Care Transitions

How to prepare for your Hospital Admission

Mercy Care Advantage is an HMO SNP with a Medicare contract and a contract with the Arizona Medicaid Program. Enrollment in Mercy Care Advantage depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. You must receive all routine care from plan providers. This is general health information and is not meant to replace care or advice you get from your doctor. Always ask your doctor or other health care provider for information about your own health care needs.

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注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-436-5288 TTY：711）。

MCA-804

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Health and wellness or prevention information
A hospital stay is a transition from your usual every day care. Although going to the hospital can be stressful, you can take steps to prepare. We hope this flyer will be helpful when you and your caregivers begin to plan for your upcoming hospital stay.

**Pre-Admission Packet**
You may receive a packet of papers or a phone call from the hospital before your planned stay (sometimes called a pre-admission letter or phone call). This information will help you know the following:
- What tests you may need before you’re admitted
- Where you should go on the day of admission
- What time you should arrive at the hospital
- When your family and friends may visit.

**Items you should bring with you to the hospital include:**
- Mercy Care Advantage (HMO SNP) member ID card
- Some additional type of identification (e.g., driver’s license or state ID)
- A list of your doctors, including your PCP
- Phone numbers of family members, caregivers and/or other emergency contacts
- A list of your medicine or food allergies
- Names of your medicines, vitamins, herbal products and over-the-counter products you take (including the frequency and amount you take)
- Advance Directives*
- Eyeglasses, dentures and/or hearing aids
- Personal care items such as toothbrush, toothpaste, hairbrush, etc.
- A favorite blanket or comfortable pillow
- Newspapers, magazines and/or books
- Cell phone and charger (ask if your cell phone can be used safely).

**Items you should not take to the hospital include:**
- Medicine bottles (unless asked to do so)
- Valuables (e.g., wallet and jewelry)
- Medical equipment you use at home.

**While you are in the hospital, please remember the following:**
- Mercy Care Advantage will notify your PCP if you are admitted by a different doctor.
- Mercy Care Advantage’s concurrent review nurse will monitor your progress while you are in the hospital so that you have an updated care plan when you go home.

**Take charge of your own treatment**
Remember that you have a right to ask questions about your condition and treatment. It helps to write down your questions or concerns as they occur to you. By keeping a list of questions, you’ll be ready to ask them when the doctor or nurse visits. If any information is not clear to you, ask to hear it again. If you are deaf or hard of hearing, you may request a sign language interpreter.

**Be ready for discharge**
You should ask many questions so you have the answers before you leave the hospital. Some questions you may consider asking include:
1. Where I am going after I leave the hospital?
2. What are my medicines and how will I get them?
3. How do I take my medicines?
4. Will I need any special medical supplies or equipment?
5. What symptoms should I look for when I get home?
6. Who should I call if I have a problem?
7. Have I scheduled a visit with my doctor within two days after I go home?
8. Have I given my Mercy Care Advantage nurse my current contact information (this is especially important if you are staying somewhere different after your hospital stay)?

*If you don’t already have an Advance Directive, learn more about it from your doctor or hospital staff. Make sure your PCP and other providers place a copy of your Advance Directive in your medical records.

**Staying active and healthy**
Your body needs good nutrition and exercise to function well. When you’re healthy, you look and feel good about yourself. Unhealthy habits such as overeating, smoking or drinking have negative effects on your health. Aim for better health by:
1. Seeing your PCP at least once a year, and as needed.
2. Taking your medicines as prescribed.
3. Following the diet your doctor recommends, such as low sugar, low sodium, low fat, etc.
4. Exercising daily.
5. Getting enough sleep.
6. Avoiding alcoholic beverages and recreational drugs.
7. Improving your psychological well-being.
8. Pursuing your passions.
9. Making small changes in your life that can make a big impact.
10. Becoming familiar with the health care system so you feel comfortable making decisions about your health.

For questions about your health or Care Transitions, call your Primary Care Physician (PCP), your case manager or Mercy Care Advantage Member Services. Member Services is available 8 a.m. to 8 p.m., 7 days a week: 602-586-1730 or 1-877-436-5288 (TTY/TDD 711).

www.MercyCareAdvantage.com

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