Mission
Founded as a Christian ministry of healing, Baylor exists to serve all people through exemplary health care, education, research and community service.

Vision
To be trusted as the best place to give and receive safe, quality, compassionate health care.

Values
Integrity
Servanthood
Quality
Innovation
Stewardship

Our Circle of Care
To achieve our mission and vision, Baylor puts the patient at the center of everything we do and maintains a commitment to the areas of people, quality, service and finance. With Baylor’s Circle of Care, we focus on what’s important and measure our results.

Awards and Accreditations
Baylor Plano has received quality awards and accreditations including those below.
From the President

Dear Patient,

At Baylor Regional Medical Center at Plano, we are striving to develop a tradition of caring—for our patients and communities. We aim to deliver health care compassionately and to act with absolute integrity in the way we do our work and the way we live our lives. Each member of the Baylor Plano team is committed to helping you heal quickly so you can return to the life that you enjoy.

Your concerns are important to us. In order to achieve the highest level of health care, we welcome your comments, complaints or feedback. We are committed to providing you with quality compassionate health care.

You also have a right to participate in ethical issues concerning your care and may request to meet with a representative from our Medical Ethics Committee.

If you have questions, please feel free to contact the Baylor Plano receptionist by dialing zero (0) who will notify an administrator to meet with you. Or you may leave a message with administration by calling 469.814.2100. You have our personal assurance there will be no retribution for asking questions or raising concerns about any issues.

We are equally committed to assuring our actions consistently reflect our words. In this spirit, we want your visit here at Baylor Plano to be a pleasant one. Thank you for allowing us the opportunity to provide you with quality care. It is our privilege to serve you.

Sincerely,

Jerri Garison, MSHA, BSN, RN
President, Baylor Scott & White Health–East Region
President, Baylor Regional Medical Center at Plano
Preparing for Surgery

A member of our staff will attempt to call you prior to your surgery date in order to confirm the date of your surgery, complete a pre-admission questionnaire, provide you with your pre-operative instructions and review your medication instructions.

Please inform the staff member of any daily medications, including the dosage you currently are taking, especially for heart, diabetes or blood pressure problems. Be sure to mention any over-the-counter drugs such as acetaminophen, aspirin, or ibuprofen and any herbal medications you take. You will be given instructions by your surgeon and/or anesthesiologist for medications you may take the morning of surgery.

For your safety and well being, you must have an adult drive you home after surgery. We cannot permit you to leave unescorted. If your surgery involves a general anesthetic or other type of sedation, please arrange for a responsible person to remain at the hospital during surgery. You may want to have a spouse or friend stay with you the first night following surgery. If the patient is a child, it is best to have someone, in addition to the driver, to help care for the child on the trip home.

**If the patient is a child, please remember:**
- One or both parents (or guardians) must remain at Baylor Regional Medical Center at Plano while the child is at our facility.
- A parent or guardian must sign an informed consent for the surgery if the child is under 18.
- Guardians must bring written proof of guardianship on the day of surgery; without this documentation, surgery may be delayed.
Pre-Admission Testing

The purpose of the Pre-Admission and Pre-Registration process is to ensure patients are well prepared for surgery or a procedure. This includes collecting medical history and required testing so that the care you are provided is safe and effective.

Please check-in for your Pre-Admit Testing appointment at the patient registration area just inside the entrance to Baylor Plano.

This appointment will take approximately two hours. You do not need to be fasting for your Pre-Admit Testing appointment, and you should take any medications as usual on this day.

Please keep this appointment. This is an important step toward your surgery. For your safety, your surgery may be delayed or cancelled without required test results.

Fees and Medical Insurance

Baylor Plano bills for services incurred during your visit. Your bill may include charges for services provided in various areas. Baylor Plano accepts most major commercial insurance, HMO/PPO plans, Medicare, Workers Compensation and Medicaid.

For a complete list of insurances accepted by Baylor Plano, please go to BaylorHealth.com/Plano and click on “Patients & Visitors.”

We collect deductibles, copayments and a portion of your out-of-pocket expenses prior to arrival or at registration. We will then bill your insurance carrier for our facility fee charges. After their consideration, you will be billed for the balance.

If you have questions regarding fees or insurance, please feel free to call us. In certain circumstances, some surgical cases may require prior authorization and or administrative approval. Payment plans may be arranged; please speak with our financial counselor prior to admission by calling 469.814.2312 and select option 2.

Baylor Plano accepts Discover, American Express, Visa, MasterCard, personal checks, cashier’s check and cash.
Please Bring With You:

☐ Your driver's license and insurance card.

☐ A list of all your medications, with dosages, and when you take them. Please include herbals, vitamins and over-the-counter medications. Even if you don't take them regularly, please include them on the list. *(Use the medication list form on page 19 of this guide.)*

☐ Any papers you were given at the surgeon's office.

☐ Any EKG or heart tests you have had in the past 6 months. The EKG should be initialed by the physician.

☐ A report of any chest X-ray you have had in the past year (not the X-ray itself).

☐ Advance directives (i.e. living will or medical power of attorney) if you have any.

☐ The completed surgical information, medical history, and medication list forms from pages 15–20 of this guide.

Steps Following Your Check-In:

• Pre-register for your procedure.

• Discuss fees and medical insurance for your procedure.

• Pay deductibles, co-payments and a portion of your out-of-pocket expenses for your procedure.

• Go to the Pre-Admit-Testing Department area (PAT).

During Pre-Admission Testing, You Will:

• Have blood work, EKG and chest X-ray, as needed.

• Have height, weight and vital signs measurements.

• Have a physical assessment by the nurse.

• Sign your surgical consent.

• Provide medical history information.

• Receive detailed instructions concerning the day before your surgery, the day of your surgery, and what to expect after your surgery.

What to Expect if You Completed Pre-Admission Testing Through Your Primary Care Physician

A nurse will call you prior to your date of surgery to:

• Document your complete health history.

• Review your medications, over the counter and herbal medications (have your medications or a list of them readily available for this call; you may use the medication list in this book).

• Give you pre-operative instructions.

If a message is left for you, return the call as soon as possible to: 469.814.2000 and ask for the Pre-Admission Testing Department.
Night Before Surgery

- For your safety, please do not eat or drink anything after midnight (including water) the night before your surgery, unless otherwise instructed by your surgeon or anesthesiologist. This includes hard candy, gum, chewing tobacco, ice chips, or prescription medications unless ordered by your doctor. Teeth may be brushed but do not swallow water.
- Refrain from smoking 12 hours prior, and do not consume alcohol 24 hours prior to surgery.
- Bathe or shower the night before and the morning of your surgery to minimize the chance of infection.

Morning of Surgery

- Please make sure you are accompanied by a responsible adult to drive you home.
- Leave your valuables, including jewelry and watches at home.
- Do not wear contact lenses or make-up.
- If you are taking prescription and/or over-the-counter medications, vitamins, or herbal supplements, please bring a complete list containing the dosage(s) or the actual medicine bottles. Please use the patient medication list located at the back of this guide.
- If you are being admitted to the hospital after surgery, bring prescription medications in original pharmacy containers.
- If you received a packet of information and forms from your doctor, please bring this packet with you.
When You Arrive

- Please use the parking garage or valet service and enter the facility through the front door. You will be greeted by our concierge and directed to the elevators for registration on the second floor.
- Please have your insurance card and identification available. The registrar will then review your pre-admission information and complete the check-in process, including collecting any copayments or deductibles as indicated by your insurance benefits. Please be prepared to cover these expenses prior to surgery.
- Arrange for cash or a check to be held by friends or family waiting for you in case a prescription is written and needs to be filled at a pharmacy after you are discharged.

Day of Surgery

Please plan to arrive promptly at the time you were instructed by your surgeon. You will check in at the outpatient registration desk located on the second floor, if you arrive prior to 1 p.m. After 1 p.m., you will check in at the main registration desk located on the first floor.

You will be escorted to the day surgery area where:
- Your name and date of birth will be verified for patient safety.
- You will be weighed.
- You will be taken to a private room, your vital signs will be taken and you will change into your gown.
- Any additional testing if indicated will be completed.
- Your medical history and medications will be verified by your nurse.
- Your IV will be started.
- You will meet the surgical liaison.
- Before going to surgery, you will meet your surgeon, anesthesiologist and the nurse working with you in the OR.
The Procedure

Anesthesia
Your anesthesiologist will evaluate you before surgery and answer any questions you may have. You may be contacted the night prior to your operation. The appropriate type of anesthesia will be determined by your surgeon in consultation with the anesthesiologist. Be sure to talk to your anesthesiologist about any medications you are currently taking, including all over-the-counter drugs and herbal medicines.

During Your Surgery
Your family or guest will wait in the second floor day surgery lounge and are free to move about as they wish. Our patient tracker boards are located in our surgical guest seating area and day surgery on the second floor as well as in the Vista Café located on the garden level. The boards show the patient’s family and friends where the patient is in the pre-surgical, surgical and recovery process. Patients are assigned numbers, which are given only to their loved ones, to protect patient privacy. But, no technology can take the place of in-person communication. That’s why Baylor Plano created the surgical nurse liaison position. The liaison will provide patient updates and visit with the family to let them know how the surgery is progressing.

Recovery
Immediately following surgery, you will be taken to our fully equipped recovery area where you will be closely monitored by specially trained registered nurses.

The amount of time you spend in recovery depends on the complexity, type of surgery and/or the anesthesia you had. Some patients spend as little as a half hour in the recovery area, others spend three hours or more. Your anesthesiologist will answer your questions regarding length of stay in recovery area.

After your surgery has been completed:
• Upon meeting criteria in the recovery room you will be transported back to day surgery for further monitoring and home care instructions before going home.
• Your family or guest can join you here.
• Your surgeon or a member of your surgeon’s team will update guests and answer questions.
Pain Management

Baylor Regional Medical Center at Plano believes that managing pain is an important part of quality care. Good pain management requires cooperation and communication between physicians, nurses, other team members when appropriate and the patient.

**Patients should be prepared for us to routinely:**
- Ask for a description of their pain including intensity, location, duration and what make the pain better or worse.
- Ask if treatments are relieving their pain to their satisfaction.
- Discuss treatment options and goals for pain management.

**Questions patients will be asked about their pain**
1. Describe the pain in detail using the following words:
   - Aching
   - Exhausting
   - Penetrating
   - Squeezing
   - Burning
   - Gnawing
   - Pressure
   - Stabbing
   - Crampy
   - Miserable
   - Radiating
   - Tender
   - Deep
   - Nagging
   - Sharp
   - Throbbing
   - Dull
   - Numb
   - Shooting
   - Unbearable

   2. Intensity: Rate your pain (0–10)
   - Patients can rate their pain using examples from the pain scale below.
   - If 0 is no pain and 10 is the worst pain imaginable, what is your pain level now?
   - In the last 24 hours?

**Wong-Baker Pain Intensity Faces Scale**

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<th>0</th>
<th>2</th>
<th>4</th>
<th>6</th>
<th>8</th>
<th>10</th>
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<tr>
<td>No Hurt</td>
<td>Hurts a Little Bit</td>
<td>Hurts a Little More</td>
<td>Hurts Even More</td>
<td>Hurts a Whole Lot</td>
<td>Hurts Worst</td>
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After Surgery

For your safety and well being, you must have an adult drive you home after surgery. We cannot permit you to leave unescorted.

The medical staff will discharge you when they determine you are in stable condition, however, you could still feel sleepy, slightly dizzy or nauseated. These are possible (and normal) side effects of anesthesia and can last for 12–24 hours post surgery; therefore, for the first 24 hours, eat lightly, follow your home care instructions and avoid the following:

- Driving or operating equipment.
- Signing important papers.
- Making significant decisions.
- Drinking alcoholic beverages.
- Taking any medication not prescribed or acknowledged by your surgeon.

If you have any additional questions, please contact your surgeon.

Home Care Instructions

- Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Before you go home, make sure you know which medical provider to contact if you have questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever call your doctor immediately.

The hospital will provide you with a written summary of these instructions. If you have any questions or concerns, please contact your doctor.

Care Call

A nurse will contact you within 24–48 hours to follow up on your home care instructions.
Important Questions About

FOLLOW My HEALTH™

What is FollowMyHealth™?
FollowMyHealth™ is a patient portal, made available by Baylor Health Care System and your HealthTexas provider, to provide a convenient and secure way for you to manage your personal health record from any computer or mobile device with internet access.

What are the benefits of using FollowMyHealth™?
• Securely view your personal health record.
• Access when it’s convenient for you.
• Send and receive secure messages to and from your provider’s office.
• Print or download important information such as immunization records, lab results, etc.
• Request an appointment.
• More features added continuously to improve your online experience.

How do I start?
Step 1: Invitation email
Patients who choose to provide their email and social security number during registration, will receive an invitation email to join FollowMyHealth™. This invitation email is required to join, and it includes the instructions on how to set up your online FollowMyHealth™ account. Check your email junk or quarantined files if the invitation email is not received. This email includes instructions for Step 2, setting up a FollowMyHealth™ account.

Step 2: Registering for the first time
• At the FollowMyHealth™ login page, click the FMH button.
• Select Create an Account.
• Select First Time User, and follow the directions to set up your unique username and password.
• The Invitation Code will be the last four digits of your social security number. (You will only be required to provide this information one time for security purposes.)

In order to participate in FollowMyHealth™, patients will be required to enter into an agreement directly with Allscripts™ Healthcare, LLC, the provider of the portal.

Step 3: Start Benefiting from FollowMyHealth™
Once your FollowMyHealth™ account is created, bookmark the site or you can use the link provided at HealthTexas.com/FollowMyHealth.

How do I access my account from my mobile device?
Your FollowMyHealth™ home page has a hyperlink in the top right corner. Click Add Healthcare Apps. You can also install the free FollowMyHealth™ app from the iTunes App Store or Google Play marketplace store. Search for “FollowMyHealth™” to find the app. Once you have the FollowMyHealth™ app, you can choose to specify certain notifications be sent via text messaging on your mobile phone. Text messages do not contain protected health information.
After I set up my account and establish my connection to Baylor Health Care System, what results will I see on the portal?
The following result reports will be available going back 6 months:
- Most laboratory studies.
- Radiology tests: X-rays, MRI, CT Scans, Ultrasound, Nuclear Medicine.
- Cardiology procedure results.
- Gastroenterology procedure results.

Certain sensitive lab test results will not be available to patients in FollowMyHealth™, which includes, but are not limited to Hepatitis, HIV, STD’s and genetic testing.

Not all health information in your medical record is available online. For a complete copy of your medical record, contact the health information management department at the Baylor facility you last visited or your doctor’s office.

Can I set up accounts for health care dependents?
FollowMyHealth™ does allow you to add access to your account for health care dependents, known as proxy access. A proxy account allows you to view the health care dependent’s information available in FollowMyHealth™. Examples of a proxy account include:
- Dependent adult.
- Legal guardian.
- Minor child—Ages 0–13 (full access), 14–17 (limited access).

If you would like to request proxy access, please complete the appropriate proxy access request form available at your provider’s office or at HealthTexas.com/FollowMyHealth and return it to the HealthTexas clinic or Baylor hospital where the health care dependent was last seen as a patient. Proxy access requires you to have a FollowMyHealth™ account, but connection to Baylor/HealthTexas is not required.

How do I set up an account if I didn’t receive an email invitation?
To request an email invitation, pick up a form at your provider’s office or go to HealthTexas.com/FollowMyHealth and fill out the FollowMyHealth™ Sign-Up Form. Complete the form and return it to the HealthTexas clinic or Baylor hospital where you were last seen as a patient.
- Compatible browsers include Internet Explorer 9.0 or higher, Firefox 3 or higher, Google Chrome 4 or higher, Safari 4 or higher.
- Operating systems: Windows or MacOS X.
- A FollowMyHealth™ (FMH) secure login account required.

Support
- Technical support: Call 888.670.9775 Monday–Friday, 7 a.m.–7 p.m. or email support@followmyhealth.com.
- Clinical questions: Please contact your primary care physician.
- Online support resources: Available on the FollowMyHealth™ web site.
Patient and Visitor Information

- Complimentary coffee is available in the guest lounge areas.
- Sick adults and children who could infect the patient or others (i.e. runny nose, fever or cough) should not visit the hospital.
- Tracker boards are located in the Vista Café and in the day surgery guest lounge and reception area for family and visitor's convenience.
- Family and guests may wait for the patient during their surgery in the surgical guest seating area located on the second floor or guest lounge areas.
- There are no visiting hours; however, consideration must be given to the patient's need for rest during recovery. If visiting after 9 p.m., please enter the hospital through the Emergency Department located on the south side of the hospital.
- Out of courtesy for the patients, please limit cell phone usage to family lounge areas only.
- Children under the age of 12 should be supervised by another adult when visiting. Children of adult patients are not allowed to stay overnight.
- Vending machines are located in the Emergency Department and on the garden level.
- Vista Café is located on the garden level and open Monday–Friday from 6:30 a.m.–10 a.m., lunch from 11 a.m.–2 p.m., and dinner from 3 p.m.–6:30 p.m. The café is also open Saturday–Sunday from 6:30 a.m.–6:30 p.m. The Alliance Bistro, located on the first floor, is open Monday–Friday from 6:30 a.m.–6:30 p.m. Visitor trays are also available on the units and may be purchased via credit card. Call nutrition services at 4-6777. For the daily menu, call 4-Food (3663).
- The gift shop is located on the first floor and is open from 8 a.m.–5 p.m. Monday–Friday.
- Security escorts are available by calling 4-4444 from inside the hospital or 214.820.4444 from outside the hospital. Please be sure to tell the dispatcher that you are located at the Baylor Plano campus.
Helpful Phone Numbers

Administration ................................................... 469.814.2100
Baylor Regional Medical Center at Plano ................................................... 469.814.2000
Baylor Scoliosis Center ............................................. 972.985.2797
Behavioral Health Center ........................................ 469.814.4850
Cashier ................................................................ 469.814.2309
Diabetes Management Program ............................................. 469.814.6896
Emergency Department ........................................... 469.814.2500
Endoscopy (GI) Lab .............................................. 469.814.5800
Financial/Billing Inquiries ........................................ 469.814.2312
Gift Shop ................................................................ 469.814.6798
Guest Services ....................................................... 469.814.2028
Imaging Services .................................................. 469.814.2610
Medical Records ................................................... 469.814.3200
Outpatient Physical Medicine/Rehabilitation ......................... 469.814.2550
Pastoral Care ......................................................... 469.814.2700
Physician Referral ................................................ 1.800.4BAYLOR
Public Safety ......................................................... 469.814.4444
Registration ............................................................. 469.814.2329
Scheduling ............................................................ 469.814.5500
Volunteer Services .................................................. 469.814.2026
Women’s Imaging Center .......................................... 469.814.4400
Notes
Please complete this form before your pre-admissions appointment.

Surgery Information

Your surgery at Baylor Plano is on:

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<th>DAY OF THE WEEK</th>
<th>DATE</th>
<th>TIME</th>
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Baylor Plano will attempt to contact you by phone prior to your scheduled surgery date.

Special Instructions

☐ You will need pre-operative testing, please call to schedule:

☐ Baylor Plano hours of scheduling:
  8 a.m. – 5 p.m. Monday – Friday
  469.814.5500 – Pre-operative scheduling

☐ Other: ____________________________

Notify Your Doctor

If for any reason you cannot keep your scheduled appointment for surgery, contact your doctor immediately. If you suspect that you are pregnant or you experience any changes in your health such as developing a cough, a fever or a cold, please contact your doctor immediately.

Pre-Registration

At Baylor Regional Medical Center at Plano, your time and convenience is important to us. That’s why we offer online pre-registration for your upcoming procedure. Pre-registering as soon as your procedure is scheduled greatly reduces the amount of paperwork needed the day of your admission.

Pre-Register Online at BaylorHealth.com/Plano

1. Log on to the Internet and go to BaylorHealth.com/Plano.
2. Click on the Pre-Registration link.
3. Complete all blanks on the form. Be sure to indicate the Baylor facility where you are scheduled for services. Upon completion, click on the enter button.
4. We will confirm receipt of your form via email.

If you have any questions regarding you pre-registration or the above steps, please call us between 8 a.m. – 4:30 p.m., Monday through Friday, at 877.810.0372. We look forward to serving you.
**Directions to Baylor Regional Medical Center at Plano**

Baylor Plano is located just northeast of the intersection of Preston Road and the President George Bush Turnpike. An area map is located below.

The parking garage and the valet service are complimentary. Valet service is available from 5 a.m.–6:30 p.m., Monday–Friday. Our concierge can help direct you to the location of your scheduled procedure, a patient’s room, or lounge areas. The front doors of the hospital open at 5 a.m. The phone number for valet parking is 469.814.2025.

Baylor Plano is a tobacco-free campus. This means that smoking and the use of any type of tobacco product is not allowed inside our facilities, or anywhere on our property, including adjacent parking lots and sidewalks.

*A detailed map of the Baylor Plano campus is located on the inside back cover.*
Please complete this form before your pre-admissions appointment.

Medical History

Name __________________________________________ Date __________________

Signature ____________________________________________________________

Medication Allergy ____________________________________________________

Hospitalization overnight in the past 12 months?  ☐ Yes  ☐ No

Reason ________________________________________________________________

History of MRSA?  ☐ Yes  ☐ No  Are you participating in any medical research?  ☐ Yes  ☐ No

Check if you have ever had or currently have any of the following:

☐ High Blood Pressure  ☐ COPD  ☐ Sleep Apnea
☐ High Cholesterol  ☐ Thyroid Disease  ☐ Depression
☐ Diabetes: Type 1 or 2  ☐ Cancer  ☐ Anxiety
☐ Asthma  ☐ Seizures  ☐ Acid Reflux Disease
☐ Anemia  ☐ Stroke/TIA  ☐ Congestive Heart Failure
☐ Heart Attack

Check past surgeries:

☐ Appendectomy  ☐ Tonsillectomy  ☐ List Other Surgeries:
☐ Hysterectomy  ☐ Hernia
☐ Mastectomy  ☐ Orthopedic
☐ Spinal Surgery  ☐ Colon Surgery
☐ Pacemaker  ☐ Coronary Artery Bypass

Any problems with anesthesia?  ☐ Yes  ☐ No

Date of last menstrual period: __________________________________________

List all implants, prosthetics, and devices in your body: ________________________________
Medical History (Continued)

Advance Directives:  □ Yes  □ No  (Living Will or Medical Power of Attorney)
Can you bring a copy to the hospital?  □ Yes  □ No

Emergency Contact: ___________________________________________________________

Name ____________________________________________________________

Cell Number ___________________________ Relationship _______________________

Have you lost 10 pounds or more in the past 2 months without trying?  □ Yes  □ No

Are you in a relationship where you are being threatened or abused emotionally, physically, or sexually?  □ Yes  □ No
Do you feel safe in your relationship?  □ Yes  □ No
Do you feel like you would harm yourself?  □ Yes  □ No
Are you feeling worthless or hopeless?  □ Yes  □ No

Tobacco:  □ Yes  □ No  □ Smoke  □ Chew  □ Dip

Amount per Day: ___________________________ No. Years: _______________________

Have you used tobacco and quit?  □ Yes  □ No

Last Date Used: ___________________________ No. Years: _______________________

Caffeine:  □ Yes  □ No  □ Coffee  □ Tea  □ Soda  Servings per Day: _____________

Alcohol:  □ Yes  □ No  □ Beer  □ Wine  □ Liquor
Frequency:  □ Daily  □ 2–3x Week  □ 4x Week  □ Monthly
Please complete this form before your pre-admissions appointment.

**Medication List**

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<tr>
<th>Medication</th>
<th>Route Taken (Mouth, IV, etc.)</th>
<th>Dosage</th>
<th>Frequency Taken</th>
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We appreciate your assistance in providing you with excellent care!

BAYLOR REGIONAL MEDICAL CENTER AT PLANO

PLA-50642 (Rev. 03/09)
PATIENT MEDICATION LIST
Page ___ of ___

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**Medication List (Continued)**

**Definitions:**
- **Dosage:** amount of medication prescribed (number of mg, units, grains, teaspoons, drops, etc.)
- **Time of Day Taken:** time medication should be taken (6 a.m., 2 p.m., 10 p.m., before meals, bedtime, etc.)
- **When Last Taken:** place the date and time you last took the medicine in this column.

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<th>Medication</th>
<th>Route Taken (Mouth, IV, etc.)</th>
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We appreciate your assistance in providing you with excellent care!