

2024



HOSPITAL  
ONCOLÓGICO  
DR. ISAAC GONZÁLEZ MARTÍNEZ

# Patient Manual



[www.ligacancerpr.org](http://www.ligacancerpr.org)

**DR. ISAAC GONZÁLEZ MARTÍNEZ ONCOLOGY HOSPITAL**  
Apartado 191811, San Juan, P.R. 00919-1811  
Phone: (787) 763-4149





## Patient Manual

### Welcome Message

Welcome to Dr. Isaac González Martínez Oncology Hospital, located in the Puerto Rico Medical Center. We are giving you this Patient Manual to:

- **Educate** about your rights and responsibilities as a patient.
- **Contribute** with informed decisions about medical care.
- **Promote** the access to medical and support services.

We are an accredited facility by the *Joint Commission*, and the Commission on Cancer of the American College of Surgeons. This means that you will receive high quality medical care. Thanks for choosing us to serve you.

### History

Our hospital honors the memory of Dr. Isaac González Martínez, a Puerto Rican physician born in Utuado. Thanks to Dr. González Martínez, the Puerto Rican League Against Cancer (LPCC) was founded in 1938, and its medical facility in 1961. Thus, we proudly became the first hospital facility providing medical services to adults with cancer in the Island.

### Mission

To provide medical services to cancer patients, aimed at improving their quality of life through prevention and education programs, and scientific research.

### Vision

To be the leading non-profit hospital institution in Puerto Rico and the Caribbean, dedicated at providing cancer care, based on the excellence of medical services, and prevention, education and scientific research.

### Core Values

- **Excellence:** Striving for exceptional quality of care and services by continuously integrating best in class medical practices.
- **Respect:** Valuing the dignity of every individual, including patients, families, and staff, by giving attention to all needs.
- **Empathy:** Demonstrating sensitivity and compassion towards patients and their families by ensuring they feel cared for and understood.
- **Solidarity:** Fostering a supportive environment to serve as the best of our abilities.
- **Teamwork:** Collaborating effectively among healthcare professionals to ensure comprehensive care and best health outcomes.



- Health education for patients and caretakers.
- Wound care and ostomy clinic.
- Cancer early detection programs.
- Cancer survivorship clinics.
- Spiritual support.
- Volunteer program.

## Services

The hospital offers medical services that include:

- Imaging center for diagnostic tests as: echocardiogram, X-rays, computed tomography (CT), magnetic resonance imaging (MRI), bone densitometry, breast biopsies, general and vascular sonography, and endoscopy.
- Nuclear Medicine.
- Medical Oncology and Bone Marrow Transplant.
- General, internal and sub-specialized medicine as: Hematology, Dermatology, Gastroenterology, Gynecology, Orthopedics, Urology and Nutrition.
- Infusion center.
- Radiation therapy.
- General and plastic surgery.
- Intensive care.
- Rehabilitation with Physiatrists, Physical, Occupational and Speech and Swallowing Therapy.
- Social Work and Patient Navigation at supporting patients and families who face barriers to accessing care.

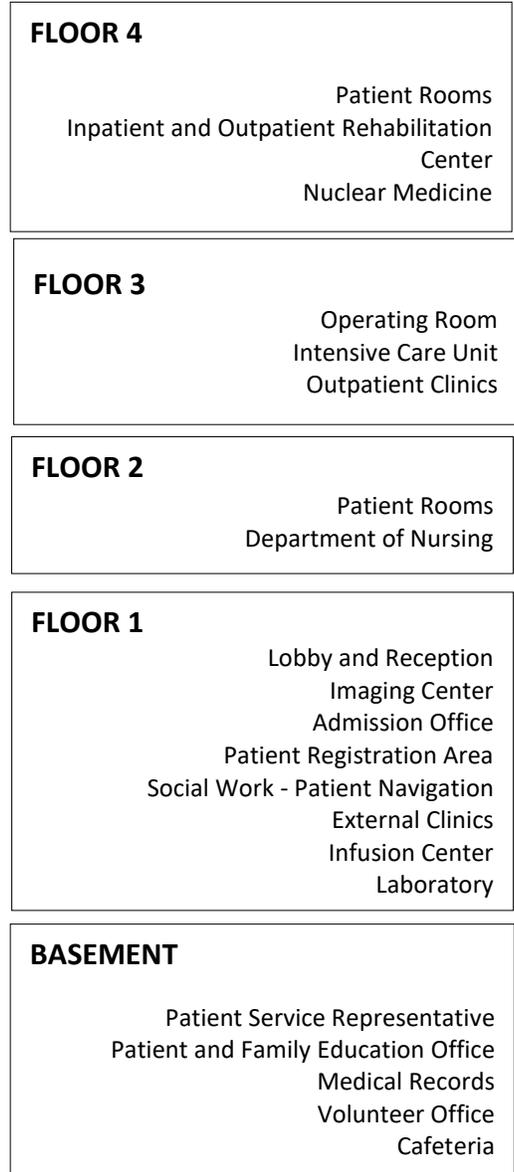
## Facilities

Dr. Isaac González Martínez Oncology Hospital's building has 4 floors and a basement.

For your convenience, you can see the location of important services at the image we included in the next page.

Please visit our receptionist at the lobby if you need additional information.

# Dr. Isaac González Martínez Oncology Hospital



## Additional medical services at Dr. Isaac González Martínez Oncology Hospital:

- Dermatology
- Gastroenterology
- Gynecology
- Hematology
- Orthopedics
- Urology
- Nutrition

For your safety, always identify the emergency exits (EXIT).

The hospital facilities are monitored 24/7 with security cameras.

## Accreditations

The Puerto Rican League Against Cancer is a non-profit organization that founded Dr. Isaac González Martínez Oncology Hospital in 1961. The organization and its facility proudly holds the following important accreditations:



The **Joint Commission** is the entity designated by the U.S. Congress to ensure compliance with practices for the protection and improvement of medical care and patient safety.



**The Commission on Cancer** is the accreditation provided by the American College of Surgeons to hospital facilities implementing excellent medical care guidelines for the management of people with cancer.



The **American Radiological Association** is the organization that certifies the quality, safety and innovation of facilities that perform diagnostic, interventional, nuclear medicine and radiotherapy radiological procedures.

## Admission Process

The hospital admission process takes place in the Admissions Office located on the first floor. The patient will submit a written order from the physician to complete admission. Referral physician must belong to our Medical Faculty.

### **Admission Hours:**

*Monday through Friday  
from 7:00 am to 5:00 pm*

## Pre-Admission

To complete pre-admission for surgery or any medical procedure, you will visit the Admissions Office accompanied by a family member. All patients must bring written medical orders to complete pre-admission.

During the process, you will be scheduled for tests and examinations that are required prior to surgery.

### **Pre-Admissions Hours:**

*Monday through Friday  
from 6:00 am to 2:30 pm*

## Personal items you may need to bring for hospitalization are:

- ✓ Sleepwear, robes
- ✓ Flip flops
- ✓ Towels
- ✓ Personal hygiene items
- ✓ Admission kit (can be purchased at the hospital for a small fee)



## Hospital Rules

- Smoking is prohibited in all areas.
- Children under 12 years of age must remain in the lobby accompanied by an adult.
- Only one companion will be allowed in semi-private rooms.
- A moderate tone of voice should be maintained in rooms, corridors and waiting rooms at all time.
- Visitors will not be allowed in shorts, miniskirts, flip-flops, and cuff shirts.
- Vendors are not allowed at the institution.
- If an unknown person enters the room without institutional identification, you must call the nursing station.
- Family members waiting for a patient who is in surgery must stay at the patient's room or in a waiting area.
- The patient should inform family members and friends about visiting hours and hospital regulations.
- Do not bring valuables, money or clothing to the hospital. The institution will not be responsible for lost items.

- Electrical appliances such as fans, radios, televisions or hair dryers are not allowed.
- In order to prevent infections, live or dried plants or flowers are not allowed in the hospital.
- If you wear contact lenses, avoid bringing them to the hospital. It is preferable that you bring eyeglasses.
- If you wear dentures, remember to keep them with you. The hospital is not responsible for lost items.
- If you take any medication, please notify your doctor or nurse before admission.
- During a hospitalization, do not take medicines that are not prescribed or approved by your doctor.
- For your security, please follow all safety, hygiene and infection control instructions.



**Write down your medical record number and keep it at hand.**

### Patient Record

You can contribute to create a complete medical record. Since your first visit, please bring and deliver copy of all results to the Admission Office and the Patient Registry Area. For example:

- ✓ Mammography
- ✓ Sonomammogram
- ✓ PET-CT (Computed Tomography)
- ✓ MRI (Magnetic Resonance Imaging)
- ✓ EKG
- ✓ Pelvic Sonogram
- ✓ Blood and laboratory test results
- ✓ Biopsy reports, among others.

### Visiting Hours\*



Intensive Care	General Visits	Rehabilitation Unit
12:00 - 12:30 pm 6:00 - 6:30 pm	12:00 m - 8:00 pm	12:00 m - 8:00 pm

\* Subject to change.

**Ask family and friends  
not to visit the hospital when sick.**

**Remember that hospital cannot allow  
visitors under the age of 12.**

### Patient Responsibilities

Be aware of patients' four responsibilities:

1. To provide information.
2. To clarify all doubts.
3. To inform medical decisions.
4. To comply with medical care.

## **Provide information**

- Provide complete information to your doctor and the hospital staff about:
  - Current health status.
  - History of illnesses.
  - Prescribed and over-the-counter medicines including vitamins, aspirin, and cold medicines.
  - History of previous hospitalizations.
- Tell your doctor about any change you notice in your health.
- Discuss all doubts with your doctor since he or she is your primary source of information.
- Always identify yourself by saying your full name, your two surnames and your date of birth with the month, day and year.
- Prepare written instructions, known as *advanced directives* about the medical care you will want if unable to declare them verbally. In other words:
  - If you agree to receive blood transfusions.
  - If you agree to CPR if your heart fails.
  - If you accept a breathing tube if you suffer from a respiratory failure.
  - If you agree to life-prolonging treatment in case of serious illness.
  - Name of the family member or caregiver you choose to make decisions if you become seriously ill.
  - If you want to donate organs if you die.

- Provide a written copy of the *advanced directives* to your doctor, the hospital staff, and your family members.
- Tell your doctor if you anticipate any trouble on keeping your appointments or recommended treatment. If you have trouble getting to the hospital, contact the Social Work Office (787) 236-7626.
- Provide complete information about your insurance plan and the way you will pay medical bills.
- Describe your health insurance policy and coverage, and the services for which you will need medical referral.
- Complete all paperwork required by the health insurance for delivering your medical treatment.
- Bring all documents requested by the hospital.

## **Clarify your doubts and declare your decisions**

- Make sure you understand the correct use of your medications. Tell the medical staff when you do not understand medical instructions or recommendations.
- Be responsible with your health. Without your input and cooperation we will not be able to provide medical care.
- Tell your doctor in writing what you decide to accept. You will read and sign informed consent forms giving authorization for medical care. If you cannot read, you will be explained the

information prior to signing any consent form.

- Make sure you learn and understand your medical condition and treatment.

### **Comply with medical care**

- You have the right to reject treatment or support services.
- Recognize that treatments have some risks and side effects. Be aware that medicine cannot always cure disease.
- Do not take medicines that your doctor **has not** ordered during hospitalizations. Doing so can put your health at risk.
- Do not disturb medical care of other patients with your behavior, tone of voice, or attitude.
- Practice hygiene, fall prevention, and proper hand washing to stay well.
- Always comply with follow-up medical care.

**Prepare a personal medical folder or binder with all your test results and with your medical information.**

**Bring it with you whenever you come to the hospital.**



**If you come to have surgery, make sure to come with someone who you authorize to make decisions.**



If you are transferred to a new room during hospitalization, you have to bring all your belongings with you.

**Remember to wash your hands often and correctly in order to prevent infections.**



Proper hand washing takes about 1 minute and save lives.  
Follow these steps.

## Hand washing steps

- 

**Wet your hands with clean, running water.**
- 

**Apply soap and rub your hands together for at least 20 seconds.**
- 

**Rinse your hands until all the soap is gone.**
- 

**Turn off the faucet with a paper towel or your elbow.**
- 

**Dry your hands with a clean paper towel or hand towel.**

 Cleveland Clinic



## Patient Rights

Patients has the right for:

1. Quality medical care.
2. Education about disease and treatment.
3. Informed consent for treatment.
4. Resources and services.
5. Clinical trials.

### *Receive quality medical care*

- Be provided with the best health care possible according to advances in medicine.
- Receive medical care from competent health care professionals.
- Receive unrestricted medical care and access to hospital facilities.
- Receive respectful treatment taking into account language and culture.
- Not being discriminated on the basis of race, sex, age, sexual orientation, religion, political affiliation, health condition, or ability to pay for medical care.
- Receive medical care free from abuse, neglect, mistreatment, and exploitation by hospital staff, other patients, family members, and visitors.

- Know the name and position of the professionals providing medical care.

### *Receive education about your illness and treatment*

- Be educated with information you understand about your disease and treatment options.
- Be educated about the name and purpose of medicines, and about treatments before they are received.

### *Decide about treatment to accept*

- Decide on the treatment you want to accept.
- Refuse treatments as long as you understand the consequences of your decision.
- To be transferred to another hospital or asking to be seen by another doctor.
- Ask for a second opinion before deciding on the treatment you accept.
- Have private conversations with your doctor and other health care professionals.
- Select a family member or caregiver as your agent to make health care decisions if you are unable to do so.
- Write, deliver, and sign advanced directives to be retained in your medical record. Remember that you can change them at any time.

- Receive treatment to manage pain.
- Request and receive a copy of your medical record after following procedures required by the hospital.
- Review personal medical record and request corrections when having incorrect information.
- Be assured that personal health information is kept confidential as per required by HIPAA.
- Receive an explanation on how your private health information is used. (The hospital will only share the information with the doctors and health care professionals who treat you. You will also be able to use it to monitor the quality of care, to comply with hospital statistics, and to comply with legal, billing and collection procedures).
- Decide who you authorize to provide information about your health.

- Receive education and printed information on the medicines you will take at discharged.
- Submit complaints and suggestions to hospital officials or the Patient Service Representative.
- Know how and where to file complaints and suggestions.

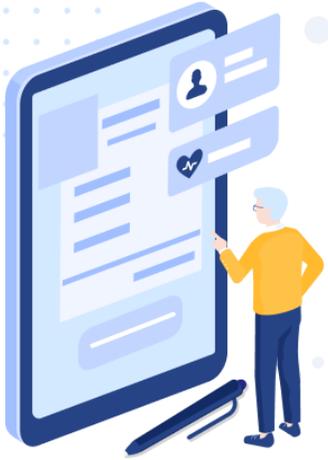
### *Participate in clinical trials*

- Participate in clinical and scientific research studies that provide access to new treatments and new interventions with patients.



### *Learn about resources*

- Have a translator or an interpreter if you speak in a foreign language or if you have speaking or hearing impairment. For a translator or interpreter, call the Social Work Office (787) 236-7626.
- Be educated about safety, infection control and prevention of falls.
- Be educated about in site or external resources.



## Complaints and Grievances

Reference: Policy #PI/MRSI 021, effective January 1999

### How to report a complaint or grievance

You must submit a complaint or grievance in writing to the Director or Supervisor of the applicable service. You can also complete the *Grievance Filing Form* available at the Patient Service Representative's Office, located in the Department of Institutional Programs. For information please call: (787) 763-4149 Ext. 2901.

### Who can file a complaint or grievance

Written complaint or grievance may be filed by the patient, the patient's representative, a family member, or a visitor who will be known as the *complainant*.

If the person who wants to submit a complaint or grievance has difficulty writing

or expressing himself, he or she will be assisted by the staff.

### When to report a complaint or grievance

A complaint or grievance can be reported at any time.

### To whom a complaint or grievance should be delivered

Any complaint or grievance shall be referred to the Director or Supervisor of the service, or to the Patient Service Representative. Outside working hours, complaints or grievances will be delivered to the available Supervisor.

### What to expect next

Within the next 30 working days, the hospital will respond in writing to the complainant. Written response will inform the actions taken to address the complaint. The response will be received by registered mail and will include:

- Date and time of the complaint or grievance.
- Name of the complainant.
- Summary of the complaint or grievance.
- Actions taken to address the matter.
- Final decision on the matter.
- Date of investigation to address the complaint.
- Name of contact person at the hospital.
- Statement on the right to appeal.

### Where to request a review of actions taken

Within 5 working days from the date of receipt mail, the complainant may *appeal* or request in writing that the hospital decision be reviewed. If the complainant is still not satisfied with the new decision, he or she may appeal in writing to the Executive Director or to the Board of Directors of Dr. Isaac González Martínez Oncology Hospital. The Board of Directors will respond after making final decision on the matter.

To request a review send correspondence to:

Office of Administration  
Puerto Rican League Against Cancer  
Dr. Isaac González Martínez Oncology Hospital  
PO Box 191811  
San Juan, P.R. 00919-1811  
Phone: (787) 763-4149 Ext. 5001, 1700

### How to proceed if complainant still disagree with decision taken at the Executive Level

The complainant may direct his or her complaint or grievance to one of the agencies listed next.



List of Agencies for Complaints or Suggestions	Phone(s)*
Office of Regulation and Accreditation of Health Facilities (SARAFS) at the Department of Health	(787) 765-2929
Centers for Medicare & Medicaid Services (Livanta Medicare)	1 (877) 566-0566 1 (866) 815-5440
Office of the Medicare Fraud and Abuse Inspector	1 (800) 633-4227
Office of the Ombudsman for the Elderly	(787) 721-6121
Office of the Ombudsman for Persons with Disabilities	(787) 725-2333
Office of the Patient Advocate	1 (800) 981-0031 (787) 977-0909
Office of the Ombudsman	(787) 724-7373

\* Phone numbers were reviewed on December 2024



## To prevent falls

### Follow these recommendations

#### During your hospital stay

- Familiarize yourself with the room.
- Call the nurse's station for help before you get out of bed.
- To avoid dizziness, sit for a few minutes before getting out of bed. Get up slowly.
- Keep your personal belongings and doorbell close to you to call for help.
- Check that the doorbell to call the nurse is working and if it does not work, notify immediately.
- Keep the bed rail elevated while lying down.
- Turn on the lights so you can see where you are going to walk.
- Keep the aisles clear of suitcases, packages, purses.
- Keep the floor clean and dry.
- Ask for help when you do not know how to use some walking equipment such as: wheelchair, crutches, walkers.
- Bring slippers or rubber-soled shoes so you can walk safely.

#### During your hospital visit

- Familiarize yourself with hospital facilities.
- Wear safe, rubber-soled shoes when walking.
- Use handrails when going up and down stairs.
- If you see objects or liquids on the floor of hallways, stairwells, or elevators, notify the hospital staff right away.
- Avoid placing packages, suitcases, or purses in places where you walk.
- If you have difficulty walking, use your walker, cane, or crutches.
- Walk with caution in and out of hospital facilities.





## Visit our Virtual Library

The virtual library has resources such as: educational fact sheets, brochures, videos, PowerPoint presentations and La Voz del Onco, a monthly publication of the Puerto Rican League Against Cancer and Dr. Isaac González Martínez Oncology Hospital.

In addition, the library connects you with four major U.S. health organizations: *Facing Our Risk of Cancer Empowered* (FORCE), Centers for Disease Control and Prevention (CDC), *National Comprehensive Cancer Network* (NCCN), and *National Cancer Institute* (NCI). This connection allows for expanded access to reliable and up-to-date health information in English and Spanish.

The library is a tool aimed at reducing disparity in access to information.

Visit: [www.ligacancerpr.org/biblioteca-virtual/](http://www.ligacancerpr.org/biblioteca-virtual/)



## Copies of Medical Records

To request a copy of the medical record please visit the Health Information Office at basement level.

### Copy fees

Each sheet of paper will cost .75 cents up to a maximum of \$25.00.

### Requirements

- Fill out a written request
- Present a photo ID
- Present a receipt of payment for copies

### Opening hours

Monday to Friday from 7:30 am to 3:30 pm

### Information

(787) 763-4149 Ext. 1518, 1530

## Organ Donation

Donating organs and tissues is an act of love that helps save other people's lives. It is a process carried out when the person is brain dead.

### If you want to donate

- Express this in writing in your advanced directives.
- Tell your family, doctor, lawyer, or religious counselor.
- Sign the organ donor card.
- Ask for your driver's license to reflect your desire to donate.

### Information

LifeLink (787) 277-0900



## Patient Portal

The patient portal is a place on the Internet where personal health information is found. The information can be accessed 24 hours a day online.

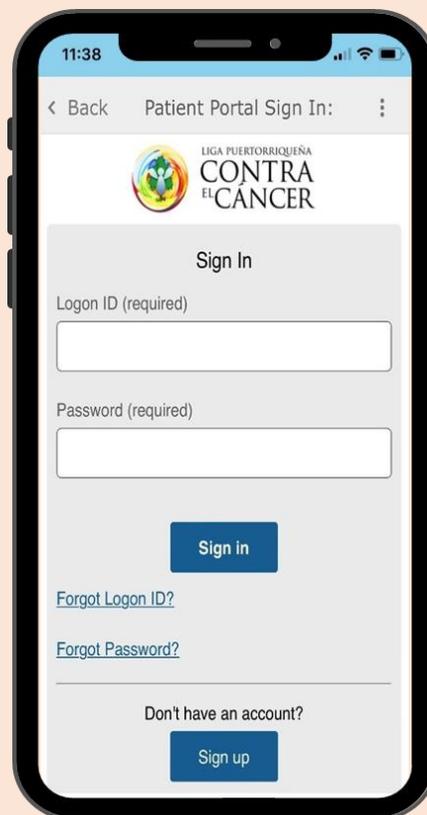
### Information available on the portal

- Lab Results
- Radiology Reports
- Visit history
- Discharge Instructions
- Summary of medical visits
- Medicines used along with instructions for use
- History of diseases and allergies
- Immunization history

### Questions

Phone: (787) 763-4149

Website: [www.ligacancerpr.org/portal-del-paciente/](http://www.ligacancerpr.org/portal-del-paciente/)



# Telephone Directory



**Hospital Switchboard: (787) 763-4149**

## Extensions

Administration.....	5001
Admission.....	1401, 1410
Imaging Center.....	1100, 1104
Infusion Center, Chemotherapy.....	2201, 2202
Rehabilitation Center.....	1340, 4008
Medical Appointments.....	(787) 777-1733
Ostomy Clinic .....	2532
External Clinics.....	1330
Health Education for Patients and Families.....	2906
Smoking Cessation Education Helpline.....	(787) 777-1749
Billing & Collections.....	3010
Gastroenterology.....	2100
Laboratory.....	1202
Puerto Rican League Against Cancer.....	1003, 4141
Health Information Office, Medical Records.....	1520, 1530
Nuclear Medicine.....	4500
Nutrition .....	3601
Operator .....	0
PanOncology Trials.....	6400
Institutional Programs .....	2900
Human Resources.....	1004
Patient Service Representative.....	2905
Social Work and Patient Navigation.....	2701, 2702



Ask our staff about the hospital TV service.



## Parking Areas

- A private parking that closes at 6:00 p.m. is located across the street from the hospital.
- Additional parking space is located at walking distance and across from Cardiovascular Hospital at the entrance of the Medical Center.

## Bank

Two branches of Banco Popular de Puerto Rico are located next to the Medical Center *Food Court*, and at Reparto Metropolitano Shopping Center in Avenida Américo Miranda.

## Supermarket

A supermarket is located at Reparto Metropolitano Shopping Center on Américo Miranda Avenue.

## References

Department of Health, Government of Puerto Rico (2020). Regulation Number 9184 of the Secretary of Health for the Construction, Operation, Maintenance and Licensing of Hospitals in Puerto Rico. June 26.

<http://app.estado.gobierno.pr/ReglamentosOnline/Reglamentos/9184.pdf>

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Dr. Isaac González Martínez Oncology Hospital - Puerto Rican League Against Cancer (2020). Patient Manual, Written by: Zahira Rodríguez.

LPCC (2021). Policy #PI/MRSI 02: Procedure for Handling Complaints, Accidents and Incidents of Patients and Representatives, Revised in February 2021.

Relias Media (2008). Complying with Joint Commission patient education standards. February 1.

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The Joint Commission Resources (2023). The Joint Commission E-dition: Comprehensive Accreditation Manual. <https://store.icrinc.com/e-dition/>

Spanish version reviewed by: Orlando Rivera De León, Executive Director, Besaida Ruiz Conde, Director of Institutional Programs, Yajaira Serrano Rosario, Director of Social Work, Aida Yoos Aguilú, Risk Management Coordinator.

Spanish version update: Maricarmen Ramírez-Solá, MPHE, CN-BM Public Health Educator, 2024



**Bend and cut this heel after you sign it. Drop it off at the Admissions Office.**

## Acknowledgement of Receipt

Date: \_\_\_\_\_

I, \_\_\_\_\_ with account number **MO** \_\_\_\_\_, certify that I have received the Patient Manual of the Dr. Isaac González Martínez Oncology Hospital.

Guided by: \_\_\_\_\_

Signature of the Patient or Guardian: \_\_\_\_\_



**ADMISIONES**  
HOSPITAL ONCOLÓGICO  
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