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# Your guide to healing.

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Good news. You're on the  
road to recovery.



**HIGHMARK**   
NORTHEASTERN NEW YORK

Because Life.™

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# Let's help you get your life back to normal.

That's why we put together  
everything you need for a  
successful recovery — minus  
the comfy couch and TV remote.

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**I went into the hospital for:**

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**and had the following tests/procedures done:**

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(Your nurse can help you fill this in.)

## **BEFORE-I-CHECK-OUT CHECKLIST**

\_\_\_\_\_ I have a **ride** from the hospital.

\_\_\_\_\_ I have a **ride to my follow-up** appointment.

\_\_\_\_\_ I have someone picking up my **prescriptions**.

\_\_\_\_\_ I have any **medical equipment** I'll need.

\_\_\_\_\_ I scheduled any **at-home services** I'll need.



### What medications should I take?

New medications: \_\_\_\_\_

\_\_\_\_\_

Directions for use: \_\_\_\_\_

\_\_\_\_\_

Continue taking: \_\_\_\_\_

\_\_\_\_\_

Stop taking: \_\_\_\_\_

\_\_\_\_\_

**NOTE:** The hospital will give you a discharge medication list. If you don't get it, ask! Be sure to mention any prescriptions you're already taking and ask whether you should continue taking them.

\_\_\_\_\_

### Do I have a follow-up appointment?

YES  NO

Date and time: \_\_\_\_\_

Doctor's name: \_\_\_\_\_

Office address and phone: \_\_\_\_\_

### Do I need to schedule blood work?

YES  NO

Date and time: \_\_\_\_\_

Lab location: \_\_\_\_\_

\_\_\_\_\_

### What if I have a question after hours?

Phone number: \_\_\_\_\_

\_\_\_\_\_

### Do I have a wound that requires special care instructions?

YES  NO

Care instructions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## What are my recovery do's and don'ts?

Do: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Don't: \_\_\_\_\_

\_\_\_\_\_

## What other lifestyle changes should I make?

\_\_\_\_\_ Stop smoking

\_\_\_\_\_ Limit alcohol

\_\_\_\_\_ Watch my diet

\_\_\_\_\_ Start exercising

\_\_\_\_\_ Join a support group

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# Away from the hospital

Once you leave, be sure to keep up with your care plan so you have a quick and easy recovery.

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## Are you taking care of yourself?

- Take your medications correctly.
- If you had surgery, keep an eye on your wound.
- Go to any follow-up appointments.
- Call your doctor if you have any questions.
- Make recommended lifestyle changes or complete physical therapy.

If you start experiencing any of the following symptoms, don't hesitate.

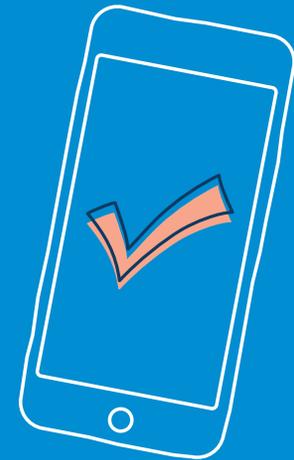
**Call your doctor immediately.**

- Shortness of breath
- Weight gain
- Sudden chest pain
- Confusion
- Fever or chills
- New or unusual pain, redness, or swelling

# Want your follow-up at your fingertips?

**Before you're discharged, find out if your hospital has an app or online records tool for patients.**

A medical records app or online tool can give you your discharge instructions and information right on your phone or laptop. It's easy, and you don't have to worry about losing any paperwork.





## Notice of Nondiscrimination

The plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The plan provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please call the customer service number on the back of your member ID card or contact the Civil Rights Coordinator.

If you believe that the plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, PO Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295 (TTY 711), Fax: 1-412-544-2475, email: [CivilRightsCoordinator@highmarkhealth.org](mailto:CivilRightsCoordinator@highmarkhealth.org)

You can file a grievance in person or by mail, fax, or email. You can also file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at US Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

**For assistance in English, call the customer service number listed on your member ID card.**

Para obtener asistencia en español, llame al servicio de atención al cliente al número que aparece en su tarjeta de identificación.

請撥打您 ID 卡上的客服號碼以尋求中文協助。

Обратитесь по номеру телефона обслуживания клиентов, указанному на Вашей идентификационной карточке, для помощи на русском языке.

פאר די הילף אין אידיש, רופט די קאסטומער סערוויס און נומער וואס איינע ID קארטל.

বাংলায় সহায়তার জন্য, আপনার আইডি কার্ডে তালিকাভুক্ত নম্বরে ক্রেতা পরিষেবা ফোন করুন।

한국어로 도움을 받고 싶으시면 ID 카드에 있는 고객 서비스 전화번호로 문의해 주십시오.

Aby uzyskać pomoc w języku polskim, należy zadzwonić do działu obsługi klienta pod numer podany na identyfikatorze.

اردو میں مدد کے لیے، کسٹمر سروس آپ کے شناختی کارڈ پر درج کردہ نمبر پر کال کریں۔

Pour une assistance en français, composez le numéro de téléphone du service à la clientèle figurant sur votre carte d'identification.

اردو زبان میں مدد کے لیے، کسٹمر سروس کو اپنے آئی ڈی کارڈ پر درج نمبر پر کال کریں۔

Para sa tulong sa Tagalog, tumawag sa numero ng serbisyo sa customer na nasa inyong ID card.

**Για βοήθεια στα ελληνικά, καλέστε το τμήμα εξυπηρέτησης πελατών στον αριθμό που αναφέρεται στην ταυτότητά σας.**

**Për ndihmë në gjuhën shqipe, merrni në telefon shërbimin klientor në numrin e renditur në kartën tuaj të identitetit.**

Rele nimewo sèvis kliyantèl ki nan kat ID ou pou jwenn èd nan Kreyòl Ayisyen.

Per assistenza in italiano chiamate il numero del servizio clienti riportato nella vostra scheda identificativa.

Diné k' ehjí yá' áti' bee shíká adooowot nohsingo naaltsoos nihaa halne 'gó nidaahtinígíí bine' déé' Customer Service bibéesh bee hane' é biká'ígíí bich' j' dahodootnih.

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# Hey, shouldn't you be getting ready to go?

If you're all set, here's a DIY haiku for you to have some fun with.

## A hospital haiku

\_\_\_\_\_ by my bed.  
[object in room, 2 syllables]

\_\_\_\_\_ and \_\_\_\_\_  
[animal, 1 syllable] [type of weather, 1 syllable]

outside my room.

I feel \_\_\_\_\_ today.  
[adjective, 1 syllable]

**Now, get some rest  
and get better.**



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