



Patient Guide

Key Information for Your Stay

Wellstar Douglas Medical Center

8954 Hospital Drive, Douglasville, GA 30134

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Welcome

At Wellstar Douglas Medical Center, we believe in caring for more than just medical needs—we care for people. You are more than a patient. You are a valued member of our Douglas community: our neighbor, our friend and our priority. No matter the reason for your visit, our team is committed to providing expert, compassionate and personalized care. We are guided by the Wellstar experience, which is centered around our core values:

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

These values shape every interaction, every decision and every effort to make your experience safe, seamless and supportive. We call this our **PeopleCare** experience, and it’s more than a motto; it’s our promise to you. If there is anything we can do to enhance your care, please do not hesitate to connect with our Patient Experience Team at (470) 644-6174.

Thank you for choosing Wellstar Douglas. It’s truly a privilege to care for you and your loved ones.

Warm regards,
Heath King
Senior Vice President and Hospital President
Wellstar Douglas Medical Center

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.

- 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.

Phone Directory

Calling from inside the hospital? Dial the LAST FIVE DIGITS only.

Key Numbers:

Main	(470) 644-6000
D3 Gift Shop	(470) 644-6248
Spiritual Health	(470) 644-6409
Patient Experience	(470) 644-6174
Dining Services/Room Service	(470) 644-5121

Other Hospital Services:

Billing	(470) 644-6340
Birth Certificate	(470) 644-5558
Care Coordination	(470) 644-6793
Environmental Services	(470) 644-4434
Interpretation Services	(470) 944-7300
Medical Records	(470) 644-6380
Nursing Administration	(470) 644-6370
Operator/Patient Information	0
Outpatient Surgery	(470) 644-6375
Pharmacy	(470) 644-6290
Security	(470) 644-4244
Scheduling	(678) 581-5900
Volunteer Services	(470) 644-6406

For local calls, dial 9 and the number. Toll-Free calls, dial 9 and the number.

Patients cannot call long distance numbers from their room phone.

Please call 1-800-COLLECT.

Patient rooms can be reached by calling the main hospital line at **(470) 644-6000**.

Wellstar MyChart Bedside

Ask your care team about MyChart Bedside. This touchscreen tablet is specifically designed to keep you connected to nearly every aspect of your inpatient care plan. As a Wellstar hospital patient, you'll be able to keep the secure, easy-to-use tablet during your entire stay.

Use MyChart Bedside to:

- View diagnoses and medications
- See your treatment schedule
- Access labs and vital signs
- Get to know members of your inpatient care team
- Create personal notes and reminders
- View assigned patient education materials





Here for You – Even After You Leave

At Wellstar Douglas, we're committed to compassionate, personalized care that honors every voice. Your experience matters, and your feedback helps us ensure you feel safe and supported—both in our care and after you return home.

Within three days, you'll receive a brief two-minute call from our team to check on your well-being and answer any remaining clinical questions. If needed, a nurse will follow up to provide additional support.

You may also receive a short survey by phone, text or email. Please take a moment to share your experience—including communication, the care environment, medication information and discharge planning. Your feedback not only helps us grow, but it also allows us to recognize team members who made a difference in your care.

Thank you for allowing us to be part of your care journey.

Surveys are administered by NRC Health. All responses are confidential.

Dining Options

Cafeteria

Location: Ground Floor

Hours: Breakfast: 6 AM – 9 AM
Lunch and Dinner: 11 AM – 7 PM

Food Market

Location: 3rd Floor

Hours: Available 24 hours (self-checkout, credit card only)

D3 Gift Shop

Located on the Main Floor

Hours: Monday through Friday: 6 AM – 6 PM
Saturday 10 AM – 2 PM
Sunday Closed

You can reach the gift shop at ext. 46785. Cash and credit cards are accepted.

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 team member to show you. Each room has a whiteboard where the name and phone number of your nurse are listed.

CaringBridge

This website is for updating family and friends during your hospital stay. Go to **caringbridge.org** and follow the instructions to create a personalized web page.

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 the care team or dial ext. 44434.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are and hospital staff will tell you what to do. **Flowers**

Flowers

Flowers are delivered to main lobby and they will be delivered by volunteers or team members. *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.*



Hearing/Visually Impaired and Interpreters

Wellstar is committed to providing clear and effective communication to all patients under our care. Please let a Wellstar team member know if you need a device or service, such as a magnifier or interpreter, during your stay. Additionally, you may call the Wellstar Medical Interpretation Department at (470) 793-6839 to arrange for these services. These services are at no cost to you.

Internet

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

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 team. 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 (470) 644-6261. Security does not store household items such as pillows or clothing.

No Photos or Recordings

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

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 belief, any faith, or no faith. Professionally trained Wellstar chaplains are on site Monday through Friday, 8:30 AM to 5:00 PM. 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, our chapel is located on the first floor across from the main elevators.

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 or use other tobacco products. If you are a smoker/tobacco user, you can ask your nurse or doctor about nicotine replacements.

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.



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. Ask a team member if you have questions about using your TV.

Interactive Options

If you are in need of other entertainment options, scan the QR code to access magazines, trivia and games from CXperks while you wait.



Vending Machines

Vending machines are located on the second and third floor lobbies. Here you can find beverages and snacks 24 hours a day.



HOSPITAL DESTINATIONS & LOCATIONS

- ADULT EMERGENCY ENTRANCE
- PEDIATRIC EMERGENCY ENTRANCE
- Building Entrance
- Information
- PARKING**
- Hospital Parking
- Emergency Parking
- Outpatient Infusion Parking
- Medical Building Parking
- FOOD/DINING**
- Gift Shop
- Elevators
- Restrooms
- Vending Machine
- ATM
- Chapel
- Primary Care
- Imaging Center (Suite 120)
- Imaging
- Surgery Center
- GI Lab
- Pain Management
- Emergency Department
- Sleep Lab
- Human Resources
- Outpatient Lab
- Wound Care & Hyperbaric Center
- Cardiac Rehabilitation & Outpatient Physical Therapy

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 on a campus phone or calling **(470) 644-6261**.

Visitor Safety

All visitors must check-in with security using a photo ID and wear an identification badge during their stay.

The following photo ID may be used:

- Valid Georgia driver's license, even if expired
- Any valid state or federal government issued photo ID
- Valid employee photo ID from any government agency
- Valid U.S. passport ID
- Valid U.S. military photo ID
- Valid tribal photo ID

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 (470) 644-6261 or ext. 46261. Access to the hospital after 9 PM is available through the Emergency Room entrance.

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. 46261 on a campus phone or call (470) 644-6261.

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 must 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.

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
DISCRIMINATORY LANGUAGE
SEXUAL LANGUAGE DIRECTED AT OTHERS
THREATS



Visitor Information



We encourage visitors, as they are a key part of providing emotional support and aiding in a patient's recovery. For more details, please visit [Wellstar.org](https://www.wellstar.org) or scan the QR code for more information.

Here are the latest visitor guidelines*

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat, or any other contagious condition.
- Perform hand hygiene upon entering and leaving the patient's room.
- Observe precaution signs before entering the room. Please see nurse before room entry.
- Step out of the room during tests or treatments, when asked.
- Check in daily with security to receive a visitor pass.

**Guidelines are subject to change.*

You may designate a family member or friend to serve as a support person during your stay. When requested, Douglas Medical Center will make every effort to accommodate extended visitation for your support person. However, there may be limitations based on your condition or the effect on other patients.

VISITATION GUIDELINES



Point your phone camera here to get started.

After-Hours Visiting

All visitors entering Wellstar Douglas between 9 PM and 5 AM, or planning to stay past 9 PM, must check in at the visitor management kiosk located inside the Emergency Department lobby. Please bring a form of government ID. A Security team member will print you a FastPass® photo ID badge. A new pass is required daily for each after-hours visit.

Waiting Areas

Waiting areas for visitors are on each patient floor and on the main floor. Soliciting is not allowed in Wellstar facilities. Any soliciting should be reported to security at ext. 46261 or (470) 644-6261.

Visitation Policy for Minors

Wellstar welcomes the children of patients to visit between 9 AM and 7 PM.

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 cell phones.

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

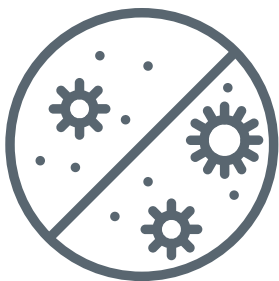


We pursue excellence



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.	<ul style="list-style-type: none">• Fever• Burning• Pain• Bloody or frequent urination	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Redness• Pain• Drainage of cloudy fluid• Fever	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Red skin and soreness at site• Fever• Chills	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Cough• Mucus• Fever• Chills• Shortness of breath	<ul style="list-style-type: none">• 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.

Important Questions to Ask Your Physician

What is the underlying cause of my symptoms? What information do doctors have regarding its cause?

What treatments are available to me? What are the objectives of my treatment plan?

What are the potential risks associated with treatment, as well as the risks of opting for no treatment?

How long am I expected to remain hospitalized?

What medications are being administered to treat my condition?
When can I expect to start feeling better?

What side effects might I develop?

After I am discharged, with whom should I follow up and when?

Can I have my family member on the phone to hear what is being said?

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 your room.

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 (470) 644-6174 or email at DHPatientExperience@wellstar.org

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: dnvglhealthcare.com
- The Joint Commission: qualitycheck.org

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 (470) 644-7125.

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

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

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 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 Medical Records, call (770) 810-8880.

Your Hospital Stay

Your Hospital Stay

After discharge, you may receive a survey by mail or email. Please take a moment to complete the survey so we can continuously improve. Our goal is to exceed your expectations and provide exceptional care to all our patients.

Your Room

A staff member will introduce you to the amenities in your room, including the telephone, television, call system, bed controls and patient-specific information board. Each bed has a dedicated telephone number for your family and friends to reach you directly. For local calls outside the hospital, dial “9” followed by the 10-digit number. For hospital department or staff calls listed on your board, simply dial the five-digit extension.

Calling for Assistance

You can easily request assistance using the call buttons on your bedrails, the hand-held remote connected to the wall or the assistance pull cords in the bathroom. A health unit coordinator will relay your needs and arrange assistance. Your nurse’s phone extension is located on the communication board near your bed.

Personal Items and Valuables

For toiletries or personal grooming needs, please ask your nurse for assistance. We provide essential items such as toothbrushes, bathing wipes, towels, sheets, hospital gowns and nonslip socks. We recommend leaving valuables like large sums of money, keys, jewelry, personal papers and credit cards at home. If needed, you can request Security to store these items safely.

To keep personal items secure:

- Store eyeglasses and hearing aids in a case in the top drawer of your bedside table or in a secure place when not in use.
- Keep dentures in a denture cup in the top drawer of your bedside table or in a secure place away from your food tray or bed linens.
- Store clothing in your room closet, bedside table, or suitcase.
- Keep phones, tablets, and chargers in a secure place when not in use.

Wellstar Douglas Medical Center is not liable for any lost or stolen items during your hospital stay.

Housekeeping Services

Environmental Services provides housekeeping services throughout the facility. The nursing staff can provide extra bed linens, towels and toiletries upon request. If your room needs attention or if there is an unexpected cleanup required, services are available 24 hours a day, seven days a week by calling 470-245-3119 and notifying your nurse. Your room and restroom will be cleaned daily during your stay.

Nurse Rounding and Bedside Report

Nurses regularly visit patients to assess their condition. At the end of each nurse’s shift, important information about the patient’s care and condition is shared with the incoming nurse and may be communicated to other members of the healthcare team. This report takes place at the patient’s bedside. We encourage your participation and recommend having a family member, friend or healthcare advocate present during the report, especially if they will assist in your care post-discharge. To respect your privacy, nurses will ask others to leave the room before discussing your health information.

Patient- and Family-Centered Care

We embrace the philosophy of patient- and family-centered care, focusing on dignity, respect, information sharing, participation in decision-making and collaboration with patients and families. We encourage all patients and their loved ones to actively engage in their healthcare. Please don’t hesitate to voice any concerns or questions you may have.

Laboratory Work

During your hospital stay, your doctor may order daily blood work to monitor your condition(s). To ensure timely results for your physician’s rounds, our laboratory staff will draw your blood early in the morning. Testing will be expedited to facilitate prompt diagnosis and therapeutic decisions. Some tests may need to be collected in series or at specific times throughout the day for ongoing monitoring and treatment decisions. All tests are meticulously monitored to ensure accurate and reliable results, contributing to the best possible patient care for you.

Pain Management

Your care team prioritizes your comfort and well-being, understanding that pain varies for each individual. As part of your personalized pain management plan, we will ask you to describe your pain and its intensity level. You may rate your pain on a scale from “0 to 10” or choose a corresponding expression on a pain scale.

PAIN ASSESSMENT SCALES

Choose a number from 0 to 10 that best describes your pain.



Physician Team

While you are hospitalized, several physicians may be involved in your care. The hospitalist is the primary physician overseeing your hospitalization, including issuing discharge orders and prescribing medications. Discharge process planning for your safe discharge home or to another care setting begins upon your hospital admission. Factors such as your medical condition, living arrangements, support systems and insurance coverage influence your post-hospital care plan. Led by your physician, your multidisciplinary healthcare team will recommend the level of care and services you will need. Case managers will assist you and your family in developing the most suitable and safe discharge plan based on your individual needs. Your attending physician will finalize the discharge order, provide additional instructions, and prescribe all necessary medications. Completion of certain services may affect the timing of your discharge. We appreciate your patience during this process.

Preventing Falls

Patients of all ages face potential fall risks during hospital stays due to the unfamiliar environment, acute illness, surgery, bed rest and medications. Your nurse will discuss medications that may increase your risk of falling. These guidelines will help ensure your safety:

- Encourage family members or your support person to remain with you whenever possible.
- Keep essential items, including the nurse call bell, within easy reach.
- Change positions slowly and carefully to allow your body to adjust.
- Request assistance before getting out of bed to use the bathroom or bedside commode.
- Wear non-skid socks or slippers (available from your nurse).

Alarms

Medical equipment is equipped with alarms to monitor your condition closely and facilitate optimal treatment. Please do not attempt to silence alarms or adjust equipment settings. If an alarm sounds, use your call light to notify your nurse or contact the nurses' station promptly.

Electronic Devices

You may use cell phones in your room and throughout the hospital. Please be aware that there are areas where cell reception may be limited due to medical equipment. Keep your cell phone with you or store it in your bedside table. Wellstar Douglas Medical Center is not liable for any lost or stolen items during your stay. Wireless Service Free Wi-Fi is available for patients and guests. To access the wireless network from your mobile device, select WHS_Guest Wi-Fi.

See Something Say Something

Our patients are encouraged to speak up. Research shows that patients who take part in decisions about their healthcare are more likely to get better faster. The Joint Commission, which provides accreditation services for hospitals, sponsors See Something Say Something to help patients be more informed about their care.

S: Speak up if you have questions or concerns. If you still do not understand, ask again. It's your body and you have a right to know. Feel free to speak up and ask anyone entering your room to perform hand hygiene if you did not see them do it.

P: Pay attention to the care you get. Always make sure you are getting the right treatments and medicines from the right healthcare professionals. Do not assume anything.

E: Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.

A: Ask a trusted family member or friend to be your advocate (adviser or supporter).

K: Know what medicines you take and why you take them. Medication errors are the most common healthcare mistakes.

U: Use a hospital, clinic, surgery center or other type of healthcare organization that is carefully reviewed for quality of care by outside organizations.

P: Participate in all decisions about your treatment. You are the center of the healthcare team.

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 clinicians 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 (470) 644-6793.

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.

ADVANCE CARE PLANNING



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/community/volunteer/douglas-hospital.

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 Douglas.

To learn more about our PeopleCare Advisory Program, visit our volunteer office at Wellstar Douglas or email us at DHPatientExperience@wellstar.org.

World-Class Caregiver



Saying “Thank You” can have a big impact.

If you are grateful for the care that you or your loved one receive, you can honor a Wellstar team member, doctor, nurse, environmental service staff or anyone you’re grateful for at Wellstar with a gift recognizing them as a **World-Class Caregiver**. As a not-for-profit, every dollar donated to our Wellstar Foundation from supporters like you fuels our mission while honoring the people who care for our patients and communities each and every day.

Honor your caregiver today. Make an easy and secure donation online at foundation.wellstar.org/honoryourcaregiver or scan the QR code.



Point your phone camera here to get started.

Wellstar Foundation

Recognize a Great Caregiver

Four easy ways to give recognition

If you would like to recognize a team member, please reach out to your patient experience team at (470) 644-6174, email DHPatientExperience@wellstar.org or scan the QR codes below.



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
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.

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.



Provider Recognition
Point your phone camera here to get started.

Emergency Department at Wellstar Douglas Medical Center

We understand that visiting the Emergency Department can feel overwhelming. That's why our team is here to care for you with compassion, excellence and respect—every step of the way.

While every person's care journey is unique, the guide below will help you know what to expect during your visit. We hope this information helps you feel more informed, supported and at ease while you're with us.

Check-In & Triage

When you arrive, please sign in at the triage desk. Our nurse will ask about your symptoms, while our care team will obtain a set of vital signs or perform an electrocardiogram (EKG). We assess each patient based on the seriousness of their condition to ensure timely, appropriate care.

Assessment & Testing

You'll be brought to a treatment area when it's your turn. Our provider will review your history, evaluate your symptoms and order any needed tests or treatments. You may return to the lobby while results are pending, or while space is prepared.

Registration

Our registration team will confirm your information and help with any updates to your insurance, pharmacy or emergency contacts. Online and phone registration options are also available for your convenience.

While You Wait

Our team continuously monitors your condition and reviews results as they come in. Most test results are ready within an hour, though times may vary. If your condition changes or you have questions, please let a team member know.

Wait Times

We prioritize patients based on urgency, not arrival time. We appreciate your patience and are always working to provide safe, timely care. Our team is available for updates or support while you wait.

Discharge or Admission

When your care plan is ready, our provider will review your results. If you're being discharged, our nurse will go over your instructions and prescriptions. If you need to be admitted, our team will coordinate your transition and continue your care while a bed is assigned.

We're Here for You

Your voice matters. If there's anything you need, please let us know—it's our privilege to care for you.

Pediatric Emergency Department

Our Pediatric Emergency Department is open daily from 7 AM to 3 AM. During these hours, children will receive care in our dedicated pediatric space designed to support the unique needs of our younger patients and their families.

In some cases, your child may be checked in on the main emergency side before being brought over to the pediatric department for care and treatment. This helps us ensure timely registration and prompt medical attention.

Our goal is to make every child—and their loved ones—feel safe, supported and cared for throughout their visit.

Notes

This image shows a single page from a notebook or ledger. It features a series of evenly spaced, horizontal blue lines across its entire width. The lines are thin and consistent in color, providing a guide for writing. There is no handwriting or other markings on the page.

Notes

[illegible]



Wellstar

Wellstar Douglas Medical Center

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(470) 644-6000