Wellstar

Patient Guide

Key Information for Your Stay

Wellstar Kennestone Regional Medical Center

677 Church Street NE, Marietta, GA 30060

Stay Connected to Your Health with MyChart Patient Portal.



Healthcare on your schedule and at your fingertips

Sign up for MyChart today.

Access your health records anytime, anywhere. Whether you're at home or on-the-go, our MyChart patient portal keeps your medical information securely stored and readily available to you 24 hours a day, 7 days a week. It even allows your Wellstar healthcare team swift access to vital information at a moment's notice to help you stay healthy.

MyChart Patient Portal Benefits and Capabilities:

- Safeguard medical information.
- Manage your appointments.
- Request prescription refills.
- View your test results.
- Communicate with your care team.
- View statements & pay invoices.
- Streamline registration.
- Store real-time information.
- Participate in Share Everywhere.

How to Get Started:

You can sign up for a Wellstar MyChart account at any of our Wellstar facilities or register online at mychart.wellstar.org.

Wellstar MyChart
Point your phone camera here to get started.

- If you have been assigned an activation code, select "Sign Up (I have a code)."
- If you do not have a code, select "Sign Up (I don't have a code)" and request an activation code. Check your email for your MyChart activation code.

Download the MyChart app from the App Store or Google Play today.

For more information about MyChart, please call the MyChart Help Desk at (470) 644-0419.

Rapid Access to Your Healthcare Records and Results

Wellstar now provides even more access to your medical information and easier electronic access to your medical records. Instead of waiting for clinicians to review information before making it available, all test results (excluding HIV and genetics) and clinician notes will be released via the Wellstar MyChart patient portal as soon as they are available. If you do not already use MyChart, please sign up today by visiting mychart.wellstar.org.

Because you will receive your results at the same time as your care team, an explanation may not be available right away. In some cases, we know this delay may cause concern or confusion, so our clinical teams are committed to reaching out to you with more information about any abnormal test results as quickly as possible. This will typically occur within two business days after they are released, so our clinical teams have had a chance to consider your results and are fully informed before engaging you in a conversation about your care.

Welcome

We are honored to welcome you, your family and friends to Wellstar Kennestone Regional Medical Center.

As your community hospital and a regional medical center, it is our vision to deliver world-class care to every person, every time. All of us at Kennestone are committed to anticipating your needs, providing compassionate care and offering you the very best experience. Our goal is to always exceed your expectations.

Should we fall short on delivering on this commitment, please let us know. We also love to hear stories about how our fellow team members go above and beyond for our patients and their families. We encourage you to share your feedback with your caregiver, the manager of the department or by reaching out to our Patient Relations Team at (770) 793-5171. You can also send an email to kennestonepatientrelations@wellstar.org.

Thank you for the privilege of caring for you.

Your Dedicated Care Team
Wellstar Kennestone Regional Medical Center

Phone Directory

If dialing from a hospital phone, it is only necessary to dial the last 5 digits.

Key Numbers:

Main	(770) 793-5000
Care Coordination	(770) 793-7100
Patient Relations	(770) 793-5171
Rapid Response	(470) 267-8911

Other Hospital Services:

Billing	(470) 245-9998
Calm Water Café	(470) 793-7486
Environmental Services	(470) 267-6428
Financial Counselor	(770) 793-5082
Patient Registration (PAS)	(770) 793-5168
Housekeeping	(470) 267-6429
Interpretation Services	(470) 793-6846
Mountainside Bistro	(470) 267-9791
Medical Records	(770) 793-5328
Patient Meal Services	(470) 793-3287
Retail Pharmacy	(770) 793-9300
Security	(770) 793-7777
Spiritual Health	(770) 793-5005
The Gift Shop	(770) 793-5169
The Women's Shoppe	(770) 793-8004
Wellbean Coffee	(470) 793-2210

To place a call within the hospital, see above for a directory.

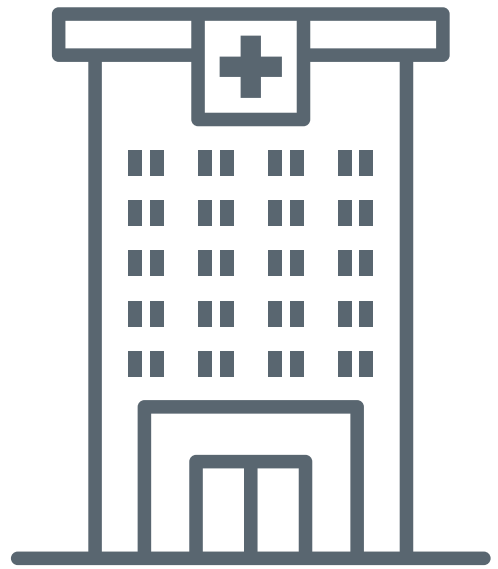
For local calls, dial 9 and the number. For long-distance and toll-free calls, dial 9-0 and the number. You can charge a long-distance call back to your home number.

Yellow Tower patients can be contacted by calling the operator at (770) 793-5000. All other patient rooms can be reached directly within the hospital by dialing the following:

Green Tower:	(770) 793-6 + room number
Purple Tower:	(770) 793-8 + room number
Blue Tower East:	(770) 793-9 + room number
Blue Tower West:	(470) 793-4 + room number

After Your Stay

We are committed to delivering award-winning personalized care that values each patient and family member. We recognize your healthcare journey doesn't end when you leave our care, and we will continue to seek your feedback to ensure your safety and satisfaction.



Within the next three days, you will receive a telephone call that we kindly ask you answer. The call takes only two minutes, and it is an outreach from our hospital to ensure you can care for yourself safely once home.
The purpose of the call is to address any remaining clinical questions or concerns you have after leaving our facility. Should you have additional questions or issues, one of our nurses will call you to discuss and ensure they are addressed.

In addition to a quick phone call, you will receive a survey by email, text or phone. This is a two-minute survey aimed at addressing key areas of your experience including communication between your care providers, the environment, medication information and discharge planning. At Wellstar, we are 100% people-focused and value your feedback!

Fast Facts About Your Stay

ATMs
ATMs are located between the Women's Shoppe and main floor elevators of the Purple Tower, and near the main floor elevators of the Green Tower.

Calling Your Nurse
Your room is connected to the nursing station via an intercom system. To call for your nurse, press the red **NURSE** call button located on your bed or call the extension posted in your room. If you have any questions on how to use the call button, ask a staff member to show you. Each room has a board where the name and phone number of your nurse are listed.

Cell Phones
Please keep your cell phone on silent or vibrate while in the hospital.



Environmental Services
Your room is cleaned daily. Bed linens will be changed by the care team upon request or as needed. For any housekeeping concerns, please ask your care team or dial ext. 76428.

Flowers & Balloons
Flowers are delivered to nursing units by individual florists or volunteers and available for purchase at the gift shop. Please note that flowers and live plants are not allowed in Intensive Care Units or in the rooms of some patients with weakened immune systems. Latex balloons are not allowed in the hospital.

Food & Dining
For the daily menu, please connect with your liaison. If you're a visitor who'd like to eat in a patient's room, please purchase a guest tray from the Mountainside Bistro cashier.

Mountainside Bistro
Location: Yellow Tower (Entrance A & B)
Hours: Monday through Friday: 6 AM – 8 PM and 11:30 PM – 3 AM
Saturday and Sunday: 7 AM – 7:30 PM and 11:30 PM – 3 AM

Calm Water Café
Location: Wellstar Cancer Center, Main level
Hours: Monday through Friday: 8 AM – 5 PM

Food Delivery
Patients (and visitors) are welcome to order food that meets the requirements of patient dietary restrictions. **Food orders should be delivered to the Lipson Center Lobby and picked up by the patient's visitor upon arrival**. Any food not picked up within two hours will be discarded for safety.

Gift Shops
Two gift shops offer gifts, snacks and a variety of personal care items.

The Gift Shop
Location: Yellow Tower (Main Street #12)
Hours: Monday through Friday: 9 AM – 5 PM
Saturday: 10 AM – 3 PM
Sunday: Closed

The Gift Shop offers gifts, snacks, flowers, limited personal items and baby gifts. Call the gift shop at ext. 35169.

The Women's Shoppe
Location: Purple Tower (Purple Blvd #3)
Hours: Monday through Friday: 9 AM – 5 PM
Saturday and Sunday: Closed

This boutique specializes in gifts, women's clothing and accessories. Call The Women's Shoppe at ext. 38004.

Internet
We offer free Wi-Fi in the hospital. Connect to WHS_Guest and accept the "Guest Wireless Terms of Use."

Interpreting Services
To ensure effective communication, we provide interpreters in person, over the phone and by video. These services are provided at no charge. Please let your nurse know if you need an interpreter.

If a member of the community has limited proficiency in English and needs to call a number within Wellstar Health System, please call the Patient Interpreter Line at ext. 36846. This will connect you with an interpreter in your language. Please provide the interpreter with the number within Wellstar that you are trying to reach.

Leaving Your Unit
While a patient in our facility, we ask that you remain on your unit. Never leave the unit without discussing it with the nursing staff. A member of the hospital staff will escort you whenever you leave your medical unit for a procedure or any other reason.

Lost and Found

For lost valuables such as jewelry, hearing aids, sunglasses or electronics, please call Security at (770) 793-7777. Security does not store household items such as pillows or clothing.

Medicines

Tell your doctor about any medicines you regularly take. In most cases, the medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. In some cases, you may need to bring in your own medicines.

No Photos or Recordings

Recording video, recording audio and taking photos is prohibited without hospital consent. We ask that you respect patient and staff privacy.



Outdoor Spaces

Find respite in the The Garden of Courage's peaceful green space, the Wellstar Kennestone Cancer Center, and the courtyard next to the Mountainside Bistro.

Parking

We offer a variety of parking options, including valet parking for a fee in front of the Lipson Center Lobby (located in Blue Tower) and at the Center for Advanced Surgery. For more information, including the costs for parking and long-term parking, please call Security at (770) 793-7777.

Pharmacy

Location: Green Tower (Main Street #10)
Hours: Monday through Friday: 7 AM – 8 PM
Saturday: 10 AM – 6 PM
Sunday: 11 AM – 5 PM



Our full-service community pharmacy is available to assist with your prescription and over-the-counter needs. We accept most Medicaid, Medicare Part D and third-party insurance plans. Call ext. 39300.

Public Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Spiritual Health

Our Spiritual Health team is available to meet the spiritual, religious and emotional needs of anyone, of any faith and of any belief. Professionally trained Wellstar chaplains are on site Monday through Friday, 8 AM to 5 PM. However, chaplains are also on call for emergencies 24/7. To reach a chaplain, contact the hospital operator by dialing "0" from your hospital phone. For spiritual reflection and meditation there is a Chapel located on the main floor of the Yellow Tower at Main Street 20 and on the first floor of the Cancer Center (320 Building).

Staff Cell Phone Use

From time to time, you may experience a hospital team member using a cell phone. Wellstar provides iPhones, pre-programmed to communicate with in-house resources only, to optimize communication about patient needs.



Tobacco-Free

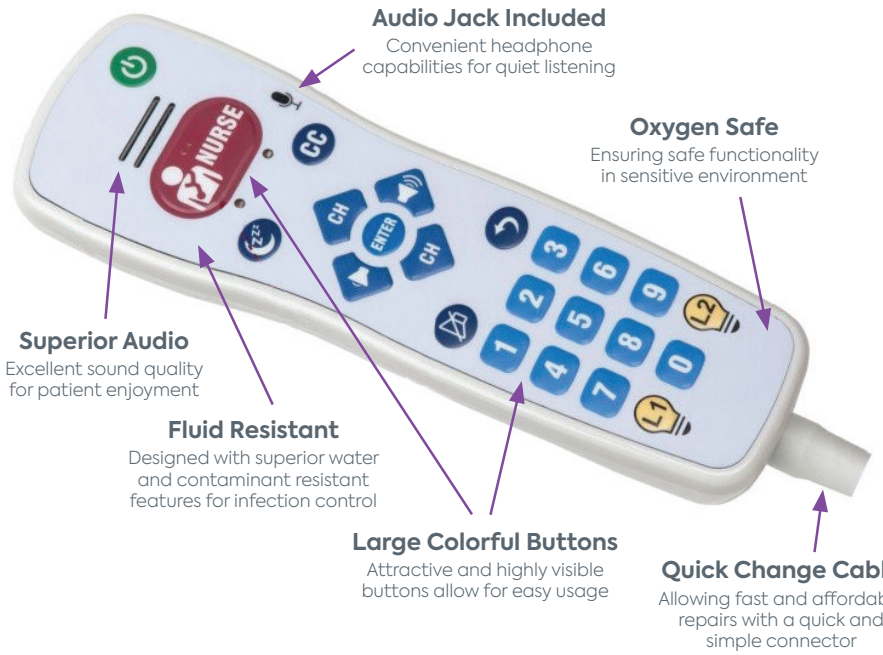
All Wellstar locations are tobacco-free environments. Tobacco use is not permitted anywhere on Wellstar property. Patients are not allowed to leave the facility to smoke, vape or use other tobacco products. If you are a smoker/tobacco user, you can ask your nurse or doctor about nicotine replacements.

Vending Machines

Here you can find beverages and snacks 24 hours a day. Ask any staff member for the location of the nearest machine.

TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker or side rail controls. Closed captioning is available for the hard-of-hearing. Ask a staff member if you have questions about using your TV.



TV Channels

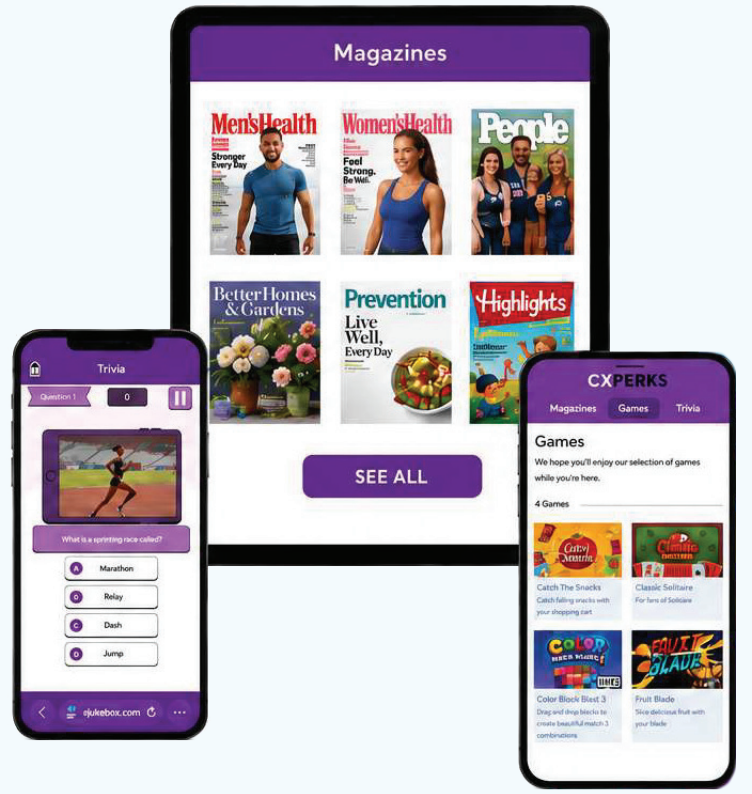
3 KENNESTONE TV
4 SCENERY CHANNEL
5 SCENERY CHANNEL
6 SCENERY CHANNEL
7 GUIDE
9 WSBHD (ABC)
10 WUVM (SPANISH)
11 WAGA (FOX)
12 GPB
13 WXIA (NBC)
14 WPXA (ION)
15 WPCH (PEACHTREE TV)
16 WPBA (PBS KIDS)
17 ME TV
18 UNIA (SPANISH)
19 WATL
20 WGCL (CBS)
21 WKTV (TELEMUNDO SPANISH)
22 WDTA (RELIGIOUS)
23 WATC (RELIGIOUS)
24 TBN (RELIGIOUS)
25 WUPA (COURT TV)
26 BSSO (BALLY SPORTS SOUTH)
27 BSSE (BALLY SPORTS SOUTHEAST)
28 SECN (SEC NETWORK)
29 ESPN
30 ESPN2
31 GOLF CHANNEL
32 FS1 (FOX SPORTS 1)
33 TENNIS CHANNEL
34 FOX NEWS
35 CNN
36 HLN
37 MSNBC
38 CNBC
39 WEATHER
40 FOX BUSINESS
41 USA
42 TNT
43 TBS
44 A&E
45 DISCOVERY
46 FX
47 AMC
48 WE
49 TRU TV
50 COMEDY CENTRAL
51 FXX
52 SYFY
53 MTV
54 VH1
55 BET
56 HGTV
57 FOOD NETWORK
58 LIFETIME
59 TLC
60 TRAVEL
61 BRAVO
62 LIFETIME MOVIE NETWORK
63 E!
64 OXYGEN
65 HISTORY
66 DISNEY
67 NICKELODEON
68 FREEFORM

Introducing CXperks

A complimentary digital experience for our patients, families and visitors

Touchless Magazines, Games & More

Through CXperks, we are proud to offer free magazines, games and trivia while you are visiting. Scan the QR code with your phone's camera, **allow location access** and enjoy.



MAGAZINES

Enjoy popular titles on topics you love.

GAMES

Find fun games for all ages to play on your device.

TRIVIA

Test your knowledge with daily trivia questions.

- **Complimentary Access**
  Available during your visit
- **No login required**
  No account. No personal information.
- **On your device**
  Use your smartphone, tablet or laptop.

Scan to access CXperks

Point your phone camera here to get started.

Security

The safety of our team members, patients and visitors is our top priority, which is why Wellstar is proactively enhancing safety and security measures for everyone's protection.

How to Reach Security

Please alert Wellstar security immediately if you see anything suspicious, including weapons, aggressive behavior or something unusual or out of place. You can contact security at any time by dialing extension 37777 on a campus phone or calling (770) 793-7777.

Weapons-Free Environment

Weapons are not permitted at any Wellstar facility. To help keep everyone safe, all patients and visitors who enter our Emergency Room for care will be carefully screened by an electronic weapons detection system manned by one of our trained security officers.

Security and Valuables

Security can be reached at (770) 793-7777 or ext. 37777. Access to the hospital after 9 PM is available through the main hospital entrance only.

We recommend you leave valuables at home. However, we can store your valuables in a safe. The hospital is not liable for any loss, damage or breakage of valuables.

Security Escort

If you would like a security escort within the hospital or to your car, dial ext. 37777 on a campus phone or call (770) 793-7780.

Behavioral Expectations

Wellstar is committed to maintaining a positive and safe environment for our patients, visitors and staff. In order to assure that environment for all, this agreement will serve to outline the specific expectations for appropriate behavior that promote an environment built around healing and respect for others.

Behavioral Expectations for Patient Behavior

- The patient must recognize that profanity, disruptive behavior or any behavior that does not assist in the healing process will not be tolerated.
- Patients are expected to participate in their care in order to assure safe and expedient healing.
- Patients are expected to respect the personal space of staff members and others, knowing that any physically threatening behavior demonstrated toward a staff member will result in the immediate intervention of public safety officers.
- Patients are expected to respect others through the words they use and the tone they express, knowing that any verbally disruptive or threatening behavior by a patient will result in the immediate intervention of public safety officers.
- Wellstar Health System has a zero-tolerance policy for any weapons, alcohol or drug use on the property as well as any intoxication on the property and will involve law enforcement officers if required.
- To maintain privacy, safety and respect for all, patients and visitors may not record video, audio or take photographs of other patients, visitors or Wellstar team members without hospital consent. Failure to follow this policy may result in intervention by security.

Wellstar is a healing environment.

Aggressive behavior/discrimination will not be tolerated.

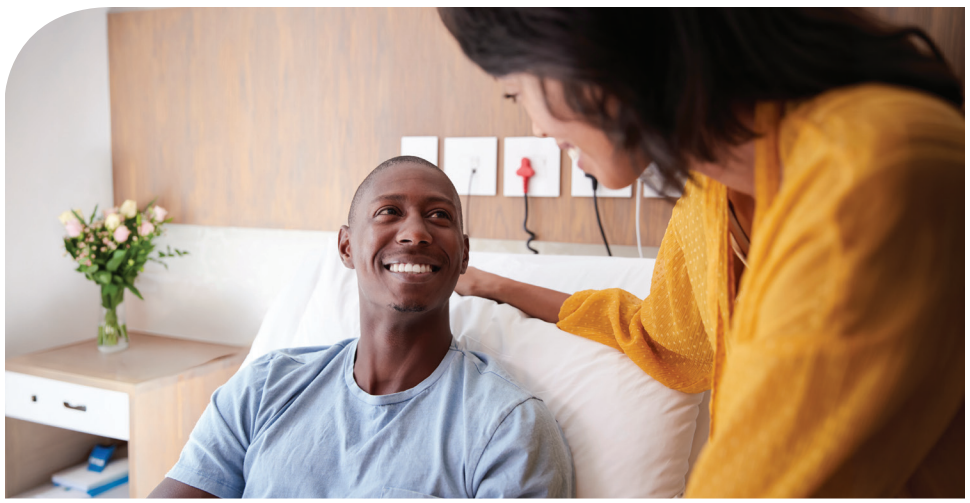
These actions or failure to respond to staff instructions related to aggressive behavior may result in removal from this facility and prosecution.



EXAMPLES INCLUDE

PHYSICAL ASSAULT | VERBAL HARASSMENT | ABUSIVE LANGUAGE | THREATS
DISCRIMINATORY LANGUAGE | SEXUAL LANGUAGE DIRECTED AT OTHERS

Visitor Information



Wellstar Kennestone understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). To provide a restful and safe environment, we ask that visitors follow these guidelines:

Visitor Guidelines:

- Smoking and vaping is prohibited inside the hospital.
- Please refrain from visiting if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing foods, drinks or other items that might trigger allergies like balloons, flowers or perfume into patient rooms.
- Wash your hands before entering and exiting a patient room.
- Make sure children have a supervising adult with them at all times. Some areas may restrict children or limit the age of children allowed to visit. Please check with the nursing staff.
- Dress appropriately and wear shirts and shoes.
- If a family member stays overnight, he or she must be of the same sex in semi-private rooms.
- To maintain privacy, safety and respect for all, patients and visitors may not record video, audio or take photographs of other patients, visitors or Wellstar team members without hospital consent. Failure to follow this policy may result in intervention by security.

VISITATION GUIDELINES

Point your phone camera here to get started.

**Guidelines are subject to change.*

Quiet Time

To provide healing and rest, Wellstar observes quiet times from 2 PM to 4 PM and 10 PM to 6 AM each day. Visitors are encouraged to turn off televisions and put cell phones on vibrate.

Visitation Policy for Minors

Wellstar welcomes the children of patients to visit between 8 AM and 9 PM.

Waiting Areas

Waiting areas for visitors are on each patient floor and on the main floor of each tower. Specific waiting areas have been designated for families of patients in the Critical Care Unit, the Emergency Department and Surgery. Visitors are also encouraged to find respite in the The Garden of Courage's peaceful green space, the Wellstar Kennestone Cancer Center, and the courtyard next to the Mountainside Bistro. Soliciting is not allowed in Wellstar facilities. Any soliciting should be reported to Security at ext. 37777.

OUR MISSION

To enhance the health and well-being of every person we serve.

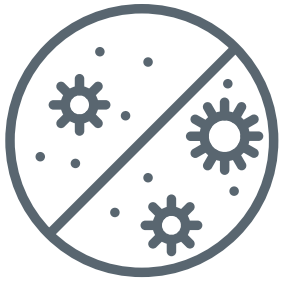
OUR VISION

Deliver world-class healthcare to every person, every time.

OUR VALUES

- We serve with compassion
- We pursue excellence
- We honor every voice

Prevent Hospital Infections



How do I stay safe?

Infections can occur as a result of the treatment or care you receive. Speak up! Don't feel shy about asking for more information about your care and methods being used to protect you and your visitors from infections.

Superbugs

A "superbug" is a bacterial, viral or fungal pathogen resistant to usual treatments. When superbugs cause infections, there is potential for the infection to last longer and result in serious complications. A few well-known "superbugs" include MRSA, ESBL, VRE and CRE. Superbugs may spread from person to person through touching hands or contaminated objects. The best way to prevent the spread of germs is by performing good hand hygiene. Remember, clean your hands thoroughly and often. During your stay, politely remind visitors and healthcare personnel to clean their hands with the readily available alcohol hand sanitizer or soap and water.

Potential Hospital Infections

Type	How It Starts	Symptoms	Prevention
Catheter-associated urinary tract infections (UTIs)	Germs enter your urinary tract when you have a tube (catheter) to drain urine.	• Fever • Burning • Pain • Bloody or frequent urination	• Clean hands before touching the area. • Keep your urine bag below the level of your bladder to prevent backflow. • Don't tug, pull, twist or bend the tube. • Secure the catheter to your leg and ask every day if it's still needed.
Surgical site infections	Germs affect the site of your surgery—either on your skin or internally.	• Redness • Pain • Drainage of cloudy fluid • Fever	• Do not shave surgery site (irritation increases risk of infection). • Clean hands before touching area. • Don't let visitors touch or dress your wound. • Ask your nurse to show you how to care for your wound.
Central line-associated bloodstream infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin.	• Red skin and soreness at site • Fever • Chills	• Clean hands before touching the area. • Make sure staff wears gloves, gown, cap, mask and sterile drape when handling the tube. • Speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore. • Avoid touching the tube or letting visitors touch it. • Ask that the tube be removed as soon as possible.
Ventilator-associated pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.	• Cough • Mucus • Fever • Chills • Shortness of breath	• Clean hands before touching the area. • Ask if it's safe to raise the head of your bed. • Know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened. • Ask that the tube be removed as soon as possible.

5 Ways to Fight Infection

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. Clean your hands.

- After touching hospital objects or surfaces
- Before eating
- After using the restroom

2. Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. Cover if you are sick.

If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. Keep an eye on bandages or dressings.

If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up to date.

Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Cleaning Tip:

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).

For Visitors: Tell friends and family not to visit if they are sick. Make sure all your guests wash their hands when they enter and leave your room.

Medicine Tracker

Fill out this list with hospital staff to double-check you're taking your medicines correctly and that they're safe to take together. Include over-the-counter medicines, vitamins and supplements.

Medicine 1	Drug name	What does it treat?	Dose
	How to take it	**When to take it**	**Notes**
	(With food, on an empty stomach, etc.)	(Time of day, morning, night, etc.)	(Prescribing doctor, pharmacy, side effects)

Medicine 2	Drug name	What does it treat?	Dose
	How to take it	**When to take it**	**Notes**

Medicine 3	Drug name	What does it treat?	Dose
	How to take it	**When to take it**	**Notes**

Medicine 4	Drug name	What does it treat?	Dose
	How to take it	**When to take it**	**Notes**

Medicine 5	Drug name	What does it treat?	Dose
	How to take it	**When to take it**	**Notes**

Medicine 6	Drug name	What does it treat?	Dose
	How to take it	**When to take it**	**Notes**

Understanding Your Bill

What You Need to Know

Your bill reflects all the services you received during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television and charges for special services, which include items your physician orders for you, such as X-rays, laboratory tests and surgical services. Payment of an estimated out-of-pocket account balance is due at the time Wellstar services are rendered. If you're an outpatient/observation patient, please carefully review your Medicare benefits and take note that they differ from inpatient benefits. If you have questions, please call ext. 23724 from your bedside phone and a patient access representative will assist you.

If You Have Health Insurance

We will need a copy of your insurance identification card. We also may need the insurance forms, which are supplied by your employer or the insurance company.

If You Are a Member of an HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. You are fully responsible for ensuring that the requirements of your insurance plan have been met. Otherwise, you may assume financial responsibility for the payment of all or an increased portion of charges related to the hospital services rendered. Some physician specialists may not participate in your healthcare plan and their services may not be covered. Deductibles and co-payments also are the responsibility of the patient.

If You Are Covered by Medicaid

We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room, unless medically necessary.

If You Do Not Have Insurance Coverage

If you are unable to present any evidence of healthcare insurance coverage, you then will assume full financial responsibility for payment of all the charges incurred during your stay. A representative from the Patient Access Services Department will help you establish appropriate financial arrangements. In some cases, based on the information provided, patients may apply for other types of financial assistance programs.

Professional Services

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services ordered by your admitting physician, rendered by these physicians in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills. These physicians may not be participating providers in your insurance plan. It is your responsibility to seek information regarding which physicians may or may not be participating. If you have questions about these bills, please call the number printed on the statement you receive.

Wellstar Billing Department

Please call us at (470) 245-9998, message us through MyChart or email us at online.account@wellstar.org regarding:

- Paying your balance
- Setting up payment plans
- Billing questions

Pay Online:

wellstar.org/for-patients/pay-your-bill

For Health Information Management, call (770) 810-8880.

Campus Map



HOSPITAL DESTINATIONS & LOCATIONS

- Building Entrance
- Women's & Children's Center Entrance (Labor & Delivery/ Children's EMS Drop-off)
- Main Street
- Green Boulevard
- Blue Boulevard
- Purple Boulevard
- Information
- Elevators to Emergency Services/Lower Level
- Elevators
- Restrooms
- Interfaith Chapel
- Registration
- Public Bus Stop (CobbLinc Route 40)
- Gift Shop
- The Women's Shoppe & Baby Gifts
- Lactation Consulting Services
- Vending Machine
- ATM
- Courtyard
- Bridge

PARKING

- Blue Parking/Surgery Center Parking (Main Street #19)
- Green Parking (Main Street #1)
- Cancer Center Parking
- Team Member Parking

FOOD/DINING

- Mountainside Bistro (Yellow Tower | Entrance A & B)
- Cancer Center Café (320 Building)
- Wellbean Coffee (Yellow Tower)

- (A) Medical Records
- (B) Outpatient Imaging
- (C) Physical Therapy and Neuro PT
- (D) Health Place Fitness Center
- (E) Auditorium
  Wound Treatment Center (Second Floor)
- (F) Pre-Admission Teaching and Testing (PATT)
- (G) Urgent Care and Get Well @ Work Clinic
- (H) Adult & Pediatric Emergency Services

HOSPITAL DIRECTORY

Auditorium	310 BUILDING	
Azalea & Camellia Conference Rooms	PURPLE BLVD 4	P4
Blood Bank	GREEN BLVD 2	G2
Blue Parking	MAIN STREET 19	19
Blue Tower Elevators	BLUE BLVD 4	B4
Cancer Center	340 BUILDING	
Clinical Decision Unit (CDU)	MAIN STREET 5 (ELEVATOR TO LL)	5
Emergency (Adult & Peds)	MAIN STREET 5 (ELEVATOR TO LL)	5
Extended Recovery Unit	GREEN BLVD 1	G1
Financial Counselors	MAIN STREET 13	13
Gift Shop	MAIN STREET 12	12
Green Parking	MAIN STREET 1	1
Green Tower Elevators	MAIN STREET 5	5
Health Place Fitness Center	330 BUILDING	
Imaging Center	MAIN STREET 4	4
Information Desk	BLUE BLVD 2	B2
Lab Registration	MAIN STREET 4	4
Labor & Delivery	PURPLE BLVD 2 (ELEVATOR TO 3RD FLOOR)	P2
Lactation Consulting Services	PURPLE BLVD 1	P1
Main Entrance/Lipson Center	BLUE BLVD 2	B2
Medical Records	200 BUILDING	
MRI	BLUE BLVD 1	B1
Neuro PT	220 BUILDING	
NICU	MAIN STREET 12	12
Outpatient Imaging	210 BUILDING	
Outpatient Surgery	699 BUILDING (FOURTH FLOOR)	
Patient Registration	MAIN STREET 13	
Physical Therapy	220 BUILDING	13
Pre-Admission Teaching & Testing (PATT)	54 BUILDING	
Purple Tower Elevators	PURPLE BLVD 2	P2
Retail Pharmacy	MAIN STREET 10	10
Surgery Center Parking	MAIN STREET 19	19
Surgery Center Waiting	MAIN STREET 8	8
Surgery Registration	BLUE BLVD 3	B3
Vascular/Gastrointestinal Institute Waiting	MAIN STREET 8	8
The Women's Shoppe & Baby Gifts	PURPLE BLVD 3	P3
Women's & Children's Center	MAIN STREET 15	15
Women's Imaging	MAIN STREET 20	20
Wound Treatment Center	310 BUILDING (SECOND FLOOR)	
Yellow Tower Elevators	MAIN STREET 12	12

**Ask the patient or a member of their Wellstar care team to confirm their discharge location for transportation purposes.*

Patient Rights and Responsibilities

Wellstar Health System is committed to providing quality medical care for every patient in accordance with Wellstar's non-discrimination statement. We support your right to know about your medical condition and your right to participate in the decisions that affect your well-being.

As a patient, or when appropriate, the patient's representative as allowed by law, you have the following rights:

Respect and Dignity

- To be treated with dignity and receive considerate care that is respectful of your personal beliefs and cultural and spiritual values as consistent with the mission, vision and values of Wellstar Health System;
- To have your family or support persons of your choice and your own physician notified of your admission to the hospital;
- To consent to receive guests of your choice, subject to any clinical restrictions, including a spouse, domestic partner (including same-sex domestic partners), family member or friend, and to withdraw or deny such consent at any time;
- To include or exclude any or all family members or support persons from participating in your care decisions;
- To the confidentiality of records about your care unless a disclosure is allowed by law;

Information

- To be informed of the nature of your illness and treatment options, including potential risks, benefits, alternatives and outcomes in terms you can understand;
- To know the names of your primary physician and other practitioners providing your care;
- To have any restrictions on communications discussed with you;
- To access your medical records within a reasonable timeframe and have them explained, unless restricted by law;
- To know that Wellstar Health System is a teaching organization that participates in research;
- To be informed and to give or withhold consent if our facility proposes to engage in or perform research associated with your care or treatment;
- To obtain a full explanation of the bills related to your healthcare services;
- To receive information about outcomes of care, treatment and services needed (including unanticipated outcomes of care, treatment and services);

Participation

- To request and receive medically appropriate treatment and services within our Medical Center's capacity and capabilities;
- To be involved in decisions about your medical care and treatment plan, including the right to refuse treatment;
- To participate in the development and implementation of your medical care and treatment plan;
- To an interpreter, as necessary, to understand all pertinent communications;
- To formulate advance directives and have them followed;
- To pastoral counseling;

Safe Care

- To expect reasonable continuity of care when appropriate and to be informed of available and realistic patient care options when care at our facility is no longer appropriate;
- To impartial medical care without regard to race, color, sex, national origin, disability, age, religion, marital status, citizenship, gender identity, gender expression, sexual orientation and/or other legally protected classification;
- To receive care in a safe environment while maintaining your personal privacy;
- To be free from all forms of abuse or harassment;
- To be free from any form of restraint or seclusion as a means of coercion, discipline, convenience or retaliation by staff;
- To access state and community protective services;
- To appropriate assessment and management of your symptoms, including pain;
- To express any concerns or grievances orally or in writing without fear of reprisal.

As a patient, or the patient's representative as allowed by law, you and/or your designees have the responsibilities

- To provide accurate information about your present illness and past medical history, including medications;
- To ask questions when you do not understand information or instructions;
- To participate as best you can in making decisions about your medical treatment and carry out the plan of care agreed upon by you and your caregivers;
- To be respectful and considerate of others; threats, verbal abuse, violence or harassment towards others will not be tolerated;
- To observe facility policies and procedures, including those on patient safety;
- To respect facility property and the property of other patients and caregivers;
- To accept the financial obligations associated with your care and request financial assistance if needed;
- To be reasonable in requests for medical treatment and other services.

Thank you for selecting Wellstar. If you have special needs, questions, safety concerns or complaints regarding your care during your visit, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, please contact Patient Experience at (770) 793-5171.

Wellstar seeks to treat our patients with fairness and concern, recognizing your needs and satisfying them to the greatest extent possible. For concerns regarding patient privacy rights, call the Privacy Office at (470) 644-0444.

Department of Community Health

2 Martin Luther King Jr Dr. SE, East Tower
Atlanta, GA 30334
(404) 656-4507

The Joint Commission

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd
Oakbrook Terrace, IL 60181

Your Privacy Matters

You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other clinicians and their vendors

Health insurance companies, HMOs and most employer group health plans

Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

Information your doctors, nurses and other put in your medical records

Conversations your doctor has with nurses and others regarding your care or treatment

Information about you in your health insurer's computer system

Billing information about you at your clinic

Most other health information about you held by those who must follow this law

What rights do you have over your health information?

Clinicians and health insurers must comply with your right to:

Ask to see and get a copy of your health records

Have corrections added to your health information

Receive a notice that tells you how your health information may be used and shared

Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing

Get a report on when and why your health information was shared for certain purposes

File a complaint

For more information, contact Care Coordination at (770) 793-7100.

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

For your treatment and care coordination.

To pay doctors and hospitals for your healthcare and help run their businesses.

With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object.

To make sure doctors give good care and nursing homes are clean and safe.

To protect the public's health, such as by reporting when the flu is in your area.

To make required reports to the police, such as reporting gunshot wounds.

Without your written permission, your care team cannot:

Give your health information to your employer.

Use or share your health information for marketing or advertising purposes.

Share private notes about your mental health counseling sessions.

Your health information

If you believe your health information has been shared inappropriately, contact the Wellstar Privacy/Security Helpline at (470) 644-0444.

Right to complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your clinician, health insurer or the U.S. government at ocrportal.hhs.gov/ocr.

Advance Directives

One of the most important decisions you can make about your healthcare is to complete an advance directive. Advance directives are legal documents that let your family and care team know your wishes regarding the type of care you want to receive, especially at the end of life. Advance directives do not go into effect until you are unable to speak for yourself.

Georgia Advance Directive for Healthcare

The Georgia Advance Directive for Healthcare is one document with two components: the living will and the healthcare agent.

The living will section outlines your preferences for the medical treatments you do or do not want to receive at the end of your life. It can include your wishes about CPR (if your heart stops), mechanical breathing (if you stop breathing), and/or artificial nutrition and hydration (what to do if you cannot eat or drink by mouth).

The healthcare agent section allows you to appoint someone as your healthcare agent (HCA). This individual should know your healthcare wishes and is who you elect to make medical decisions on your behalf if you are unable. It is important that you choose someone you trust, whether it is a family member or close friend.

Fill Out Your Forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get a Georgia Advance Directive for Healthcare planning guide and documents, please talk with anyone on your healthcare team.

Resources

A copy of the Georgia Advance Directive for Healthcare and other helpful resources can be found at wellstar.org/advancecareplanning.

If you would like to meet with a trained advance care planning facilitator or if you have questions, please call (470) 956-5812 or email acp@wellstar.org.

Our Commitment to Care

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact Patient Experience at (770) 793-5171.

You also have the right to file your complaint with either:

Department of Community Health

2 Martin Luther King Jr Dr. SE, East Tower
Atlanta, GA 30334
(404) 656-4507

Office of Quality and Patient Safety The Joint Commission

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, Illinois 60181
Fax: (630) 792-5636
Visit jointcommission.org, then click "Report a Patient Safety Event."

Medicare and Medicaid

To file a complaint with Medicare:

Go to medicare.gov and click the Claims & Appeals tab for more information.

To file a complaint with Medicaid:

Contact the Georgia Department of Community Health's Customer Service department at (404) 657-5726 or 5728.

Want to know how we score?

You can review and compare the quality, care and safety ratings for different hospitals at Medicare Hospital Compare, which uses HCAHPS results and other data: medicare.gov/hospitalcompare/search.

You also can find information on hospitals through these accrediting organizations:

- Healthcare Facilities Accreditation Program (HFAP): hfap.org
- DNV GL Healthcare: dnv.com/healthcare
- The Joint Commission: jointcommission.org

Become a Wellstar Volunteer



Volunteer at Wellstar

Wellstar volunteers are highly valued members of the Wellstar care team. They generously donate their time and talent to benefit the people and communities we serve. Volunteer opportunities include greeting, wayfinding, visiting patients, clerical duties, transport/discharge, working in the gift shop and more.

To learn more or join our volunteer team, visit www.wellstar.org/volunteer.

PeopleCare Advisory Program (PCAP)

Our PeopleCare Advisory Program is comprised of patients, family members and hospital leaders who are committed to finding opportunities to improve the patient and family experience at Wellstar Kennestone Regional Medical Center.

To learn more about our PeopleCare Advisory Program, scan the QR code.

PeopleCare Advisory Program
Point your phone camera here to get started.

HONOR YOUR CareGiver

Honoring care today, empowering care tomorrow

The Honor Your CareGiver Program celebrates the meaningful connections between caregivers and patients. If you're thankful for the care you or a loved one received, you can honor a Wellstar team member with a meaningful gift to our Wellstar Foundation that recognizes them as an Honored CareGiver. Your donation will help create a healthier Georgia now and for generations to come—all in the name of the caregiver who made a difference in your life.



Share Your Gratitude Today

To make an easy and secure donation online, visit **foundation.wellstar.org/honoryourcaregiver** or scan the QR code.

Wellstar Foundation

1800 Parkway Place | Marietta, GA 30067

Recognize a Great Caregiver

Four easy ways to give recognition

For more information or to nominate someone for recognition, please scan the QR codes below or speak with a nurse manager.

ShineWell

We strive to make a difference every day, because even the smallest action can have a big impact on our mission to enhance the health and well-being of every person we serve. Our team members are committed to providing our patients and their families with world-class care and support—in other words, they make us shine! Serving our communities is a privilege, and we want to make sure exceptional care is recognized.

Please see a nurse manager if you are interested in nominating a Wellstar team member for a special appreciation.

The DAISY Award

The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Wellstar is proud to be a DAISY Award partner, recognizing one of our nurses with the special honor monthly.

The DAISY Award
Point your phone camera here to get started.

The ROSE Award

The ROSE *(Recognizing Outstanding Service Excellence)* Award recognizes an outstanding member of the support team. Recipients go above and beyond to serve with compassion and promote excellence in care every day.

The ROSE Award
Point your phone camera here to get started.

Provider Recognition

Our physicians and clinicians go above and beyond to keep people in our communities healthy. This award recognizes providers whose dedication, compassion and expertise embody PeopleCare — bringing expert care with a personal touch and uplifting their patients and fellow team members.

Notes

Notes

Wellstar

Wellstar Kennestone Regional Medical Center

677 Church Street NE, Marietta, GA 30060
(770) 793-5000

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