



Patient Information Guide



Cottage
The Ridley-Tree Center
for Wound Management

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Welcome to the Ridley-Tree Center for Wound Management.

The highly skilled staff at the Ridley-Tree Center for Wound Management is here to meet your wound care needs. Our goal is to provide you with the most compassionate care possible and to assist you with your healing.

We are an award-winning center dedicated to helping people heal their wounds. We understand that having a chronic wound can be very challenging. Here is some information about what you can expect while you are here, and how you can help your wound(s) heal faster.

We encourage you to become a partner with your Wound Center physicians and nurses so that you may return to health as quickly as possible. We look forward to working with you and have provided a few important reminders to start you on your healing path.

Follow your treatment instructions.

Your wound care physician will provide you with discharge orders and instructions at the end of each visit. Your nurse will review these with you to ensure you understand them. Follow these instructions to keep your healing on track. Contact the Wound Center if you are unable to follow the instructions so we can determine the next-best steps to take.

Complete prescribed tests and consultations promptly.

Blood work and X-rays tell us vital information about your ability to heal. Specialists such as vascular surgeons help treat underlying issues that prevent you from healing. Delays in completing these tasks can delay and even prevent your healing.

Partner with us for your care.

Healing a difficult wound works best when we work together as a team. Your involvement, questions and commitment to your care play a important role in your healing process. We're here to support you every step of the way. In rare situations, if we're unable to continue your care here, we will work closely with you and your primary care physician to ensure a smooth transition of your care.

Thank you for choosing the Ridley-Tree Center for Wound Management.

Preparing for your first visit

- Set up MyChart account:
mychart.sbch.org/mychart/signup
- Look for MyChart texts
- Complete eCheck-In prior to each visit:
mychart.sbch.org/mychart/visits
(eCheck-In is only available 10 days prior to appointment date)

Cottage Health
MyChart App
Now Available



What you can expect during your visits

Your first visit

Your physician will review your overall health, check circulation, wound history and order additional tests if needed. Together, you will discuss the best treatment plan for wound healing. Your nurses will teach you and your caregivers how to apply a wound dressing, or order home nurse visits if appropriate.

- Our financial counselors will review your insurance information and discuss any financial arrangements with you. Goleta Valley Cottage Hospital will submit bills to your insurance. Additionally, your physician will bill your insurance separately. If you have a question about your physician's bill, please contact them directly at 805-964-3838. For hospital billing questions, please call 805-879-8900.

Please bring:

- Insurance and ID cards (To ensure patient safety, members of your healthcare team will verify your identity at every visit)
- A list of your current medications and supplements
- Emergency contact information and a copy of your advance directive (if applicable)
- Primary care physician name

Each visit

- Your physician and nurses will examine your wound.
- They will check on progress, provide treatments, watch for problems, and make changes to your treatment plan as your wound changes.
- Our staff have specialized training in wound care and are dedicated to promoting your health, comfort and privacy.

Your time is valuable, and important to us; we make every effort to keep your appointments on schedule and within the allotted time. Sometimes, unforeseen delays occur, such as wound complications, new or extra treatments, emergencies, or contacting other physicians for consultation. Please ask a staff member if you have questions. We want to keep you informed.

We offer a state-of-the-art hyperbaric treatment suite at the Ridley-Tree Center for Wound Management. Hyperbaric Oxygen is an advanced treatment for specific types of wounds.

Hyperbaric Oxygen Therapy

Your physician determines if hyperbaric oxygen treatment will benefit your wound. Prior to any hyperbaric treatments, you will first have a chest x-ray and EKG. A typical treatment schedule is five days per week for approximately two hours per day, for as many as 40 treatments. If you have questions about hyperbaric oxygen treatments at the Ridley-Tree Center for Wound Management, our staff is here to answer your questions and provide support.



How to participate in your wound care

Return for your wound appointments.

Bring a list of questions and concerns to your visits. Please turn off your cell phone to keep attention on your healing. **Bring a friend or family member to help you keep track of your questions and answers.** One visitor is permitted at a time in the treatment room. If there are other family members who might have questions or need to be advised of your care, please let the nurse know.

Follow your treatment instructions.

Your wound care team will provide you with an after visit summary (AVS) that outlines **instructions about your wound care after every visit.** Your AVS can also be found in your MyChart for your reference at any time. If you have any questions regarding your care, please call the Wound Center at 805-696-7920.

Take your medications.

Your medications and supplements can affect the way your wound heals. **Take all antibiotics prescribed to you, even if the wound feels better.** Tell us which pharmacy you use, and let us know when you have any changes in your prescription or over-the-counter medications.

Manage your pain.

We care about your comfort. Your wound nurse will ask you about your pain at every visit. Many wounds are tender or painful, and **there are many ways we can help to relieve your discomfort.** Topical anesthetics are used on your wound during your visit to reduce the discomfort of treatments, and your physician may prescribe pain medication you can take at home. If you take pain medication for your wound, take it as directed to keep your pain well controlled, before your pain becomes severe. You may want to take your pain medication before or immediately after your wound visit. Discuss your pain and pain management with the wound center team.

How to take care of your wound

Keep your dressing clean and dry.

Cover your wound when bathing. Bathe regularly but protect your wound from body germs and dirt when bathing. Use a plastic bag or cast-protector boot in the shower if your wound is on a leg or arm. If covering your wound is too difficult, ask for a waterproof dressing or take sponge baths until you are healed.

Reduce pressure, chafing and moisture.

These three factors often cause wounds or impair wound healing.

Pressure. Make sure your wound is not resting against surfaces for long periods of time. Change your position frequently to keep blood flowing to your wound area. Check every position your wound may encounter to make sure it doesn't get pressure.

Chafing. Friction causes blistering and irritation of your skin. Take care that your bandages or clothing do not rub and cause friction against your wound. Lift or roll, don't drag your wound area when moving or changing positions. Change clothing gently without pulling it against your wound area.

Moisture. Dry your skin after bathing with extra care. Don't keep wet or soiled bandages against your skin; change them if they are too moist. Call the Wound Center if this is a frequent problem.

Change your dressing as soon as it becomes soiled or wet.

If more than 50% of your dressing has drainage showing through or if the dressing gets dirt or water in it, go ahead and change your dressing even if it is sooner than you have been instructed. If this becomes a problem, call the Wound Center.

Change your dressings with good techniques.

Gather your supplies.

Have a clean towel to place your supplies upon and have a trash can nearby for soiled items. Try to keep clean and soiled areas separate. Items you may need include:

- Tape
- Saline or tap water
- Paper towels
- Gauze
- Dressings
- Disposable gloves
- Hand soap
- Scissors (cleaned with alcohol)

Wash your hands.

- Wet your hands with clean running water (warm or cold) and apply soap.
- Rub your hands together to make lather and scrub them well; be sure to scrub the backs of your hands, between your fingers, and under your nails.
- Continue rubbing your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under running water. Dry your hands using a paper towel or fresh clean towel.

Remove soiled dressings with care.

- Place them directly in a separate bag and then into the trash. Check your wound for problems (see next section). Change your gloves or wash your hands (again).
- Clean your wound gently. Use sterile saline or clean tap water to clean your wounds. Wipe gently with lint-free paper towels or clean gauze. Store open bottles of saline in the refrigerator between dressing changes and discard after one week. Change your gloves or wash your hands (again).
- Put on your new dressing. Refer to the printed instructions you get at the end of your wound center visit. Check that you have enough supplies so we can order more at your next visit if needed.
- Remove your gloves and wash your hands (again). Dispose of all your soiled items in the trash.

Report concerns.

In an effort to provide you with the best care possible, we would like to encourage you to share any concerns you have about your safety, your care or any issues you feel are important. Our goal is that you are satisfied and confident in the care we provide. Please call Patient Relations for Cottage Health at 805-569-7244 if you would like to share your experience in the Wound Center.

Call the Wound Center during business hours if you notice changes in your wound.

The Wound Center is open Monday-Friday and closed holidays (New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving and Christmas). In the event you need assistance after hours, please call your physician or medical provider, or go to nearest Emergency Department.

Seek help if you experience any of the following symptoms:

- A rise in temperature more than 100.5 F°.
- Increased swelling, warmth or red skin near the wound.
- Increased drainage, foul odor or pain around the wound.
- An increase in blood sugars, if you have diabetes.
- Increased bruising, blueness, or coldness in fingers or toes or skin near your wound.

How to take care of yourself

Eat healthy foods and increase the proteins in your diet.

Proteins are especially important for wound healing; increase your protein intake at every meal and with snacks during the day. Examples of good proteins include: meats, dairy, beans and eggs.

If good nutrition and eating additional protein is difficult, **check with the Wound Center staff about protein supplements or nutritional counseling.**

Wear properly-fitting slippers and shoes with non-skid soles.

Slippers need to cover your heels. Buy new shoes if your feet have changed; **break in new footwear slowly and gradually**, checking frequently for signs of irritation to toes and feet.

Use adaptive devices.

Having a wound can affect the way you get around. **Bandages, special shoes, and even pain can make walking difficult.** Use an adaptive device such as a **cane, walker, or wheelchair** if you have any trouble with safety. Use a **bath chair** to prevent falling in the shower or tub.

Make your home safer.

- **Many wounds start with a fall.** Safe habits can protect you from injury. Make them as regular as using the seatbelt in your car.
- Discard things you can trip over (like books, shoes, clothes) from stairs and places where you walk.
- Remove small throw rugs or use double-sided tape to keep rug edges from flipping or slipping.
- Keep items you use often in cabinets you can reach easily without using a step stool.
- Have grab bars put in next to your toilet and in the shower or bathtub.
- Use non-slip mats and a bath chair in the bathtub and on shower floors.
- Improve the lighting in your home.
- Ask people to help do heavy chores and lifting.

Review all your medicines with your doctors.

Keep your eyeglass prescription up-to-date. Have your doctors or pharmacist review all the medicines you take, even over-the-counter medicines, to make sure they work well together. Keep an up-to-date list of your medications in your wallet; write it in pencil so you can change it easily.

Get a Lifeline monitor if you live alone.

Lifeline monitors let you remain independent and safe in your own home. A push of a button can summon help or a neighbor when you need it.

Lifeline is very affordable and easier to use than a telephone.

Call 800-852-5433 or 967-3411 ext. 200 for more information.

Quit smoking.

You may already know that cigarette smoke causes increased risks of cancer, heart disease and stroke. You may not know that the **carbon monoxide, nicotine and tar in cigarette smoke greatly reduce the amount of oxygen getting to your wound(s) and reduces healing.** Stopping smoking is the best thing you can do for your health and to prevent wound problems. **Even cutting back by 50% can help you heal your wound.** If you're having trouble cutting down or quitting, join a support group, speak with your doctor, or **call 1-800-QUITNOW or 1-877-44U-QUIT for information and support on quitting now.**

In Summary

- Your care is the focus of your wound care team.
- If you don't understand something, ask again. Educate yourself about your wound, your tests, and your treatment plan. You have the right to know about your wound and care. Speak up if you have questions.
- Pay attention to the care you are receiving. Read and follow your AVS that provides instructions regarding the care of your wound.
- Inform your healthcare team of your health history and other important health information.
- Ask a trusted family member or friend to accompany you during your appointments.
- Know what medications you take and why you take them. Ask questions if something is unfamiliar.



Manage Your Health Information with the Cottage Health App

MyChart and More

- Manage appointments
- Access lab results, and radiology images and reports
- Connect with your care team
- Access medical history
- Pay your bill online
- Setup a payment plan
- Request financial assistance

Available Now:



The Ridley-Tree Center for Wound Management- Goleta

351 S. Patterson Avenue, Goleta, CA 93111

Monday through Friday, 8 a.m. - 6:30 p.m.

Phone: 805-696-7920 | Fax: 805-749-2859



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To provide superior health care for and improve the health of our communities through a commitment to our core values of excellence, integrity, and compassion.