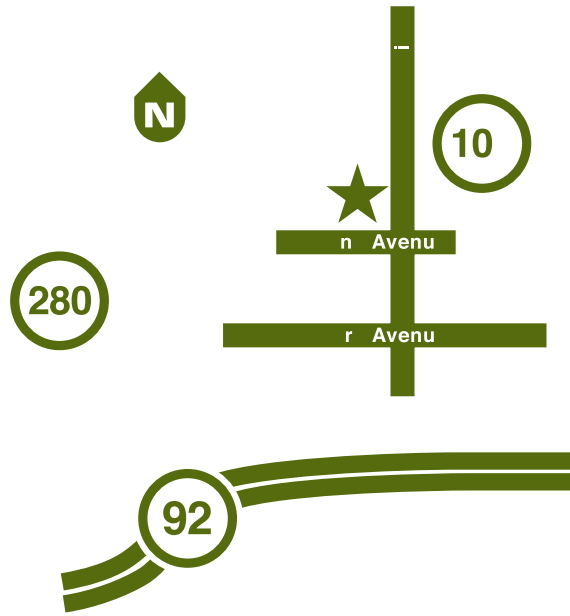
A shuttle is available from the parking garage level 2 to the hospital main entrance 6:30 a.m. – 8 p.m., Monday – Friday, and 7:30 a.m. – 6 p.m., Saturday, Sunday and holidays.

**Use main hospital entrance. Come to the Admitting Department on the First Floor past the elevators to the left.**

# Peninsula Medical Center



## Mills Health Center San Mateo



### Mills Health Center

100 S. San Mateo Drive  
San Mateo, CA 94401

**From the North on 101:** Take the 3rd Ave. exit west to San Mateo Dr. Turn right on San Mateo Dr. Cross 2nd Ave. Make a left turn into the parking area. Keep to the left through the gate for Health Center parking.

**From the South on 101:** Take 3rd Ave. exit west to San Mateo Dr. Turn right on San Mateo Dr. Cross 2nd Ave and turn left into the parking area. Keep to the left for Health Center Parking.

**From the North on 280:** Take Highway 92 East to El Camino Real North exit. Proceed on El Camino Real to 2nd Ave. Turn right on 2nd Ave. to San Mateo Dr. Turn left on San Mateo Dr. Turn left into the Parking area and stay to the left for Health Center Parking.

**From the South on 280:** Take Highway 92 East exit to El Camino Real North exit. Proceed on El Camino Real to 2nd Ave. Turn right on 2nd Ave. to San Mateo Dr. Turn left on San Mateo Dr. Turn left into parking area and stay to the left for Health Center Parking.

Valet validated parking is available 7 a.m. – 6 p.m., Monday – Friday.

**The Surgery Center is located on Level B (basement).**

The first underground floor of parking has an area marked “reserved for Surgery Center.” From this area enter the building and walk until you see the Surgery Center entrance on the left.

Handicap parking is available on main parking level only. (There is no handicap access from parking garage lower level.) If full, please use complementary valet parking.

Mothers with children in strollers should park on main level or use valet parking as there is no access on level two of parking garage.

