|  |  |
| --- | --- |
| Subject: Patient Orientation | Effective Date:  Revised Date:  Revised Date:  Revised Date: |
|  |  |

POLICY:

Each patient, family members, significant and/or concerned others will receive an orientation to [program name] by a designated staff member before or upon admission to ensure that they will be well informed, feel more comfortable about the admission and prevent confusion and miscommunication.

PROCEDURE:

# On admission, the nurse and [CNA/NA/PCT] assigned to the patient will participate in the patient/family orientation to the environment, unit routines, use of whiteboard, pain management when applicable etc. as early as possible after admission and no later than within 4 hours.

# Care Management will complete the orientation using the program’s Patient Orientation Packet completed within 24 hours post admission (Monday-Friday) and documentation of doing so in her/his progress notes. In the care manager’s absence, a nurse from the unit will be assigned to do so and it will be reviewed again upon the care manager’s return.

# An oral summary along with the written documentation of the following will be given to the patient as an Orientation Packet:

## Patient and Family Guidelines

## Copy of Patient Rights and Responsibilities

## List of Services

## Information on Advance Directives

## Information on Medicare/Medicaid (Know your Benefits)

## Medicare Benefits and Payment; Patient Financial Liability

## List of available activities available to any patients

## [Add anything else you plan to cover in the Patient Orientation Packet].

**Note:** See attached packet.

# The [program name] shall provide an orientation in the language required by the patient, family member(s), significant and/or concerned other(s). The Patients’ Rights and Responsibilities along with the orientation packet shall also be available in the language understood by the patient when the foreign language is commonly encountered in the unit's locale.

# The unit will provide an interpreter for the hearing-impaired patient who communicates by signing.

# Large print texts of the unit’s statement of Patients’ Rights and Responsibilities will be available if requested.

# Follow the hospital’s [Language and Hearing Interpretation – call this by the name of the hospital’s P&P] P&P for more information.

[Add a copy of the Patient Orientation Packet to this P&P]