

Experience
Service
Excellence.

PATIENT
INFORMATION
GUIDE

memorialhealth.com

Experience Excellence. **Memorial**
HEALTH



All REHABILITATION Is Not the Same

When it comes to rehabilitation after an illness or injury, it's important to know that Rehabilitation Hospital of Savannah offers the most advanced treatments and technologies when compared to skilled nursing facilities or subacute care. Our teams offer comprehensive rehabilitation programs for a wide range of conditions, with services that include:

- 24-hour registered nurses
- Frequent physician* visits
- At least three hours of therapy a day, five days a week
- State-of-the-art technologies
- Private rooms
- Intense therapy programs to get you back home—sooner

Learn more by calling 912 235-6001.

A Higher Level of Care[®]

**Rehabilitation Hospital
of Savannah**

An Affiliate of HealthSouth

6510 Seawright Drive • Savannah, GA 31406

rehabilitationhospitalsavannah.com

Table of Contents

Welcome2

About the Hospital.....3

About Your Stay.....4

TV Channel Guide9

About Financial Assistance..... 12

Infection Prevention..... 16

Fire Safety 17

Patient Rights..... 17

Patient Responsibilities..... 25

Ethics 27

Privacy..... 29

Reporting Concerns 35

Hospital Services..... 36

Information for Family Members and Friends 40

Caregiver Resources 43

My Patient Information 45



The information included in this book is owned by Healthy Lifestyles. All photos are from Shutterstock© unless otherwise noted. All advertisements in this book are not necessarily endorsed by Healthy Lifestyles. Printed February 2017

Welcome to Memorial University Medical Center

Welcome to Memorial University Medical Center, a leader in regional healthcare services since opening in 1955. We are pleased that you and your physician selected us to be your healthcare provider. However, our focus is on more than healthcare—it's on patient care. It's about taking care of our friends, neighbors, and family. Whatever you are here for, our Team Members want to make your stay as pleasant and comfortable as possible.

This guide is designed to help you become more familiar with us. Take just a few minutes to review it and learn about the many comforts and conveniences available to you and your family.

The guide also includes a crossword puzzle, word search and Sudoku game for you or your visiting family members or friends to enjoy.

For a complete list of Memorial's physicians, services and the latest news, go to www.memorialhealth.com.

If you have questions or concerns during your stay, please don't hesitate to ask your physician or your nurse. Or, you can call our 24-hour service line at 912-350-8581.

The Memorial Health Board of Directors, Team Members, physicians, and volunteers extend best wishes.

Thank you for choosing us.



Follow Us



About Us

OUR MISSION: With compassion, we heal, teach, and discover.

OUR VISION: We will be the healthcare system of choice by demonstrating excellence in everything we do.

OUR VALUES:

Safety	World-class
Trust	Enjoyment
Respect	My Memorial

Our Commitment to Care

At Memorial, we practice patient and family centered care. This means our healthcare practitioners regard the patient’s and the family’s role in healthcare with dignity and respect, listening to and honoring their perspectives and choices. We share information with families in a timely, complete and accurate way. Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or department leader. If you feel that your issue wasn’t resolved, please contact the Patient and Family Centered Care Office at 912-350-8581

Memorial does not discriminate on the basis of race, color, national origin, sex, age or disability in its health programs and activities..

Your Opinion Counts

Soon after your discharge, you may be contacted for a confidential patient satisfaction survey. Please take the time to complete the survey. Your feedback is an important part of our goal of improving the care and services we provide.

Measuring Quality

The Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey is commissioned by the U.S. Department of Health and Human Services. Memorial University Medical Center participates in HCAHPS, and survey data is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

Comparing Quality

Government, the healthcare industry, and consumer groups have developed means for patients to compare the quality of care at various hospitals by drawing on various sources and evaluations. Patients can compare Memorial University Medical Center's performance to standards or other hospitals via the following sources:

Hospital Compare (www.hospitalcompare.hhs.gov) is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results, as described above.

The Leapfrog Group (www.leapfroggroup.org/cp) rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. The survey measures how well hospitals meet the Leapfrog Group's quality and safety standards. Survey results are reported on Leapfrog's website for users to compare hospitals.

The Joint Commission (www.qualitycheck.org) has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits, and certifies healthcare organizations that meet its high standards. Quality reports for all accredited organizations, including Memorial University Medical Center, are available on the commission's website.

About Your Stay

Admission

When you visit Memorial University Medical Center as a patient, one of four things may happen. You may be admitted for a planned procedure, admitted on an emergency basis, kept overnight without admission to evaluate whether you should be admitted, or evaluated and treated then discharged. These four possibilities can have significant impact on what expenses will be covered by Medicare A, Medicare B, or by your own insurance. You should ask the staff assisting you at that time to be sure you understand the implications of your admission (or non-admission).

Because you are responsible for any expenses incurred during your stay here, it is important that you understand your financial obligations. If you have any questions or doubts, feel free to call the patient financial counselor for a more in-depth discussion.

Because different insurance policies may have different criteria for the conditions under which they will pay certain expenses, you should contact your insurance carrier to resolve any potential questions.

For example, if you are to be admitted for a planned procedure, many companies will not pay unless it has been pre-approved. Even in cases of emergency admission, you should let your insurer know as soon as possible where and why you are in the hospital. It is important to resolve all such payment questions as soon as possible to avoid potential delays at the time of your discharge. If you are admitted for delivery of a baby, it is important to add the baby to your insurance plan as soon as possible.

Upon first arrival, you will be asked to present your insurance card and identification, which will be returned to you after copies are made. You will also be asked to sign a treatment consent form. If you are a minor, a parent or guardian should sign in your place.

At this time you should also tell the nurse of any medications you have been taking. You should not continue taking any medications without the approval or prescription of the physician caring for you in the hospital. If you think you should be taking medications, ask a nurse to contact the physician and do not take them until the physician approves.

One thing that will help you prepare for discharge is to keep a small pad with questions you may have for doctors, nurses, insurers, or anyone else. You should ask these questions whenever you think of them, but it may be helpful to keep them in case they spark other questions you want to ask before you leave.

Discharge

You should be notified of the day of your discharge in advance. Memorial provides a discharge planner who can help you with your discharge needs. Please ask to speak with your discharge planner before your anticipated discharge date. Make sure you understand the following:

- The probable day, time, and location that you will be discharged.
- Are there particular instructions for self-care once you are at home?
- Are there particular activities you should avoid, and for how long?
- Are there activities you should try to engage in (daily walks, exercise, physical therapy, etc.), and how often?

- Are there symptoms you should be on the lookout for, and what should you do if you begin to see any of them?
- How much attention will you need upon arriving at home, and for how long? If you live alone, have you arranged for someone to stay with you if needed until you are feeling better?
- When should you expect to begin feeling better, and when can you expect to begin normal activities such as going to the bathroom, walking, climbing stairs, etc.?
- Will any special equipment be needed at home, where can it be purchased, and is it covered by any of your health plans?
- Do you need to schedule follow-up appointments?
- Finally, get a list of all medicines you should be taking, and when—be sure that this includes any medications you were taking before your hospital stay if they are still appropriate. Be sure you understand whether other vitamins, medications, and herbs can safely be taken with your medications. Ask if there are side-effects for which you should watch.

Look over the notes you made on the questions you have asked since your admission to the hospital. If any of these still doesn't feel clearly answered to you, be sure to ask before you leave.

Ask a friend or family member to arrive early the day of your discharge to help you pack up your personal belongings. If any valuables were left with Security, be sure that they are retrieved before you leave.

Then make sure that the person knows where to meet you—you will be escorted in a wheelchair to one of several possible exits.

You may receive follow-up phone calls after you are discharged from the hospital or the physician's office to check how you are recovering and assess any problems you may be encountering once you are home.

What is the Medical Emergency Team (MET)?

Memorial University Medical Center is participating in the national effort to eliminate problems that affect optimal patient care. As a result, we created a Medical Emergency Team (MET) for patients.

The Medical Emergency Team is a group of specially trained individuals who bring critical care expertise to the patient's bedside. The purpose of the team is

to quickly check the condition of the patient and provide help before there is a medical emergency, such as a cardiac or respiratory arrest event.

When Could the MET Team Get Called?

- If there is a noticeable change in the patient's condition that needs immediate attention.
- We encourage family members to have conversations with members of the healthcare team (i.e. nurses, physicians) if there are serious concerns or changes in their loved one's condition.

If at any time a patient's family member or friend notices there is a decline in the patient's condition, they may activate the MET by dialing 2-6115 from the patient's room phone.

Warning Signs that a Patient is Getting Worse:

- Changes in the heart or respiratory (breathing) rate
- A drop in blood pressure
- Changes in urinary output (much more or much less urine)
- Change in level of consciousness
- Any time you are worried about the patient

Interpreters

The hospital has access to interpreters for foreign languages and American Sign Language. For assistance, contact your nurse.

Your Valuables

Memorial University Medical Center is not responsible for valuables. Patients and families are encouraged to avoid bringing valuables to the hospital or to send them home with a family member as soon as possible. In the event of an emergency, Security may be contacted to inventory valuables for safekeeping. You may receive a written receipt for any items placed with Security. You are required to reclaim items left with Security upon discharge.

If you lose something, please immediately notify your nurse. Dentures, eyeglasses, hearing aides, contact lenses, etc., should be placed in protective containers when not in use. Label the container with your name and keep it in the bedside cabinet when not in use. Please avoid placing these items on a

meal tray, under a pillow, in the pocket of a hospital robe or gown, in the bed sheets or in any concealed place where they may be lost or accidentally thrown out. Memorial will not be liable for any damaged, lost or stolen belongings or valuables.

“Lost and found” can be reached at the Security Office, 912-350-8600. Every attempt will be made to contact the owner, if identified, of any property that is turned in within a timely manner. Property that has been unclaimed for 30 days or more is subject to being disposed of without notice.

Security Services

Our security staff is on duty throughout the hospital and parking lots to protect you 24 hours a day. If you have a concern or a problem, please call them at 912-350-8600. Security staff can also check any valuables and put them in our safe, and will respond to calls about lost items.

Telephone Service

To call departments or other rooms within the hospital, dial 2, followed by the four-digit extension number. For local numbers, first dial ‘9,’ then, once you hear a dial tone, the local 7-digit number. Your friends or family may call you by dialing 350-5 and your three-digit room number. Incoming calls may be made directly to your room between 7 a.m. and 9 p.m. by dialing it directly or by calling the main hospital number (912-350-8000) and giving your room number or name. In order to safeguard your rest and privacy, calls placed at other times will not be put through. You are permitted to call out at any time. Hearing-impaired patients may request a telephone typewriter for the deaf (TTY) from their nurse.

Wireless Internet Connection

Memorial University Medical Center offers a free wireless Internet network to which patients, their family, and friends can connect from any point in the hospital. The hospital cannot make any assurances about the security of the connection, so concerned users should provide their own personal firewall protection.

Television

Most patient rooms offer free television service, with most local and basic cable channels. Televisions in semi-private rooms, and some in private rooms, offer pillow speakers to allow quieter viewing. All televisions also offer closed captioning, which a nurse can activate.

Channel Guide

- 2 WSAV-NBC
- 3 TV Guide Network
- 4 WJCL-ABC
- 6 WTOG-CBS
- 7 Cable 7 or Local Channel
- 8 Government Access
- 9 WVAN-PBS
- 10 WTGS-FOX
- 11 Memorial - CCTV
- 13 Memorial - CCTV
- 14 Memorial - CCTV
- 15 Memorial - CCTV
- 16 Memorial CCTV -
CARE Channel/Relaxation
- 17 HSN
- 18 Freeform
- 20 FS South
- 22 ESPN
- 23 ESPN2
- 24 Travel Channel
- 25 The Weather Channel
- 26 TBS
- 27 Discovery Channel
- 28 CNBC
- 29 MSNBC
- 30 CNN
- 31 CNN Headline News
- 32 Fox News
- 33 NBCSN
- 35 Great American Country
- 36 Video Hits 1
- 37 Music Television
- 38 Black Entertainment
Television
- 39 Comedy Central
- 40 Sy-Fy
- 41 USA Network
- 42 TNT
- 43 FX
- 44 Hallmark
- 45 Bravo Network
- 46 A&E
- 47 SportsSouth
- 48 Fox Sports
- 49 Food Network
- 50 Lifetime
- 51 HGTV
- 52 E! Entertainment
- 53 TV One
- 54 TV Land
- 55 Animal Planet
- 57 Jewelry TV
- 58 Nickelodeon
- 59 Disney Channel
- 60 Cartoon Network
- 61 American Movie Classics
- 62 Univision
- 64 Spike TV
- 65 The Learning Channel
- 66 OWN
- 67 History Channel
- 70 Golf Channel

Pastoral Care

We at Memorial believe that spiritual health is powerfully related to physical health. For that reason, we offer a number of resources to serve our patients and their families who feel a need for spiritual sustenance. The All Faiths Chapel is on the first floor right next to the main entrance and is open 24 hours a day to anyone who cares to use it. Please be respectful of others using that space at the same time that you are. We also have chaplains available on-site. If you would like a visit, please call 2-8637 internally, 912-350-8637 from outside the hospital, or ask a nurse to contact the chaplain's office for you. If you have an emergency need for a chaplain after hours, we have chaplains on call 24 hours a day.

If you would like to request a copy of the Bible or other religious reading, please call the chaplain's office at the extension noted above.

You may also feel free to invite a member of your religious community to visit you; let us know if you need a chaplain to help you make contact. We welcome representatives of all faiths and religions.

Pharmacy

The Medical Center Pharmacy is an independent pharmacy located inside Memorial University Medical Center near the main entrance. Prescription medications as well as some over-the-counter medicines are available to the general public and patients ready for check-out. Prescriptions can be delivered to your hospital room, and pharmacy parking is available at the main entrance. Visa, MasterCard and American Express are accepted. Please call 912-350-6337 or ask your case manager for additional information.

Tobacco-free Campus

For the health and safety of all of our patients and visitors, Memorial University Medical Center is entirely a tobacco-free campus. Smoking and use of tobacco products is prohibited everywhere on the hospital campus. E-cigarettes are also prohibited.

If you would like information on smoking-cessation programs, ask your nurse to provide you with brochures.

**TOBACCO-
FREE
CAMPUS**

Please speak up!

Do not feel shy about asking for more information about your care. If you have a concern, feel free to ask the following or any other questions:

1. If you have not seen healthcare staff who care for you either wash their hands or use the alcohol-based hand rub, ask them to do so. This also applies to family and friends. *“I didn’t see you clean your hands. Would you mind cleaning your hands before touching me?”*
2. Before receiving an injection or IV, ask if the needle, vial, tubing, and syringe have been newly opened for you. *“Is this the first time this needle, vial, tubing, and syringe have been used?”*
3. If you have a catheter in your bladder or vein, tell your nurse if it becomes loose or painful. Also ask each day when it can be removed. *“Do I still need this catheter today? Why?”*
4. If you are having surgery, ask your doctor if you should shower with an antiseptic soap before you are admitted. *“Am I supposed to shower with an antiseptic before I’m admitted? If so, can you explain this process to me?”*
5. Ask your healthcare provider if you need any shots or vaccines. *“Should I be receiving any shots or vaccines to protect me during my stay or after I go home?”*
6. If you think that the area around you or the equipment in your room looks dirty, ask to have it cleaned. *“This (_____) looks dirty, Can someone please clean this?”*
7. If you have a bandage (also called a “dressing”), let your nurse know if it gets wet, loose or feels uncomfortable. *“Can you please check my bandage? It’s loose and uncomfortable.”*

Pain Management

Pain is a message from your body. Because it can mean many things, it’s important to pay attention to that message, and to share it accurately with your caregivers for at least two reasons. First, the location, kind, intensity, and duration of the pain may provide important clues that help them discover or diagnose problems that could get worse without treatment. Second, unless you tell them, they won’t be able to help you manage your pain.

Pain can range from a simple annoyance to something that can actually interfere with your sleep, slow your healing, sap your energy, and dramatically change your outlook on life, so a decision to manage it well is a sign not of weakness but of realism.



0

No Hurt



2

Hurts Little Bit



4

Hurts Little More



6

Hurts Even More



8

Hurts Whole Lot



10

Hurts Worst

©1983 Wong Baker Flaces™ Foundation. Used with permission.

The first step in pain management is to tell your doctor and/or nurse about it. They will probably ask you about pain, but if you feel pain before they ask, don't hesitate to mention it, and be prepared to describe it as clearly as possible. They will probably ask you to describe how intense it is on a scale of 1 to 10 or using some other way to describe it; be sure you understand their questions before you answer. They may ask you to describe where it is, how long it lasts, when it seems to begin, and when it gets worse. While it may be tiresome to repeat this several times a day, any change in that description can provide important information for them. They may also ask you to describe what kind of pain it is (e.g., burning, aching, throbbing, shooting, pressing, etc.). If none of their words seem to describe it accurately, describe it as closely as you can.

There are many ways to relieve pain. Some involve medicines, but many do not. Accurately reporting your pain will help your caregivers design a pain management plan that is most effective with the fewest negative side effects.

If the plan does involve medications, it's important to know how often you can and should take it, under what circumstances (e.g., before sleep, with meals, etc.), what side effects may occur, whether there is a danger of addiction, etc. You should be sure you understand the answers to any such questions you ask.

You should let the doctors and nurses know if the medication or other treatment does not relieve your pain sufficiently, or if there are any changes in the kind, severity, location, circumstances, or duration of your pain.

About Financial Assistance

Memorial University Medical Center (MUMC) offers financial assistance for its medical care to eligible individuals and families. Based on your financial need, either reduced payments or free care may be available.

MUMC does not bill patients for patient liability amounts more than the amounts generally billed to Medicare or insurance providers.

You may be eligible for financial assistance if you:

- Have limited or no health insurance;
- Are not eligible for government assistance (for example, Medicare or Medicaid);
- Can show you have financial need;
- Are a resident of the primary service area of MUMC; and
- Provide MUMC with necessary information about your household finances.

Financial assistance is available for eligible patients who require:

- Emergency medical services;
- Non-elective services for urgent life-threatening conditions, outside the Emergency Department; and
- Other medically necessary services, on a case-by-case basis.

Filing your application

Please mail your completed application form and copies of your proof of income materials to:

MUMC Financial Assistance
PO Box 22909
Savannah, GA 31403

Your application must include copies of any documents that apply to you. Please attach copies, not originals, as MUMC can't return any document sent with the application. If any of the documents are missing, it will delay processing of your application and could result in your account being sent to a collection agency.

To request an application for financial assistance, please contact the MUMC financial assistance team at 912-350-7828. A copy of this summary and the application forms are available in Spanish upon request or through the Memorial Health website at www.memorialhealth.com/ptrights.aspx.

If you want more information or have questions about the process, please call the financial assistance team at 912-350-7828. A member of the financial assistance team will be happy to assist you.

You can also obtain free copies of this summary, the financial assistance policy, financial assistance application and required documentation on the Memorial Health website at www.memorialhealth.com/ptrights.aspx.

You may also contact the Care Navigator Program at the Chatham County Safety Net Planning Council for assistance with obtaining or completing an application for financial assistance. The office is located at:

Chatham County Health Department
1395 Eisenhower Drive
Savannah, GA 31406
Phone: 912-356-2441

You may also visit the financial assistance office located at Memorial's main campus, behind the main lobby, at 4700 Waters Avenue, Savannah, GA 31404.

Patient Safety and Security

At Memorial, patient safety is a core value. Here at Memorial, we call our employees “Team Members.” That is because every Team Member has a role in care of the patient. That includes patient safety, and you are part of the team. The hospital has rules and regulations to keep you safe, and it is important that everyone—medical staff, family members, friends, and patients themselves—follow these carefully to minimize the possibility of problems that could threaten your health and safety.

The first thing you may notice is that Team Members ask for your name and birthdate before delivering care to you. This is to ensure that every treatment, medication, and meal is specifically designated for you based on the recommendations of your physician and his/her team.

- You will also note that there are side rails on all the patient stretchers and beds. These should remain up except when the patient needs to leave the bed to go to the bathroom or take a walk. Rails should be placed in the up position immediately on return. If you have a problem getting them to work properly, please call for assistance.
- The hospital-wide no-tobacco policy is another example of a regulation that reduces your recovery time by eliminating the effects of second-hand smoke and reducing the risk of accidental fire.
- Patients, family members and friends may be asked to discontinue the use of wireless games or other technology if the staff fears it will interfere with the proper functioning of medical equipment.
- Ask before using electrical appliances you bring from home, because they may not meet our safety codes. If you wonder if a particular appliance is permitted, ask one of the staff before you bring it in.

If any of our rules and regulations do not make sense to you, please ask a nurse to explain them.

What the hospital can do for patient safety is really just the beginning. Here are some things you can do:

1. Ask a friend or family member to be an advocate. Your advocate(s) should be present as often as possible. Advocates can report changes in your condition to the medical staff and ask the questions needed to ensure that you understand your condition and the procedures and medications recommended by your physicians. Advocates can explain how you feel to caregivers if you find it difficult to communicate; ask questions that may not occur to you in the stress of the moment; and take note of information on your follow-up treatment at home. If more than one person is serving as your advocate, they should share a notebook with questions and answers that have arisen and other pertinent information to pass on the next advocate.
2. Share all information you think might possibly be related to your condition and treatment with the medical staff. This includes all symptoms you have noticed and when you noticed them, any allergies you have, any medications or supplements you are taking, and simply how you feel at the moment, especially if it has changed.
3. ASK! You have the right to understand what the medical staff thinks is happening with you, and what the possible benefits, risks, and side effects may be of any course of action they are suggesting. You should also understand your rights to refuse treatment and the expected risks of that as well.
4. Speak up. If you have any doubts about anything, make sure those are addressed before you proceed. This includes asking the medical staff to identify themselves and their role in your care. All Team Members should check your wristband ID and ask your name and birthdate before treating you or giving you any medication. If you are having an operation or a procedure, the doctor should mark the site for the operation or procedure. Tell caregivers if you think they have confused you with another patient or if they are simply doing something you were not expecting.
5. Learn. Find out all you can about your medical condition and any proposed treatments and medications. Learn about their success rates, and the side effects you may expect from them. Ask your doctors to provide you any information they may have, but also look in your

local library or on respected websites, such as the Centers for Disease Control and Prevention (CDC) site, www.cdc.gov. Read all the medical forms and ask your advocate to read them as well. Be sure you understand them before you sign anything.

6. Know your medications. Keep an updated list of all the medications you were taking before you came to the hospital and add those that have been prescribed since you came. Know why you are taking each of them, and at what time of day, and the dosage. If you think you are being given the wrong medication, don't hesitate to ask about it. Find out what the possible side effects of individual medications may be, and if they are safe to take together. Any time a new medication is prescribed, tell your caregiver about any allergies or negative reactions you have had to any medications.

By being an active participant in your own healthcare, you can help minimize the risk of errors and increase the likelihood of a quick, safe, and full recovery.

Infection Prevention

Preventing infection is one of the most important things we do in a hospital, and it involves everyone—the staff, the patients, and their family and friends. Doing it well is important for the health of each of us, so the responsibility is a shared one. The following tips will help you help us keep this a place where patients can recover safely and where well people don't get sick.

Probably the most important thing you can do is to wash your hands well and thoroughly. Use soap and water or an alcohol-based foam or gel, and rub your hands together for 15 seconds. You should wash your hands any time you have coughed, sneezed, or blown your nose, gone to the bathroom, handled any dirty items, or been in contact with anyone who has an infection. You should also wash before and after eating, drinking, or handling food.

It is your right to ask healthcare workers if they have washed their hands before providing care to you.

Hand-cleaner dispensers are located throughout the hospital. Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

For effective hand-washing, remember “Happy Birthday to You!” Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice.

The second most important thing you can do to prevent infection is to cover your mouth and nose any time you sneeze or cough to prevent germs from spreading to others. Keep tissues close by any time you have a cough and throw them away after using them. If you don’t have them available, cover your nose and mouth with your hands or the bend of your elbow. Be sure to wash afterwards.

If you are sick, the best thing you can do is to stay away from others; especially avoid breathing on or touching others. Even shaking hands can spread infections rapidly.

If you follow these guidelines at home as well as at the hospital, your health and that of people around you will be better, because infections will have a much harder time getting a foothold. Following them here will help us keep this hospital the best place for patients to recover quickly and fully.

Fire Safety

Memorial University Medical Center conducts monthly fire drills to ensure that Team Members are prepared for such emergencies. During these drills, family members and friends who are present are urged to stay with patients and family.

In the event of an actual fire, hospital staff will follow proper emergency protocol to ensure all patients and family members are safe and out of harm’s way. All patients and visitors should follow instructions of Team Members. Unless notified that the elevators are safe for use, all patients, family members and friends, and Team Members should use only the stairs to move between floors during a fire emergency.

Patient Rights and Responsibilities

From Speak UP™

You have rights and a role regarding your treatment and care. Knowing your rights and role can help you make better decisions about your care.

What are your rights?

- You have the right to get information about your care in your language.
- You have the right to make decisions about your care, including refusing care.
- You have the right to know the names of the caregivers who treat you.
- You have the right to safe care.
- You have the right to have your pain treated.
- You have the right to know when something goes wrong with your care.
- You have the right to get an up-to-date list of all of your current medications.
- You have the right to be listened to.
- You have the right to be treated with courtesy and respect.

What is your role in health care?

- You should be active in your health care.
- You should ask questions.
- You should pay attention to the instructions given to you by your caregivers.

Follow the instructions.

- You should share as much information as possible about your health with your caregivers. For example, give them an up-to-date list of your medicines and remind them about your allergies.

Recording

To hear a listing of your patient rights and responsibilities as listed below, call 912-350-7483.

Patient Bill of Rights

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his/her attending physician, the names of all other physicians directly participating in his/her care, and the names and functions of other healthcare persons having direct contact with the patient.
3. A patient has the right to every consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.

4. A patient has the right to have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. A patient has the right to know what facility rules and regulations apply to his/her conduct as a patient.
6. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. The patient has the right to full information, in laymen's terms, concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not possible or medically advisable to give such information to the patient, the information shall be given to the patient's designee.
9. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program. Informed consent must be obtained prior to actual participation in such program and the patient or legally responsible party may, at any time, refuse to continue in any such program to which he/she has previously given informed consent.
11. A patient has the right to refuse any drugs, treatment or procedure offered by the facility, to the extent permitted by law, and a physician shall inform the patient of his/her right to refuse any drugs, treatment, or procedures and of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.
12. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and expense.
13. A patient has the right to medical and nursing services without discrimination based upon age, race, ethnicity, religion, culture, language, physical or mental disability (actual or perceived), socioeconomic status (or ability to pay), sex, sexual orientation, and gender identity or expression.
14. A patient who does not speak English shall have access, when possible, to an interpreter.

15. Memorial University Medical Center shall provide a patient, or patient designee, upon request, access to all information contained in the patient's medical records. A patient's access to medical records may be restricted by the patient's attending physician. If the physician restricts the patient's access to information in the patient's medical record, the physician shall record the reasons on the patient's medical record. Access shall be restricted only for sound medical reason. A patient's designee may have access to the information in the patient's medical records even if the attending physician restricts the patient's access to those records.
16. A patient has the right not to be awakened by hospital staff unless it is medically necessary.
17. The patient has the right to be free from needless duplication of medical and nursing procedures.
18. The patient has the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
19. When medically permissible, a patient may be transferred to another facility only after he/she or his/her next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The facility to which the patient is to be transferred must first have accepted the patient for transfer.
20. The patient/family has a right to choose from among qualified providers for their continued care needs and a right to have their preferences respected when they are expressed.
21. The patient has the right to examine and receive a detailed explanation of his/her bill.
22. The patient has a right to full information and counseling on the availability of known financial resources for his/her healthcare.
23. A patient has the right to expect that the facility will provide a mechanism whereby he/she is informed upon discharge of his/her continuing healthcare requirements following discharge and the means for meeting them.
24. A patient cannot be denied the right of access to an individual or agency who is authorized to act on his/her behalf to assert or protect his rights.

25. A patient has the right to be informed of his/her rights at the earliest possible time in the course of his hospitalization.
26. The patient has the right to receive care in a safe setting that is free from all forms of abuse or harassment.
27. A patient has the right to designate friends who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether they are legally related to the patient. In addition, visitation will not be restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.

However, visitation may be restricted for the following reasons:

- At patient request, or legal guardian request if patient is under age or becomes incapacitated;
- Patient is observed by his or her nurse to be resting;
- Patient is undergoing a medical or therapeutic procedure;
- At the discretion of the caregiver; and
- Behavior that is disruptive to the patient's care.

Patient Bill of Rights for the Pediatric Patient

We recognize the extraordinary circumstances involved in the care of infant, child, and adolescent patients. There are certain rights and responsibilities that are unique to parents and guardians of these patients. In addition to the rights and responsibilities afforded the adult patient, minor patients and their parents or guardians have the following rights and responsibilities.

1. Parents and guardians have the right and responsibility of providing informed consent for their minor children.
2. Parents and guardians have the right and responsibility to participate in the treatment process. This includes planning and course of treatment, remaining informed about the progress of the treatment, and physical participation in the delivery of certain types of care and treatment.
3. Except when restricted by medical necessity, each minor patient has the right to attend school and take part in recreational activities.



WE BELIEVE IN HEALTH

HEALTH CARE . FOR LIFE . AT HOME

Offering:

- Medical Home Care
- Chronic Disease Management
- Palliation & Nonprofit Hospice Care
- Assistance with Activities of Daily Living
- Telehealth

ISLAND HEALTH CARE | ISLAND HOSPICE | PALLIATION CHOICES
INDEPENDENT LIFE AT HOME | RIGHTHEALTH™

Serving Coastal Georgia and South Carolina for Over 20 Years

CALL US FIRST
888.842.4663

**THA**Group.org

Is Home Health Care the Answer?

Home health care assists homebound patients managing a serious or chronic disease or dealing with multiple diagnoses.

Our home health care services include:

- ✓ Skilled nursing
- ✓ Home health aides
- ✓ Medical social workers
- ✓ Chronic care management programs
- ✓ Physical, occupational & speech therapy



Savannah/Hinesville/Rincon/Bluffton

(912) 233-9800

www.amedisys.com



When you care enough for your loved one to choose the best
...choose *Hospice Savannah*

912.355.2289

www.HospiceSavannahHelps.org

The only hospice to have earned the Joint Commission's Gold Seal of Approval® ensuring the quality and safety of your loved one's care



We make lives better through home care.
We'll do the same for you.

Our Services Include:

- Skilled Nursing Care
- Physical Therapy
- Occupational Therapy
- Speech Therapy

Serving Bryan, Bulloch, Chatham,
Effingham, Long, Liberty, McIntosh
and Screven Counties

912.354.7984

912.354.7348 Fax



This Patient Handbook is yours to keep!



THANKS!

Memorial Health and Healthy Lifestyles would like to thank the advertisers whose support makes this Patient Handbook possible.

**Rehabilitation Hospital of Savannah
(HealthSouth)**

Amedisys Home Health Care

THA Group

Hospice Savannah

Sun Crest Home Health

Patient Responsibilities

1. To provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, and other matters relating to the patient's health.
2. To report unexpected changes in the patient's condition to the responsible practitioner.
3. To make informed decisions regarding the patient's health care including communicating that he/she understands the course of treatment.
4. To follow the treatment plan recommended by the practitioner responsible for the patient's care, including the instruction of nurses and other health care personnel as they carry out the coordinated plan of care.
5. To keep follow-up appointments, and when unable to do so for any reason, notify the practitioner.
6. To accept the consequences if the patient refuses treatment or does not follow the practitioner's instructions.
7. To ensure that the financial obligations of the patient's healthcare are fulfilled as promptly as possible.
8. For abiding by the rules and regulations affecting the patient's care and conduct.
9. To be considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of friends and family members present at one time.
10. To respect the property of other persons and Memorial University Medical Center.

Exercising Your Rights

The patient or his/her representative has the right to:

- Be involved in care planning and treatment, and actively participate in decisions regarding medical care, including decisions to withhold or withdraw treatment if the patient has a terminal condition.
- Participate in the development and implementation of his/her plan of care.

- Formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Have a family member or representative of his/her choice and his/her own physician notified of his/her admission to the medical center.

Restraints in Acute Medical & Surgical Care

The patient has the right to be free from any form of restraints (physical restraint or drug being used as a restraint) that is not medically necessary or is used as a means of coercion, discipline, convenience, or retaliation by staff.

Seclusion and Restraint for Behavior Management

The patient has the right to be free from seclusion and restraint, in any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.

Seclusion or restraint may be used in emergency situations, if needed, to ensure the patient's physical safety when less restrictive interventions have been determined to be ineffective.

Your Right to File a Grievance

If you should have concerns that are not resolved to your satisfaction by the healthcare staff, you have the right to file a complaint/grievance, and may do so by contacting the office below in person or by letter or telephone call.

Patient and Family Centered Care
Memorial University Medical Center
PO Box 23089
Savannah, Georgia 31403

You should know that filing such a complaint or grievance will in no way prejudice or jeopardize your current or future healthcare at Memorial University Medical Center. Under normal circumstances, we will investigate and review your complaint/ grievance and give you either a verbal or written response within seven (7) business days. If the case is particularly complex, this may not be possible; if that is the case, we will inform you within that time that we are still reviewing the complaint/ grievance and that a verbal or written response will be sent within 7-10 business days. If you have questions about this process, please contact us at 912-350-8581.

Special Needs

Memorial University Medical Center will not deny medically necessary services to patients on the basis of ability to pay, race, creed, color,

national origin, age, religion, sex, sexual orientation, gender identity, or perceived disability.

The medical center and its programs and activities are accessible to and useable by disabled persons by the following means:

- Accessible handicapped parking;
- Ground-level entrances and ramps;
- Level access into first floor level with elevator access to all floors;
- Valet parking and shuttle services with wheelchair accessibility;
- Wide corridors; and
- Wheelchair accessible bathrooms.

Auxiliary and communication aids are available to disabled persons with impaired hearing, vision, or speech, and include:

- Interpreters;
- Sign language interpreters for the deaf;
- Wheelchair assistance for transportation in hospital;
- Braille signage for bathrooms and offices;
- Portable TTYs are available for use in patient rooms; and
- Language Line Services.

Ethics

Memorial University Medical Center provides ethical guidance in the resolution of bioethics, research ethics, professional ethics and organizational ethics. You can request assistance in any of these areas by contacting the Institute for Ethics at 912-350-8681.

Advance Care Planning

Advance Directives are a way for you to protect in advance your right to have your wishes respected concerning the kind of care you want in case you become unable to make those decisions for yourself later. There are several different kinds of such directives.

(1) Durable Power of Attorney for Healthcare is a document wherein you can designate a surrogate decision maker in the event that you lose the capacity to make your own healthcare decisions. This permits you to designate someone you know and trust to make those decisions for you if you are incapacitated, based on what you have told them and what they can see of your current state. You should have open discussions with this person on many subjects even indirectly related to treatment and end-of-life issues so that, if an unforeseen

circumstance arises, they will have the ability to make a good judgment as to what your wishes would be.

(2) The Living Will is a directive which expresses your wishes and intentions concerning medical treatment if and when you are near the end of your life and unable to communicate those wishes. Its purpose is to provide clear guidance to your family and your doctors in terms of how aggressively to use specifically named life-prolonging medical treatments. It may be known by different names in different states, but all such directives have the same general purpose.

(3) The Five Wishes is a workbook and Advance Directive document that Memorial provides to patients, their families and caregivers upon request to assist them in the conversations surrounding their advance care planning.

(4) In addition to your Advance Directive documentation-- or in the absence of that documentation-- your wishes can be made a part of the medical record as a result of advance care planning discussions you have with your physician and treatment team. We strongly encourage these conversations as they provide valuable guidance to your treatment team and family in honoring your goals of care.

(5) The Physicians Order for Life Sustaining Treatment (POLST) is available in Georgia for patient's to complete in addition to their Advance Directives to assure that their wishes are honored as they move between providers. These forms are available upon request.

In Georgia, a Living Will, a healthcare power of attorney, the Five Wishes, POLST, and the Advance Directive Intent do not require notarization, and all can be changed or revoked at any time by the patient.

Any of these forms and materials can be provided to you by contacting the Institute for Ethics at 912-350-8681. In addition to the materials Memorial provides, there are several excellent websites that assist in Advance Care Planning:
theconversationproject.org
prepareforyourcare.org

Bioethics Consultation Services

Occasionally, patients, families, and physicians may face decisions where they have a hard time discerning what is in the patient's best interest. In such cases, they can call on the hospital's ethics committee. This committee can offer advice and consultation on the ethical issues raised by the current

situation. Its discussions and deliberations are kept confidential, but its findings are often helpful to those facing thorny issues. If an issue seems important enough to cause the hospital to consider changing its policy or procedures, they are also authorized to make such recommendations. If you would like to consult with the committee or request that your concern be reviewed, you may make that request through the Institute for Ethics at 912-350-8681. Any member of your care team can place the request on your behalf as well.

Medical Records

The Medical Record department is responsible for the safekeeping of your medical records. The hospital owns the actual record but you have a right to get a copy. MUMC has partnered with Healthport to provide copies of medical records. The fee schedule for copying records is set by the State of Georgia and the current patient rates for medical record copies are as follows:

First 20 pages \$0.97 per page

Pages 21 through 100 \$0.83 per page

Per page for over 100 pages \$0.66 per page

Plus actual postage

Requests are processed in order received. Please allow 5 – 10 business days for processing. You may contact the Medical Record department by calling 912-350-8667.

For records mailed/faxed directly to a physician's office, there is no fee. More information on medical records is covered in the privacy section.

Privacy

Notice of Privacy Practices

The notice of privacy practices that follows describes how medical information about you may be used and disclosed and how you can get access to the information. Please review it carefully.

At Memorial Health we are committed to treating and using protected health information about you responsibly. This Notice of Privacy Practices describes the personal information we collect, and how and when we use or disclose that information. It also describes your rights as they relate to your protected health information or PHI. This Notice is effective July 14, 2014 and applies to all PHI as defined by federal regulations.

Memorial Health reserves the right to change the terms of this notice of privacy practices and to make the new notice provisions effective for all PHI we maintain. When we make a significant change in our privacy practices, we will post the new notice in the front entrance of our locations.

Understanding Your Health Record/Information

Each time you visit Memorial Health, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as your health or medical record, serves as a:

- Basis for planning your care and treatment;
- Means of communication among the many health professionals who contribute to your care;
- Legal document describing the care you received;
- Means by which you or a third-party payer can verify that services billed were actually provided;
- A tool in educating health professionals;
- A source of data for medical research,
- A source of information for public health officials charged with improving the health of this state and the nation;
- A source of data for our planning and marketing; and
- A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.

Understanding what is in your record and how your health information is used helps you to: ensure its accuracy, better understand who, what, when, where, and why others may access your health information, and make more informed decisions when authorizing disclosure to others.

Your Health Information Rights

Although your health record is the physical property of Memorial Health, the information belongs to you. You have the right to:

- Obtain a paper copy of this notice of privacy practices upon request.
- Copy and inspect the PHI we retain for you. All such requests for access must be made in writing and directed to the Health Information Management Department at Memorial Health. We are required to get back to you within 30 days after we get your letter. If we are unable to give you your copy within 30 days, we may extend for an additional 30 days, provided that we let you know in writing of our delay. If requested and where possible, we will provide your copy in

an electronic readable format. If we make a copy or summary of your PHI, we may charge you for copying, supplies, mailing or other costs.

- Request that the copy of your PHI be provided to another individual who you clearly identify in your signed, written request.
- Request an amendment or correction to your health record. All such requests must be made in writing.
- Receive an accounting of certain disclosures we have made, if any, of your PHI. To do this, please contact the Compliance & Audit Services Department at the number in this notice. This information will be provided to you within 60 days of receipt of your written request.
- Receive confidential communication of PHI.
- Request a restriction on certain uses and disclosures of your information. All such requests must be made in writing. We are not required to agree to a requested restriction but we must do what we say we will do.
- Request to receive communications of PHI by alternative means or at alternative locations.
- Request that we not disclose PHI to your health insurer for services which you paid for out of pocket, in full.

Our Responsibilities

Memorial University Medical Center is required by law to:

- Maintain the privacy of your PHI;
- Provide you with this notice of our legal duties and privacy practices with respect to your PHI;
- Abide by the terms of the notice currently in effect;
- Notify you if we are unable to agree to a requested restriction;
- Accommodate reasonable requests you may have to communicate your health information by alternative means or at alternative locations; and
- Notify you following a breach of unsecured PHI.

How We May Use and Disclose Medical Information About You

*We can only use your PHI in certain ways. The law allows us to use your PHI **without** your permission for **treatment, payment and operations.***

Treatment: This generally means the delivery of healthcare and related services among healthcare providers, consultation between healthcare providers regarding your care or the referral of your treatment from one healthcare provider to another.

- We will use and disclose your PHI to provide you with medical treatment or services.
- We will record information in your record and use it to determine the most appropriate course of care.
- We may provide PHI to other healthcare providers such as hospitals, consulting physicians, and nurses who are participating in your treatment.
- We may provide PHI to pharmacists who are filling your prescriptions.

Payment: This involves the various activities of Memorial Health to obtain payment for services and to fulfill your health plans' coverage responsibilities, and to obtain or provide reimbursement for the provision of healthcare. Included are:

- Billing and collection activities;
- Determination of eligibility or coverage under a plan; and
- Reviewing health care services for medical necessity, coverage, and justification of charges.

Operations: Certain administrative, financial, legal and quality improvement activities are necessary to run the business and to support the core functions of treatment and payment. Operational activities may include:

- Conducting or arranging for medical review;
- Legal and auditing services, including fraud and abuse detection and compliance programs.
- Competence review of members of the medical staff.

The law also allows us to use your PHI without your permission in the following ways:

Health Plans: We may also share PHI with other health care providers and health plans where you've been a patient in the past. We would only share this information to help them provide better care or to help them watch for fraud or abuse.

Sharing PHI via a Health Information Exchange: Memorial Health participates in certain electronic Health Information Exchanges which allow your medical information to be shared electronically with other hospitals, doctors and/or other medical persons or facilities involved in your treatment. Providers need access to as much useful information as possible while treating their patients and viewing your medical history helps providers make better decisions about your care. However, participation in the exchange is voluntary and you have the right to opt out. If you

choose to opt out, Memorial will not share your information without your authorization. You will receive treatment even if you do not wish to participate in the exchange.

Directories: We keep lists of patients who are in our facilities. We keep track of their names, room numbers, general condition (i.e. stable, fair, etc.), and religion. We can share some of this information with people who ask about you by name. However, you can ask to be removed from the directory to keep this information confidential.

Notification: We may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and general condition.

Communication with Family: Health professionals, using their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care.

Research: We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

Funeral directors: We may disclose health information to funeral directors consistent with applicable law to carry out their duties.

Organ procurement organizations: Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

Appointment Reminders and Other Items of Interest: We may also contact you for appointment reminders, or to tell you about or recommend possible treatment options, alternatives, or health-related benefits or services that may be of interest to you.

Fundraising: We may contact you as part of a fundraising effort. If you do not want to receive fundraising information, please notify the Memorial Health Foundation at 912-350-6370.

Food and Drug Administration (FDA): We may disclose to the FDA health information relative to adverse events with respect to food, supplements, product and product defects, or post marketing surveillance information to enable product recalls, repairs, or replacement.

Workers' Compensation: We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers' compensation or other similar programs established by law.

Public Health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Law Enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

Health Oversight Activities: We may disclose medical information to governmental, licensing, auditing, and accrediting agencies as authorized or required by law.

As Required by Law: We will disclose medical information about you when required to do so by federal or state law.

Other Uses and Disclosures: For any category of use or disclosure that is not described above or authorized by law, we must obtain your written authorization. This includes (i) most uses and disclosures of psychotherapy notes (if recorded by a covered entity); (ii) uses and disclosures of PHI for marketing purposes, including subsidized treatment communications; (iii) disclosures that constitute a sale of PHI. If you give us your written authorization, you may revoke (cancel) it at any time by submitting a written revocation to the office or location that originally received your authorization, or to the Privacy Officer at the address listed below. Your revocation will be effective except to the extent that we have already acted upon your authorization.

Privacy Concerns

If you are concerned that your privacy may have been violated, or you disagree with a decision that we made about your health information, you may write or call our Privacy Office, or our Compliance and Ethics alertline, a 24-hour phone service, at the numbers listed below:

Memorial University Medical Center
Compliance and Audit Services – Privacy Officer
4700 Waters Avenue, Savannah GA. 31404
Office (912)-350-8681 • Compliance & Ethics alertline, 1-800-555-8497
Memorial University Medical Center
Health Information Management
4700 Waters Avenue, Savannah, GA 31404
Office (912)-350-8667

If you believe your privacy rights have been violated, you can file a complaint with the Privacy Officer at the contact information above or with the Office for Civil Rights, U.S. Department of Health and Human Services. There will be no retaliation for filing a complaint with either the Privacy Officer or the Office for Civil Rights. The address for the OCR is listed below:

Office for Civil Rights
U.S. Department of Health & Human Services
Sam Nunn Atlanta Federal Center
61 Forsyth St. S.W., Suite 16T70
Atlanta, GA 30303-8909
Phone: 1-800-368-1019 Fax: (404) 562-7881

Reporting Concerns

If you have any concerns about the safety or quality of care provided at Memorial University Medical Center (MUMC), you are encouraged to contact the appropriate manager, Patient & Family Centered Care at 350-8581, or Corporate Ethics & Compliance at 350-8681. Concerns may also be reported anonymously to the Ethics Line at 1-800-555-8497.

It is our desire for all patients to have an excellent experience at MUMC and it is our goal to resolve any issues you may have during your stay. However, if you have any issues that you believe were not adequately addressed, we would like you to know how to report those to the appropriate agency. Please be aware that a patient's independent rights of privacy must be honored. Accordingly, communications regarding Protected Health Information may be limited and/or restricted directly to the patient and/or to the patient's legally authorized or appointed representative such as the parent of a minor or a person holding the patient's Advanced Directive or Living Will (Durable Power of Attorney for Healthcare).

If you have an unresolved patient grievance, or concern about safety or the quality of care you may report this directly to:
Georgia Department of Human Resources Complaint Department Unit,
2 Peachtree Street, NW, Suite 32-415, Atlanta, GA 30303 or call 1-800-878-6442.

The Joint Commission by calling the Office of Quality Monitoring at 1-800-994-6610 or by email at complaint@jointcommission.org.

If you are concerned there has been discrimination on the basis of race, color, national origin, sex, age, or disability, you may file a discrimination complaint with the Office for Civil Rights below:

Office for Civil Rights, U.S. Department of Health & Human Services
Sam Nunn Atlanta Federal Center, 61 Forsyth St. S.W., Suite 16T70
Atlanta, GA 30303-8909

Phone: 1-800-368-1019 Fax: (404) 562-7881

Billing Concerns

If you have any questions about your bill, contact our billing office at (912) 350-8677. If you are a Medicare beneficiary and you are concerned about any unresolved issues related to your care or billing, you may contact Georgia Medicare and Medicaid help line with the Georgia Department of Community Health at 1-800-436-7442.

Hospital Services

Memorial University Medical Center offers a broad scope of medical services. Because some of our patients may be unfamiliar with these services and the professionals who perform them, we include a brief summary of some of them.

Case Managers and Social Workers

Case managers will review your medical record and discuss your discharge planning. They are also available to assist you with arrangement for home care, admission to a long-term care facility or rehabilitation care.

Social workers offer emotional support, counseling, and guidance to help patients and their families deal with financial, social, and emotional problems related to illness or hospitalization. Your case manager may be either a social worker or a nurse case manager. Either one can help you coordinate your discharge needs.

Dietitians

A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.

Physician Residency Programs

As a teaching hospital, you may be assigned a team of physicians that will not only direct your care, but will also coordinate your care, if needed, with other specialty doctors. Your team will include a supervising attending physician, a resident physician and a medical student. Resident physicians are physicians who have graduated from medical school and are completing a residency program to gain additional knowledge and skills to practice as an independent physician. Medical students are students attending medical school.

When you leave the hospital, your healthcare team will be sure you have proper discharge instructions, necessary medications and follow up appointments with your primary care physician (PCP) and/or specialists for your continued care.

Hospitalists

Hospitalists are available to provide the highest standard of care for patients requiring an inpatient hospital stay. Hospitalists are internal medicine or family medicine physicians who specialize in caring for people in the hospital, as they do not have outpatient practices.

If your primary care doctor requests it, your hospitalist will take charge of your hospital care. He or she will regularly update your primary care doctor about your health, progress, and any significant findings. When you leave the hospital, your hospitalist will inform your primary care doctor of any further treatment needs, follow-up care, and necessary prescriptions.

Nurses

In each nursing unit, registered nurses are responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by nursing assistants, licensed practical nurses, and nurse technicians. The nursing staff is available around the clock.

Organ, Tissue and Eye Donation

Each day in Georgia and throughout the United States, there is a great need for organ, tissue, and eye donation. Organs, tissues and eyes are used to replace or

repair those of ill patients to give them a fresh start in life. They are used to teach your physicians, nurses and other health professionals. They are used in research to create new therapies and treatments to improve the lives of patients.

Organ, tissue and eye donors offer a precious gift to medicine when they pass—life. Donors can select what they are comfortable donating and where they would like their donation used.

If you would like more information about becoming an organ donor, ask your nurse.

Pharmacists

While you are in the hospital, all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

Physicians

Your primary care physician, a resident physician on duty, or a hospitalist will supervise your care while you are in the hospital.

Prescription Assistance

Low-income patients, especially those with chronic, long-term and complicated health issues, may be eligible for assistance in obtaining their prescriptions via programs supported by pharmaceutical companies. Your social worker or discharge planner can provide you with further information.

Rehabilitation Therapists

Physical therapists, occupational therapists and speech language pathologists will work with you, your family and your medical team to help meet your goals for recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Rehabilitation Services

Following a major surgery, injury, or illness, patients sometimes need extra help to recover use of their body to be independent. Physical, occupational, and speech therapy is available at Memorial University Medical Center on both an inpatient and outpatient basis. Outpatient services are also available in Pooler, GA. Your physician may write an order for one of these therapy services. After discharge from the hospital, you may be referred for outpatient therapy.

The Rehabilitation Institute at Memorial University Medical Center offers a variety of outpatient programs for children and adults. Our outpatient therapy services include the following: neurological, orthopedic, aquatic therapy, lymphedema, pelvic pain and incontinence therapy, vestibular therapy (balance), hand therapy, and a driving program.

For more information about rehabilitation services at Memorial University Medical Center, please call 912-350-7128.

Memorial Health partnered with HealthSouth, the nation's largest owner and operator of inpatient rehabilitation hospitals, to provide inpatient rehabilitation services. HealthSouth currently operates the Rehabilitation Hospital of Savannah at their state-of-the-art facility at 6510 Seawright Drive in Savannah.

Specific criteria must be met for a patient to qualify for inpatient rehabilitation. While in an inpatient rehabilitation center, patients will participate in an intensive rehabilitation program with a goal of reaching their highest possible level of independence. Case managers assist physicians in facilitating referrals to the unit.

For more information about rehabilitation services at the Rehabilitation Hospital of Savannah, please call 912-235-6001.

Respiratory Therapists

Respiratory therapists are specially trained healthcare professionals who work under physician's orders to provide a wide range of breathing treatments and other services. They are key members of lifesaving response teams charged with handling medical emergencies.

Sleep Care

Memorial University Medical Center has a sleep care lab that diagnoses and treats a variety of sleeping disorders. Commonly, sleep patients are referred to a sleep center by their primary care physician. A sleep study is conducted by a qualified sleep technician and is a safe and painless procedure. For more information, call 912-350-3720.

Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Wound Treatment Center

The Memorial University Medical Center Wound Care Center offers a unique comprehensive therapy for treating patients with chronic non-healing wounds caused by diabetes, vascular and arterial insufficiency, pressure ulcers, trauma, surgery and collagen vascular disease. The Wound Care Center uses standard and advanced modalities, including hyperbaric oxygen, negative pressure wound therapy, and biological skin substitutes.

During hyperbaric oxygen therapy, patients are enclosed in a vessel called a hyperbaric chamber. While inside, they breathe 100 percent oxygen at a pressure greater than one atmosphere. Here at Memorial, this unique treatment can benefit people with conditions associated with carbon monoxide poisoning, crush injury, blood loss, skin grafts and problem wounds.

Many health plans, including Medicare, cover treatment. Coverage depends on the patient's specific insurance plan. Patients must meet specific clinical criteria and have a physician referral for outpatient wound care treatment or hyperbaric oxygen therapy.

Information for Family and Friends Guidelines For Family and Friend Presence

Most patients and families benefit from support, at different times and in different ways, from people important to them. We promote and support a patient and family-centered approach to visitation while meeting the patients' medical, comfort, and privacy needs. During the admission process, patients notify the care team of their choices about family presence and friends access.

Family members or the patient's designee are encouraged to be involved and supportive of the patient and are integral to the overall well-being of the patient. Family members are welcome 24 hours a day. Family is determined by the patient and is those persons who provide primary physical, psychological, or emotional support for the patient (not necessarily blood relatives). When a patient is unable to define family, the patient's designee will provide this definition. When a patient's safety is a concern, the number of people at the bedside may be limited. Considerations for 24-hour family presence are: clinical/emotional needs of the patient, inability to follow infection control policies, need for sterile environment during bedside procedures, limitations requested by the patient/designee, space limitations in the room, or safety issues. Family members and friends must be able to take care of their own personal care needs or should be accompanied by a caregiver.

Friends and family are encouraged to visit during general hospital visiting hours of 8:30 a.m. – 9 p.m. daily. Our main lobby entrance is closed from 9 p.m. to 4 a.m. daily. During those hours, please use the Emergency Department entrance.

Children should always be accompanied by an adult other than the patient. Children 14 and older may visit in the intensive care units. In extenuating circumstances, compassionate exceptions may be made at the discretion of the primary care nurse and the healthcare team in collaboration with the patient/designee.

Family and friends will be discouraged from visiting if they are not feeling well or have signs of recent exposures to communicable illnesses or infections.

Family and Friends Meals

Visitors may choose to eat at the hospital cafeteria, located in the basement of the main hospital building, where they can order food prepared on site. The cafeteria serves breakfast items from 6:30 a.m. to 10 a.m. and lunch/dinner from 11 a.m. to 7 p.m. A coffee shop selling light food and beverages is located in the waiting area off the main lobby and a sandwich shop is located off the waiting area for the Heart and Vascular Tower. Vending machines are located in several places throughout the hospital; ask a Team Member to steer you to the nearest one.

Gift Shop

The Gift Shop, located off the main lobby, is open Monday through Friday, 8:30 a.m. to 5 p.m.; Saturday 10 a.m. to 5 p.m.; and Sunday, 1 p.m. to 5 p.m.. The Gift Shop telephone number is 912-350-8333.

Newspaper and ATM

Local newspapers are available from a vending box in the cafeteria alcove, which is in the basement of the main hospital building. ATMs are available in the main lobby and in the cafeteria alcove.

Public Restrooms

Public restrooms can be found in the main lobby, the cafeteria alcove, and on each floor near the main elevator.

Vending Machines

Vending machines with drinks, cold sandwiches, and other snacks can be found on the first floor of the main hospital building.

For the Caregiver

While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient's advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list accompanying this section.

While you are making sure that your loved one's needs are being met, don't neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time is important. Don't be reluctant to ask for help in caring for your loved one. Take advantage of friends' offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER ...

Know what condition

Know what condition your loved one is being treated for.

Patient's rights

Know your patient's rights and responsibilities.

Advance Directives?

Know whether or not your loved one has an advance directive and if so, what it specifies.

Ask questions

If your loved one is too ill or reluctant to ask questions, make note of their concerns and any you may have and don't be afraid to speak up (see Speak Up! on page 11).

Help track medications

Your loved one may be prescribed medications while in the hospital and may be seen by several doctors.

What's next?

Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.

Caregiver Resources

www.aoa.gov/caregivers

Caregiver resources from the Administration on Aging

Eldercare locator

800-677-1116

www.eldercare.gov

Help with locating aging services throughout the U.S.

800-MEDICARE

www.medicare.gov

Official U.S. government site for people with Medicare

National Alliance for Caregiving

www.caregiving.org

Support for family caregivers and the professionals who serve them.

Caregiver Action Network

202-454-3970

www.caregiveraction.org

Support for caregivers of chronically ill, aged, or disabled loved ones.

Edel Caregiver Institute

6000 Business Center Drive, Savannah, 31405

912-629-1331

www.EdelCaregiverInstitute.org

Education and support for unpaid family caregivers freely offered.

Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contains all of the digits 1 thru 9.

				2	4			9
4	2				3	7		
			8					
	7			5		9	6	
	5			7				8
	1	6						
9					1	4	5	
	8			6		3		1

ANSWER KEY

1	7	3	5	9	6	4	8	2
9	5	4	1	8	2	7	3	6
2	6	8	7	4	3	9	1	5
8	4	2	6	7	1	9	5	3
3	9	6	2	5	4	8	7	1
7	1	5	9	3	8	2	4	6
5	8	7	3	9	6	1	2	4
6	3	1	4	2	7	5	9	8
4	2	6	8	1	5	3	9	7

Word Jumble

ZANBOAN

ANSWER: BONANZA



**Experience
Healthcare
Excellence.**

Welcome to Savannah, where Southern hospitality meets world-class healthcare.

Memorial Health, located in midtown Savannah, is the most comprehensive medical center in southeast Georgia. We offer the region's only Level I trauma center, the only children's hospital, the only Level III neonatal intensive care nursery, cancer care, cardiovascular care, stroke care, surgical services, and an emergency department that serves 100,000 people per year. When you need leading-edge medical care, we're here for you. *Experience Excellence. Memorial Health.*

912-350-8000

memorialhealth.com

Experience Excellence. **Memorial**
H E A L T H