

# INPATIENT INSIGHTS

## TOP 20 TIPS TOWARD HELPING EVERYONE ADVANCE REASONABLE TREATMENT

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### INSURANCE BENEFIT DETAILS

1. Establish a relationship with your health plan customer service. *Keep handy the member/provider service phone numbers, your plan type, your Member ID, your copayment dollar amounts for office visit, specialist, hospital emergency.*
2. Know your benefit coverage for out of network facilities and providers.
3. You have the right to appeal extension of stay should you have clinical evidence that you should remain inpatient.
4. Request to speak with your hospital case worker for assistance on details for medical payment assistance program.
5. Review all medical billing details and contest diagnostic studies, laboratory test etc. that were not conducted.

### HIGH RISK/AT RISK DETAILS

6. Make your clinical care team aware of your history of falls to ensure that you are added to the Fall Risk Alert list.
7. Make your clinical care team aware of open sores, ulcers or broken skin or your history of/sensitivity to pressure ulcers to prevent recurrence.
8. Inform your clinical care team when your health has been impacted by extreme weight loss to ensure that malnutrition protocols are added to your health plan.
9. Confirm with the clinical care team if you will be getting antibiotics before and after your procedure to reduce the risk of infection.
10. Make sure that every member of the hospital that will touch you in any way, washes their hands upon entering your room.

### PATIENT CARE/DAILY NEEDS

11. Identify a family member or friend who will advocate on your behalf. The clinical care team must write the name and phone number of your emergency contact on the board in your hospital room.
12. Request the details of your care plan. You want to know what the physicians has outlined as reasonable treatment for your inpatient stay. Is the nursing staff required to turn you every 2 hours, is physical therapy scheduled twice a day etc.? A consistent clinical regimen increases your chances of a full recovery.
13. Make sure your care team is informed and addressing unfinished meals. You need nutritional fuel to assist with recovery. There are meal replacements should you require a supplement.
14. Allow housekeeping the opportunity to come into your room and clean the floors, countertops, and bathrooms to ensure that you are not exposed to bacteria.
15. Ensure that every member of the hospital staff uses the appropriate personal protective equipment during contact.

### DISCHARGE PLANNING

16. Inform the clinical care team of the help of lack of help from family members of friends that you have at home to assist with your recovery.
17. Request written instruction for durable medical equipment and assistance with in home instruction if needed.
18. Request an appeal on your discharge if you are not clinical fit (actively dealing with acute conditions that increase your risk of a readmission) for discharge to home.
19. Request discharge to a skill nursing facility or acute rehabilitation facility if you need additional clinical care team assistance.
20. Have your case worker assist you with calling and scheduling follow up office visits with your primary care physician and/or specialist providers before you are discharge to home.