



## Medical Travel Guide for Patients & Caregivers – Destination Center of Excellence Spine Program

# To Our Patients and Family Caregivers,

This medical travel guide explains our Patient Concierge Service and your health partnership with Ochsner.

You will also find information on the staff roles of our nationally recognized surgery program. Additionally, we have included other helpful details on our amenities that may make your stay with us more convenient and comfortable.



## Record your travel and appointment information

Dates of initial consult: \_\_\_\_\_

Date of travel to Ochsner: \_\_\_\_\_

Dates of initial evaluation: \_\_\_\_\_

Date of travel to home: \_\_\_\_\_



Your healthcare team is always available to you. For any questions or concerns, call your Nurse Navigator, 504-703-9373, or Patient Concierge, 504-703-0616.

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# About Ochsner Neurosurgery and Orthopedics

For more than 75 years, Ochsner Health has been a major referral center for patients from around the U.S. and the world.

Our medical expertise and extensive continuum of care has built Ochsner's reputation as one of the best healthcare systems in the world. Our healthcare family is comprised of more than 36,000 employees and over 4,600 physicians in over 90 medical specialties and subspecialties.

*As Louisiana's largest non-profit, academic, healthcare system, Ochsner provides coordinated clinical and hospital patient care, all connected electronically for our patients. Ochsner Health is one of the largest non-university-based physician training centers in the United States.*

Ochsner Neurosurgery and Orthopedics providers work as a multidisciplinary team to deliver quality care and services to our patients and their families that will exceed their expectations.

## Ochsner Neurosurgery

Our Neurosurgery team offers the region's most comprehensive and highest quality care for injuries and illnesses that impact the brain, spinal cord or nerves. Our award-winning program is made up of the largest neurosurgical group in Louisiana and the Gulf South. It has been ranked a Top 50 program by U.S News & World Report for 12 years in a row.

## Ochsner Orthopedics

Our Orthopedics team offers comprehensive musculoskeletal treatment and employs the latest techniques and technology.

## Our Neighborhood

Ochsner facilities are situated in Old Jefferson and Harahan, adjoining suburbs of New Orleans along the Mississippi River. This area is part of the New Orleans–Metairie–Kenner metropolitan area. Louis Armstrong New Orleans International Airport and the historic French Quarter are each less than 30 minutes away by taxi or ride share (Uber®, Lyft®).

Fast dining restaurants and retail stores surround our campus. Some are within walking distance while others are just a quick trip by taxi or ride share. Elmwood Shopping Center, located across the street from Ochsner Hospital for Orthopedics & Sports Medicine, offers a variety of retail, dining, coffee shops, a movie theater, and more.

*Ochsner Hospital for Orthopedics & Sports Medicine*



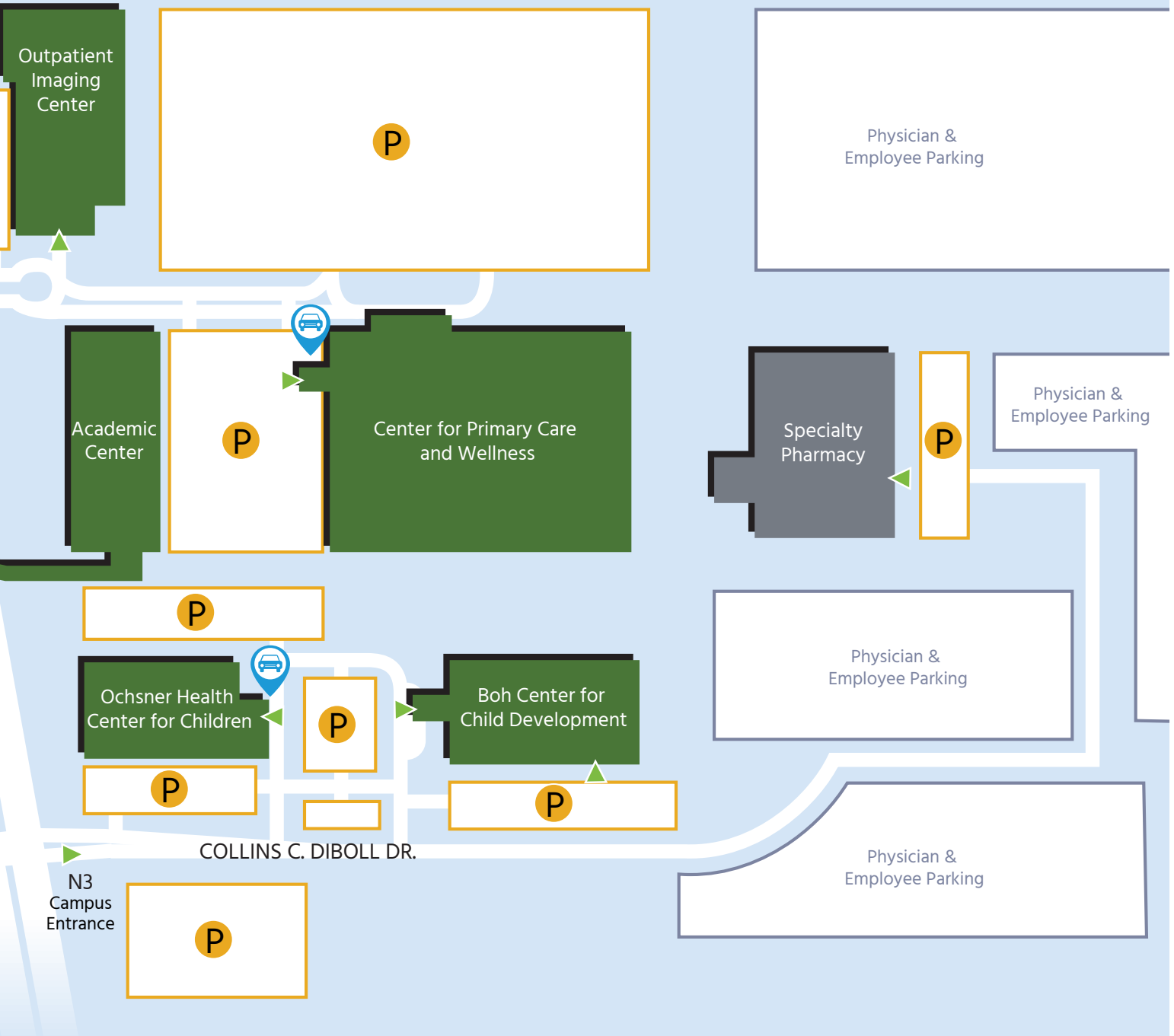
# Ochsner Medical Center

1514 Jefferson Highway, New Orleans, LA 70121



BETZ AVE.

## NORTH CAMPUS



# Ochsner Hospital for Orthopedics & Sports Medicine

1221 South Clearview Parkway, New Orleans, LA 70121





# Ochsner Baptist - A Campus of Ochsner Medical Center

2700 Napoleon Ave, New Orleans, LA 70115



## Patient Concierge Service

Traveling from home for medical care can be overwhelming. At Ochsner, we strive to make your visit as comfortable as possible. Your Patient Concierge will coordinate important activities related to your medical records and approval for treatment at Ochsner. They can also direct you to anything else you may need while you are with us.



Once you arrive at the Brent House Hotel, you will be given a local mobile phone number for your Patient Concierge. While you are under our care, they are available 24 hours a day, 7 days a week.

## Your Health Partnership

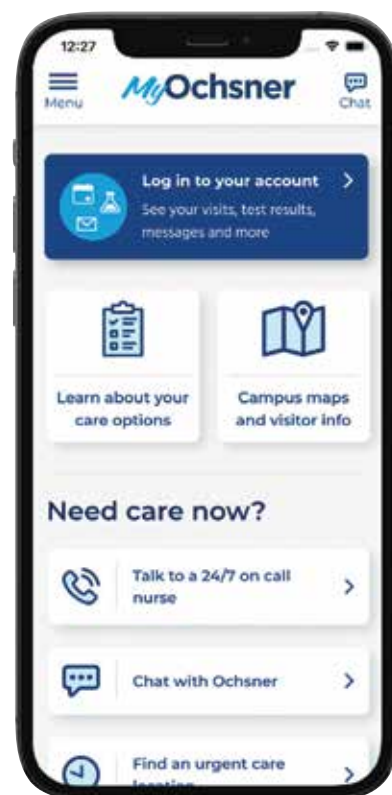
As a patient, you are an important member of your care team. In fact, **the more you ask questions and communicate with your care team, the more likely you are to have positive results from your surgery.**

We want to ensure that you have as many methods of contacting your care team as possible.

## MyOchsner

MyOchsner is our online patient portal. Using MyOchsner can help you take charge of your health via direct access to your medical information. You can communicate with your care team, check test results, and see all your appointments in one place. Learn more about MyOchsner by visiting [www.ochsner.org/my-ochsner](http://www.ochsner.org/my-ochsner).

The free, easy-to-use MyOchsner app connects directly to your electronic medical record at Ochsner. It offers live chat support, better resources to help you understand your billing and insurance, location information, campus maps and more. Visit the App Store for Apple devices or the Google Play Store for Android devices to download the MyOchsner app.



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## To Make Your Stay Easier

Following this checklist can help ensure your peace mind and comfort. Please feel free to ask a member of your care team or your Patient Concierge any questions.

- ☐ After you check in at the Brent House Hotel, provide your room number to your Patient Concierge.
- ☐ If you have FMLA paperwork, only fill in your name, signature, and date. Give the form to your Patient Concierge. They will deliver it to our FMLA office to finalize and process for you.



Your healthcare team is always available to you. For any questions or concerns, call your Nurse Navigator, 504-703-9373, or Patient Concierge, 504-703-0616.



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# Everyone Has a Role in Patient Care

Medical research shows the more involved you are in your own care, the better your results will be after surgery. The same is true for the relationship between you, your caregiver and your Ochsner care team. The stronger that partnership is, the better your results will be.

## Role of a Patient

One of the most important things you can do for yourself after surgery is to be actively involved in your care. You will get the best results when you, your family, and the care team partner in your care.

<b>Commitment to communicate as a team</b>
<ul style="list-style-type: none"><li><input type="checkbox"/> I will alert my surgery team and nurse navigator when I don't understand something, when something worries me or if anything unexpected occurs. That way the team can work with me until I am satisfied.</li><li><input type="checkbox"/> I will discuss all my current medications, non-prescription products, vitamins or herbal supplements, and current and past medical problems with my care team. I recognize how important this information is in guiding my care and making me safe.</li></ul>
<b>Commitment to involve my family and loved ones</b>
<ul style="list-style-type: none"><li><input type="checkbox"/> I will have a trusted family member or loved one present with me during my hospital stay and clinic visits. This person will help support me during my care and recovery.</li><li><input type="checkbox"/> I will work with my surgery and care teams at home to develop a sensible transition plan for returning home.</li></ul>
<b>Commitment to complete important care steps</b>
<ul style="list-style-type: none"><li><input type="checkbox"/> I will alert my team and home physician before I stop or start medications. That way we can discuss how any changes might impact my care and recovery.</li><li><input type="checkbox"/> I will work with my team and home physician to develop a sensible schedule for my care after surgery, my follow-up visits and my rehabilitation.</li><li><input type="checkbox"/> I will keep all of my follow up visits, both with my home physician and at Ochsner.</li></ul>
<b>Commitment to improved health and prevention</b>
<ul style="list-style-type: none"><li><input type="checkbox"/> I will complete my rehabilitation program as my physician prescribes it. I understand that it will give me a better, quicker and more lasting recovery.</li><li><input type="checkbox"/> I will work with my surgery team and home physician to permanently stop my use of any tobacco products. I understand that this will ensure I have the best possible outcome to my surgery.</li><li><input type="checkbox"/> I will discuss nutrition, weight management, exercise and medication with my surgery team and home physician. I understand that these play an important role in being healthy and improving my quality of life.</li><li><input type="checkbox"/> I will establish follow-up care with my home provider before I travel.</li><li><input type="checkbox"/> I will ensure that my provider understands their role in my care after surgery. I understand that my home provider will help manage any medications, diet supplements, referrals, X-rays, incision care, and FMLA paperwork after I return home.</li></ul>
<input type="checkbox"/> <b>I want to become and stay healthy. I fully accept my role as a patient at Ochsner.</b>

## Role of a Caregiver

Caregivers also play a critical role for our surgery patients. As a caregiver, your participation is one of the most important parts of the program. You being present and involved is essential to the patient's recovery.

### Commitment to communicate as a team

- ☐ I will alert the care team and nurse navigator when I don't understand something, when something worries me or if anything unexpected occurs. This way the surgery team can work with us until we are satisfied.
- ☐ I will discuss all my responsibilities with the surgery team. I recognize how important my understanding of this is in guiding the care and recovery of the patient.
- ☐ I will discuss power of attorney, advanced directives and decision-making with the patient before surgery.

### Commitment to involve my family and loved ones

- ☐ I will fulfill the role of a caregiver by being present with the patient during his or her hospital stay and clinic visits. It is my job to help support the patient during his or her care.
- ☐ I will support the surgery team in developing a sensible plan for the patient's transition from the hospital to his or her home. I will provide all the support and assistance needed to fulfill that plan.

### Commitment to complete important care steps

- ☐ I will support the patient in following all postsurgical instructions. I understand that this includes medication management, such as restarting routine medications and taking medication to manage pain, quitting smoking and a healthy diet.
- ☐ I will support the surgery team and home physician in developing a sensible schedule for the patient's after-surgery care, follow-up visits and rehabilitation.

### Commitment to improved health and prevention

- ☐ I will ensure the patient is able to complete his or her rehabilitation program. I understand that this program will give the patient a better, quicker and more lasting recovery.
- ☐ I will work with the patient, the surgery team and the home physician to support the patient's efforts to permanently stop using any tobacco products.
- ☐ I will ensure the patient understands the importance of lifestyle changes. I understand this includes lifelong healthy nutrition, managing their weight, exercise and medications to keep them healthy.
- ☐ I realize that my decisions and my behavior have a significant impact on the patient's long-term health.

- ☐ **I fully accept my role as a partner in care.**

## Roles of Family Members and Friends

We encourage family and friends to participate in your care at their level of comfort. Here are some ways they can help:

- Help with bathing, dressing and meals to promote independence at home.
- Learn how to care for your incisions and brace if applicable.
- Understand which activities are important for recovery and which to avoid.
- Understand your medications.
- Make sure you have an education packet to use as a resource when you are home.
- Become a walking partner in the hospital and when you go home.
- Be present when you receive discharge teaching.
- Go with you to your post-operative and follow-up visits.

## Role of the Nurse Navigator

The nurse navigator guides each patient through their treatment plan. He or she collects necessary information and assesses the patient to determine what each person's needs are before, during and after surgery.

### Your Nurse Navigator will:

- Help the team develop an individualized care plan that helps to prevent complications and readmission.
- Help you understand what to expect after initial consult and if surgery is needed, assist with pre-op coordination. If surgery is not needed, coordinate all clinical information to your home provider.
- Ensure you have all the important post-surgery evaluations scheduled before you leave the hospital. The nurse navigator will also coordinate follow-up visits with your home care team.
- May follow up with you via phone or the MyOchsner patient portal to confirm that you understand what you've learned about taking care of yourself after surgery and answer any new questions.
- Communicate with your primary care doctor when new information may be useful to your care.
- Answer questions or concerns before, during and after your surgery. This is to ensure you and your caregiver understand how to contact the team after going home.
- Monitor your condition multiple times after surgery. This helps gauge your progress toward certain recovery milestones. He or she will also want to know how satisfied you are with the service you received at Ochsner.



Your healthcare team is always available to you. For any questions or concerns, call a Nurse Navigator, Monday - Friday, 8am to 5pm.

Michelle Blow, RN | April Fontenot, LPN | 504-703-9373  
Patient Concierge: 504-703-0616

## Role of the Patient Concierge

The Patient Concierge provides information and services for your convenience. He or she will help ensure you and your caregiver have everything you need that is not directly related to your care during the hospital stay.

### Your Patient Concierge will:

- Escort you to and from clinic appointments
- Educate you about our facility and amenities
- Provide frequent updates and check-ins during the surgery and hospital stay.
- Be on call for you 24 hours a day, 7 days a week throughout your stay.



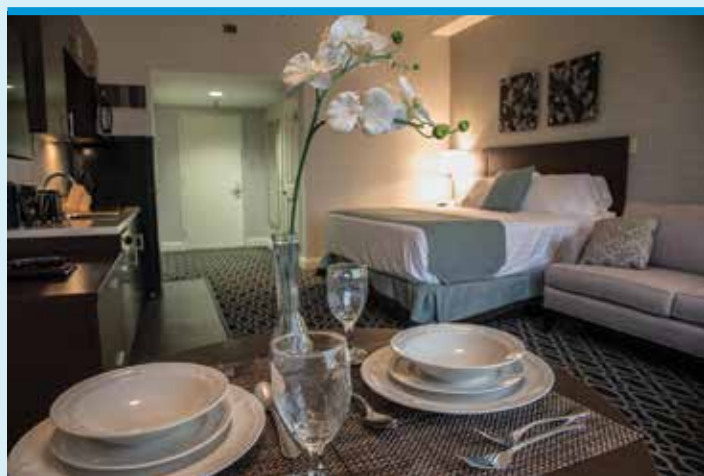
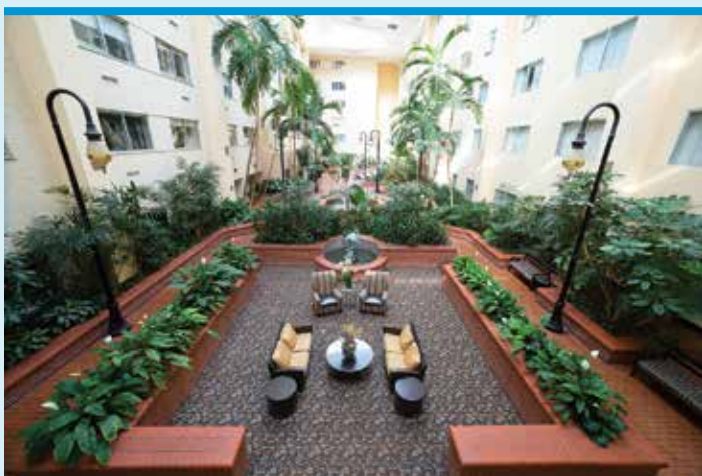
# Hotel Accommodations

The Brent House Hotel is located on the campus of Ochsner Medical Center-New Orleans. Consider it your home away from home with convenient, comfortable, and affordable accommodations.

The Brent House Hotel offers:

- Well-appointed rooms and suites
- Extended stay rooms with kitchenettes
- Outdoor heated pool and 24-hour fitness center
- Free covered self-parking and valet parking
- Restaurant and coffee shop
- Complimentary Wi-Fi throughout our guest rooms and facilities
- Close to the airport, French Quarter, Superdome and downtown New Orleans

For more information visit [www.brenthouse.com](http://www.brenthouse.com).



# Ochsner Medical Center Amenities

There are many restaurants, stores, and services available on our campus. Be sure to ask your Patient Concierge about any special requests.

Food and Dining	Shops and Personal Care
<p><b>Southport Café</b> 1st Floor Hospital Open daily 6:00 am - 10:00 am breakfast 11:00 am - 3:00 pm lunch</p> <p><b>Bistro 42</b> 1st Floor Hospital Atrium Monday - Friday, 6:00 am – 5:00 pm (Closed on holidays)</p> <p><b>PJ's Coffee</b> 1st Floor Hospital Atrium Monday - Friday, 7:30 am – 6:00 pm (Closed on holidays)</p> <p><b>Smoothie King</b> 1st Floor Brent House in Hallway near Hospital Atrium Monday - Friday, 6:00 am - 8:00 pm Weekends, 6:00 am - 2:00 pm</p> <p><b>Brent House Market</b> 1st Floor Brent House Lobby 7 days a week, 24 hours a day</p> <p><b>Where to Eat Nearby</b> To find restaurants nearby, search "1514 Jefferson Highway." <i>Do not search the zip code or the "near me" function.</i> This may omit restaurants close to the hospital.</p>	<p><b>Spiritual Care Center</b> 1st Floor Hospital near Jefferson Hwy Front Entrance 7 days a week, 24 hours a day <i>A chaplain is available by calling 504-842-3286.</i></p> <p><b>Fitness Center</b> 1st Floor Brent House in Hallway to Hospital Atrium <i>A staff member available Monday through Friday 9:00 am - 2:00 pm for assistance.</i></p> <p><b>Barber Shop</b> 1st Floor Brent House in Hallway to Hospital Atrium Tuesday - Friday, 9:00 am - 5:00 pm</p> <p><b>Beauty Salon</b> 1st Floor Brent House in Hallway to Hospital Atrium By appointment only Tuesday - Friday, 9:00 am - 5:00 pm.</p> <p><b>Pharmacy &amp; Wellness Store</b> 1st Floor Hospital Atrium Monday - Friday 7:00 am – 7:00 pm Saturday - Sunday 10:00 am – 4:00 pm</p> <p><b>Gift Shop</b> 1st Floor Hospital Atrium Monday – Friday 8:00 am – 4:30 pm (Closed on weekends)</p>
Services	ATMs
<p><b>Brent House Business Center</b> 1st Floor Brent House Lobby 7 days a week, 24 hours a day</p> <p><b>Brent House Coin Laundry</b> 1st Floor Brent House Lobby – Ask reception for access 7 days a week, 24 hours a day</p> <p><b>Medical Library</b> 1st Floor Main Hallway between Hospital and Atrium Monday - Friday, 7:30 am - 5:00 pm</p>	<p>1st Floor Brent House Lobby</p> <p>1st Floor Hospital near Jefferson Hwy Front Entrance</p>



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# Ochsner Hospital for Orthopedics & Sports Medicine

## Amenities

Meals are served to the patient and one complementary meal to the caregiver while on campus. Below are some options available. Be sure to speak with your Patient Concierge for any special requests.

Food and Dining
<p><b>The Café</b> 2nd Floor Hospital - Building A Monday - Friday, 7:00 am - 9:00 am for breakfast and 11:00 am - 1:30 pm for lunch (Closed on weekends)</p> <p><b>PJ's Coffee</b> 1st Floor Hospital - Building A Monday - Friday, 6:00 am – 3:00 pm (Closed on weekends)</p> <p><b>Vending Machines</b> 1st Floor Hospital 2nd Floor Hospital just outside of Café Zucchini</p>

# Notes

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1-866-OCHSNER | [ochsner.org](https://ochsner.org)