



Patient Guide

Key Information for Your Stay

Wellstar North Fulton Medical Center

3000 Hospital Boulevard, Roswell, GA 30076

Welcome



Welcome to Wellstar North Fulton Medical Center. We consider it an honor you have chosen us for your healthcare needs and are committed to providing world-class healthcare to every person, every time.

Whether you're a patient, family member or friend, our team members are dedicated to making your experience here a pleasant one. Our 202-bed hospital serves North Fulton and the surrounding community through more than 1,000 employees, 600 physicians and 200 volunteers – all committed to caring for patients with compassion, pursuing excellence and honoring every voice.

This guide is designed to provide you with helpful information during your stay. If you have any questions or need additional assistance, please talk to your nurse, contact our Patient Experience team at (770) 751-2858 or me at the email or phone number below.

Best wishes for your health and well-being.

Sincerely,
Jon-Paul Croom
Wellstar North Fulton Medical Center President
Senior Vice President Wellstar Health System
jon-paul.croom@wellstar.org
(770) 751-2512

Phone Directory

Key Numbers:

Main	(770) 751-2500
Rapid Response	(770) 410-4458
Patient Experience	(770) 751-2858
Administration	(770) 751-2512
Billing	(470) 245-9998
Cafeteria	(770) 751-2606
Care Coordination	(770) 751-2743
Gift Shop	(770) 751-2574
Medical Records	(770) 751-2679
Operator	0
Security	(770) 751-2911
Spiritual Health	(770) 751-2960
Volunteers/Patient Escort Services	(770) 751-2601

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 new 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 provider.
- 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.

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 providers to review information before making it available, all test results (excluding HIV and genetics) and provider 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 provider, 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.

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) 751-2858. You also have the right to file your complaint with either:

Georgia Department of Public Health

2 Peachtree St. NW, 15th Floor
Atlanta, GA 30303
404-657-2700

Office of Quality and Patient Safety The Joint Commission

One Renaissance Blvd.
Oakbrook Terrace, IL 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

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) 793-6846 to arrange for these services. These services are at no cost to you.

Planning for Discharge from the Hospital

A successful recovery starts with a solid plan before you go. Reduce your chances of complications and increase your chances for a healthy recovery by taking steps to plan for a successful transition from the hospital.

Choose a friend or family member who will support you during your hospital stay and when you leave the hospital.

Make sure you have the following information before you leave:

- **Discharge Summary**

This includes an explanation of why you were at the hospital, who cared for you, what procedures you had and what medications you were prescribed.

- **Medicine List**

This includes all new and previous prescriptions, over-the-counter medicines, vitamins and supplements. Make sure you know when to take each one and what to avoid taking together.

- **Prescriptions**

Make sure your pharmacy has your new prescriptions and you have a plan to get them filled.

- **Belongings**

Make sure you take all personal items with you upon discharge. These items include phones, keys, wallets, medication and medical documents as well as glasses, hearing aids with accessories, chargers and any additional electronic devices.

- **Follow-Up Care Instructions**

This includes foods or activities to avoid, tests or appointments to schedule, how to care for incisions or use medical equipment, warning signs to watch for, daily living adjustments and who to call with questions.

- **After-Hospital Services**

Know how much support you'll need bathing, dressing, eating, cooking, shopping, taking medicines, caring for wounds or with other activities.

- **Local Resources (Advanced Care Planning)**

Talk to your discharge planner for help finding local after-care services or support groups. If you need a rehabilitation facility, nursing home or other service, ask for the discharge planner on your unit to discuss your discharge plan and to review your options. For help in your area, visit:

- [medicare.gov/nursinghomecompare/search.html](https://www.medicare.gov/nursinghomecompare/search.html)
- [medicare.gov/homehealthcompare/search.html](https://www.medicare.gov/homehealthcompare/search.html)
- [qualitycheck.org](https://www.qualitycheck.org)

Patient Rights and Responsibilities

You, as the patient, have the right to...

Access to Care

Impartial access to treatment or accommodations that are available or medically indicated regardless of color, age, disability, race, creed, sex, national origin, sexual orientation, and gender identity or expression

Respect and Dignity

Considerate, respectful care at all times and under all circumstances, including reasonable attempts to respect spiritual, religious or cultural beliefs and practices and to make efforts to accommodate whenever possible

Privacy and Confidentiality

Expect that your personal health information will be protected according to legal and ethical standards related to privacy, security and confidentiality.

Be interviewed, examined and treated in surroundings designed to provide a reasonable expectation of privacy

Expect that your personal privacy will be respected by: closing doors, curtains and providing adequate coverings/draping to limit patient exposure, knocking or announcing oneself prior to entering patient treatment room/curtained area

Respect the presence of one's own gender during certain parts of a physical examination, treatment or procedure done by someone of the opposite sex

(Homecare: Patient care is delivered in the privacy of the client's environment. Patient privacy and confidentiality are taken into consideration when care is rendered. When requested by the patient, efforts will be made to arrange for staff of same gender.)

Expect that conversations/interviews related to your care will occur in an area designed to provide privacy and include only those with a specific "need to know." If information is considered to be of a sensitive or personal nature, the patient will be taken to a private area prior to discussing/obtaining such information.

Expect that protected health information that is displayed/posted in publicly accessible areas will be limited to the minimum amount necessary for the permitted purpose (i.e., limit information posted outside treatment room to name only; limit information on sign-in logs to time, patient name and physician name)

Have your medical records accessed and discussed only by those directly involved in your care, in the monitoring of the quality of care or those so designated by the patient

Request the right of access to review, inspect and obtain a copy of your protected health information and have this information explained, except when restricted by state or federal law.

Patient Participation in Treatment Decisions

Be informed and participate in decisions concerning your care.

Be given a clear and understandable explanation of procedures, including the reason why a procedure is needed, the risks and benefits, probability of success and possible alternatives.

Complete an advance directive to indicate your treatment preferences should you become unable to make your own decisions in the future.

Refuse treatment to the extent permitted by law.

Be informed of any research activities that affect your care and to choose voluntarily to participate. Refusal to participate will not compromise care.

Personal Safety

Expect safety related to hospital and office practices and environment.

Access Community Protective Services

Request and be assisted in the contact of advocacy or protective service agencies if you are being neglected or abused in your home and/or need outside support.

Information

Be informed about your illness, possible treatments and likely outcome.

Know the names and roles of caregivers.

Know the relationship the hospital and/or physician has with outside parties (such as healthcare providers or insurers) that may influence your treatment and care.

Be informed of actual outcomes, including unanticipated outcomes.

Pain Management

Expect appropriate assessment and management of pain.

Ethical Standards

Expect that high ethical standards be followed in providing your care. Whenever conflicts arise, a mechanism has been established to assist you, your family and caregivers to help resolve any ethical issues surrounding care.

Transfer and Continuity of Care

Expect that the physician and/or the hospital will provide necessary health services to the best of their ability. If a transfer is recommended, you will be informed of the benefits and the alternatives. You will not be transferred without your consent and until the other institution and/or physician agrees to accept you.

Understand Charges

Be billed fairly for those services provided.

Request an itemized bill for services rendered.

Ask questions and receive assistance in understanding charges and payment methods.

Receive timely notice prior to termination of eligibility for reimbursement by any third-party payer for the cost of care.

Understand Rules and Regulations

Know about Wellstar Health System rules that affect your treatment.

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact Patient Experience at (770) 751-2858.

You, as the patient, have the responsibility to...

Provide caregivers with accurate and complete information about your health and convey understanding of what is expected in regard to your treatment.

Inform care providers of any safety issues that need attention.

Comply with instructions for your treatment plan. If you believe that you cannot follow through with treatment, you are responsible for telling your physician.

Comply with your hospital or office rules and regulations.

Meet your financial obligations as promptly as possible.

Be considerate of the rights of other patients and personnel in the control of noise, number of visitors and the respect of property.

Wellstar Health System is pleased you selected us as your healthcare provider. We strive to ensure your healthcare experience exceeds your expectations. Our goal is to provide you with world-class healthcare.

Patient Belongings and Valuables

Patient Belongings and Valuables

Patients and visitors are responsible for all belongings. Wellstar North Fulton Medical Center is not responsible for replacing lost or misplaced items. We recommend you bring only essential items to the hospital and offer the following tips to help keep your personal items secure.

Clothing

Storage space in patient rooms is limited. A robe and slippers are necessary for all patients. Hospital gowns are provided. We suggest that the clothing worn to the hospital be sent home with family or friends and that you have appropriate clothing brought to the hospital shortly before patient discharge.

Denture Care

Patients are asked if they wear dentures or bridges, and if so, a staff member will provide a denture cup to store them in when not in use. The cup will be labeled with the patient's name. Please avoid placing dentures on a meal tray, under a pillow, on the sheets or in any concealed place where they may be lost or accidentally thrown out.

Hearing Aids

Hearing aids should be kept in the original case provided upon purchase. If the original case is not available, nursing staff will provide a container labeled with the patient's name to store the hearing aids when not in use. Do not leave hearing aids unprotected on the bedside or over-bed table.

Eyeglasses/Contact Lenses

Glasses and contact lenses are best secured in a case with the patient's name on it when not in use. To prevent loss or damage to eyeglasses during hospitalization, patients are asked to not leave them unprotected on the bedside table, in a robe pocket or on the bed.

Wheelchairs, Walkers and Canes

Please put your name on all necessary items that are brought to the hospital including wheelchairs, walkers and canes.

Medications

Bring a current list of medications the patient is taking to the hospital. This includes herbal and over-the-counter medications, as well as prescription medications. If a list is not available, bring in the medication containers for the staff to create a current medication list. The containers can then be taken home by a family member or friend. If medications are unable to be sent home, they may be stored by the pharmacy until discharge. At this time, they can be retrieved from the pharmacy. Medications brought from home are not to be stored at the bedside.

Valuables

Please leave all valuables at home or send them home with a family member or friend upon admission to the hospital. This includes cash, checkbooks, credit cards, jewelry, wallet, purse, electronics or any other item that would be considered a loss if misplaced. Patients move about during a hospital admission for testing, procedures and treatments or from one inpatient unit to another due to their medical condition. If family members are not present, valuable items should be given to the nursing staff to be secured in a valuables envelope and locked in the safe. They are not to be kept at the bedside. A receipt is placed on the chart for the valuables locked in the safe. To retrieve valuables, the patient can request through the patient care provider who will then contact security to retrieve the valuables. The secured bag is opened in the presence of the patient and the valuables are matched to the contents list. The receiver of the valuables signs the Security Valuables Sheet to complete the process.

Lost Items

Unless placed in our possession for safekeeping, Wellstar does not replace lost items. We will be happy to check our lost and found for your items. If you are/were an inpatient, please call the unit that is/was responsible for your care. If you are/were an outpatient, please speak with the practice manager of the outpatient unit.

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 healthcare providers 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 healthcare providers 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?

Providers 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) 751-2743.

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 provider 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 provider, health insurer or the U.S. government at ocrportal.hhs.gov/ocr.

Hand Hygiene

We all play a part in preventing the spread of illness. Bacteria on your hands could increase your chances of getting sick or prolong recovery, so it's important you wash your hands often.

When to clean your hands

- Before preparing or eating food
- Before touching your eyes, nose or mouth
- Before and after changing your wound dressing or bandage
- After using the restroom
- After blowing your nose, coughing or sneezing
- After touching surfaces in the hospital

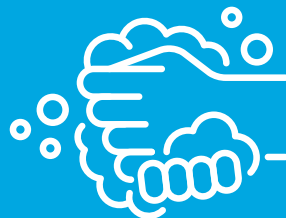
How to clean your hands

- If using hand sanitizer: Rub your hands together for about 20 seconds until they feel dry.
- If using soap and water: Use a nickel or quarter-sized amount of soap and warm water. Wash both sides of your hands, in between your fingers and under your fingernails. Rub your hands together for at least 15 seconds, then rinse them off. Dry your hands with a paper towel, and use the paper towel to turn off the faucet and open the door if needed.

Your Wellstar care team is dedicated to getting you healthy and keeping you safe at our facilities. Our providers should clean their hands every time they enter your room and whenever they remove their gloves. If you have any questions or concerns about hygiene during your hospital stay, please notify a member of your care team.

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).



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 healthcare providers 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. Also, a notary is not required to complete the advanced directives. 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



Point your phone camera here to get started.

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 [wellstar.org/wccg](https://www.wellstar.org/wccg) 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

For more information or to nominate someone, scan the QR codes below or email Patient Experience at NFH-PatientExperience@wellstar.org.

ShineWell 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 providers 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

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing. There are no margins, text, or other markings on the page.

Notes

[illegible]



Wellstar

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3000 Hospital Boulevard, Roswell, GA 30076
(770) 751-2500