



Patient Guide

Key Information for Your Stay

Wellstar Paulding Medical Center

2518 Jimmy Lee Smith Parkway, Hiram, GA 30141

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Welcome

At Wellstar Paulding Medical Center, we treat more than patients. We treat people—Paulding community members, neighbors and friends. That’s why we designed our 112-bed, state-of-the-art facility with you and your family in mind.

No matter the reason for your visit today, our team is dedicated to delivering the best and safest care possible. As part of the largest health system in Georgia, our award-winning facility offers advanced medical, surgical and nursing care with specialties in emergency services, pain management and compassionate care for seniors.

Thanks to our commitment to patient care, Wellstar Paulding Medical Center is the first healthcare organization in Georgia to receive the prestigious Malcolm Baldrige National Quality Award. This recognition is awarded to organizations and businesses that have shown a constant drive for innovative solutions to complex challenges, visionary leadership and operational excellence. Wellstar Paulding also achieved the American Nurses Credentialing Center’s Magnet Recognition®, which distinguishes organizations that meet rigorous standards for nursing excellence.

It is truly an honor to care for you and your family. On behalf of our whole team, we promise to keep you in good hands at Wellstar Paulding Medical Center.

As always, our goal is for you to have the best patient experience possible. If we can help in any way, please let us know. Feel free to contact our Patient Experience team at (470) 644-7125.

Sincerely,
Todd Kennedy, MBA, MSHA, FACHE
Senior Vice President
Wellstar Paulding Medical Center President

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 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.

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 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.

Phone Directory

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

Key Numbers:

Main	(470) 644-7000
Rapid Response	(470) 644-9001
Patient Experience Concerns ED & IP	(470) 644-7125
Care Coordination:	(470) 644-7069
– 4th Floor Charge ICU:	(470) 644-9400
– 4th Floor Charge IMCU:	(470) 644-4944
– 5th Floor Charge:	(470) 644-9370
– 6th Floor Charge:	(470) 644-9337
– 7th Floor Charge:	(470) 644-9832

Other Hospital Services:

Administration:	(470) 644-8000
Billing Questions:	(470) 644-9998
Environmental Services:	(470) 644-9500
Gift Shop:	(470) 644-7105
Human Resources:	(470) 644-8020
Medical Records:	(470) 644-7110
Operator:	0
Room Service:	x12328
Security:	(470) 644-7100
Spiritual Health:	(470) 644-7107

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, including e-cigarettes. If you need cessation assistance during your stay, we offer nicotine replacement therapies to help you with withdrawal symptoms.

Seasons Café

Located on the Main Level.

Weekday Hours:

Breakfast: 6:30 AM – 10 AM

Lunch and Dinner: 11 AM – 7:30 PM

Late Night: 9 PM – 12:30 AM

Visitors are welcome to dine in the Seasons Café. They also may get a guest tray by purchasing a meal certificate in the café and calling 1-2-EAT (ext. 12328) to place an order from the menu.

Paulding Perk

Made to order sandwiches, soups, and more.
We proudly serve Starbucks Coffee.

Hours: Mon- Fri 6:30 AM – 7:30 PM



Gift Shop

Located on the Main Level. The gift shop carries specialty gift items, ladies’ apparel and accessories, children’s apparel, toys, sundries, cards, balloons and flowers.

Hours: Monday, Tuesday, Friday 9 AM – 4:30 PM
Wednesday 10 AM – 3 PM
Thursday 9 AM – 8 PM
Saturday 10 AM – 3 PM

Retail Pharmacy

Located in the Paulding Outpatient Pavilion North (North Entrance) in the Atrium Lobby. Most major insurances accepted.

Hours: Mon- Fri 8 AM – 6 PM
(470) 644-8091

Spiritual Health

Our chaplain and Spiritual Health volunteers offer emotional and spiritual care for patients and families. Patients can contact the chaplain by letting their nurse know. Families can call the operator by dialing 0 from any hospital phone. We also can contact your own faith leader. The chapel is open 24-hours a day and is located behind the gift shop on the main level.

Dentures, Hearing Aids & Eyeglasses

While in the hospital, be careful with your dentures, hearing aids, eye glasses and other belongings. Please do not wrap items in tissues or napkins or leave them on your meal tray. Please ask a nurse for a special cup for your dentures.

TV Channels

Local

- 3 WATC
- 4 ABC
- 5 FOX
- 6 NBC
- 7 CBS
- 8 WPC
- 9 GPB
- 10 PBS
- 11 TBS
- 12 ION
- 13 WATL
- 14 WUPA (CW)

Family

- 15 ABC Family
- 16 Disney
- 17 Disney Jr.
- 18 Cartoon Network
- 19 Nickelodeon

Educational

- 20 Food Network
- 21 National Geographic
- 22 History Channel
- 23 Discovery
- 24 Animal Planet
- 25 Travel Channel
- 26 TLC

Sports

- 27 ESPN
- 28 ESPN2
- 29 ESPNNews
- 31 NFL
- 32 NBC Sports
- 33 Golf
- 34 Velocity

News and Weather

- 35 Weather Channel
- 36 Bloomberg
- 37 Fox News
- 38 Fox Business
- 39 CNN
- 40 Headline News

Latin America

- 41 Univision
- 42 Telemundo

Movies

- 44 Daystar
- 45 USA
- 46 Bravo
- 47 FXX
- 48 truTV
- 49 TNT
- 50 AMC
- 51 Syfy
- 52 Comedy Central
- 53 truTV
- 54 Esquire
- 55 E!
- 56 WeTV
- 57 TBN
- 58 Lifetime
- 59 MTV
- 60 VH1



HOSPITAL DESTINATIONS & LOCATIONS

- EMERGENCY ENTRANCE
- Building Entrances
- Level 1
- Level 2
- PARKING DECK
- Blue Parking
- Green Parking
- Information
- Food/Dining
- Gift Shop
- Restrooms
- Vending Machine
- Elevators
- ATM

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 (With food, on an empty stomach, etc.)	When to take it (Time of day, morning, night, etc.)	Notes (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

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) 644-7125. 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 | 1 (800) 878-6442 | Fax: (404) 644-0444

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.

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 as your healthcare provider. 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 Peachtree St, NW 15th Floor
Atlanta, GA 30303
Toll Free: 1 (800) 878-6442 | Fax: (404) 657-8935

The Joint Commission

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

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 or use the safe in your room.



To keep personal items secure:

- Store eyeglasses and hearing aids in a case and place in a secure place when not in use.
- Keep dentures in a denture cup 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 Paulding 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 Paulding 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 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.

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.

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 or want to make payment arrangements, please call (470) 644-7113 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 Customer Service Department

Please contact us concerning:

- Paying your balance
- Setting up payment plans
- Questions regarding statements

To reach us by phone:

(470) 245-9998 or (470) 644-7113

To reach us by email:

online.account@wellstar.org

Online bill payments can be made at: wellstar.org/billpay

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. 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](https://www.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

Become a Wellstar Volunteer



Working diligently in virtually every area of our hospital, volunteers are our extra hands and hearts! They play the harp and the piano, provide pet therapy, sing, knit, encourage, care, help, smile, serve tea, hold hands, garden and push wheelchairs.

- Wellstar's 1,100 volunteers work more than 200,000 hours a year, representing \$3.6 million in donated time.
- Wellstar volunteers also raise money—more than \$773,000 each year, helping us buy needed equipment, renovate facilities and educate our patients.

Ready to make a difference? For more information on how you can volunteer, email phvolunteers@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 [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 PauldingPX@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
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 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.



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?

Notes

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Wellstar

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