



Patient Guide  
Key Information  
for Your Stay

**Wellstar Spalding Medical Center**

601 South 8th Street, Griffin, GA 30224

## 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](https://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](https://mychart.wellstar.org).

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



## Welcome

On behalf of our team members, physicians and volunteers, it is our pleasure to welcome you to Wellstar Spalding Medical Center. We know you have a choice, and we appreciate you choosing us as your healthcare provider.

A hospital stay can be a stressful situation for you and your family. Our staff is dedicated to making your stay with us as comfortable as possible and ensuring you have the best patient experience possible. We encourage you to be involved in your care. Ask your nurse, caregiver or physician questions about your treatment and let us know how we can better serve you.

We hope that you and your family find the information contained in this booklet helpful. If you have any questions, please speak with any one of your nursing staff or the nursing director on your unit.

Thank you for choosing Wellstar Spalding Medical Center.

Sincerely,  
Kevin E. Smith, PhD  
President  
Wellstar Spalding Medical Center

To call outside the hospital, dial “9.”

## Key Numbers:

Main	(770) 228-2721
Emergency Department	Ext. 54350
Rapid Response Team	Ext. 1234
Medical Records	Ext. 54652
Patient Experience/Concerns	(470) 935-4037
1st Floor Nursing Unit	Ext. 54100
2nd Floor Nursing Unit	Ext. 54200
3rd Floor Nursing Unit	Ext. 54300
Gift Shop	Ext. 54016
Hospital Operator	0
Patient Access and Registration	Ext. 54550
Security	Ext. 55911
Women’s Services (Maternity)	Ext. 54260

## Other Hospital Services:

Administration	(770) 228-2721
Billing Questions	(470) 245-9998
Center for Wound Healing	(470) 935-5585
Environmental Services	(470) 935-6842
Financial Counselor	(470) 935-4549
Medical Records	(770) 793-5312
Patient Meal Services	(470) 935-6836
Spiritual Health	(470) 935-4017
Volunteers	(470) 935-5525

## Cardiology

619 South 8th Street | Suite 301  
Griffin, GA 30224  
(470) 267-3950

## Center for Wound Healing & Hyperbaric Medicine

619 South 8th Street | Suite 104  
Griffin, GA 30224  
(470) 935-5585

## Ear Nose & Throat

619 South 8th Street | Suite 304  
Griffin, GA 30224  
(470) 956-4370

## Endocrinology

619 South 8th Street | Suite 301  
Griffin, GA 30224  
(470) 267-3020

## Gastroenterology

619 South 8th Street | Suite 304  
Griffin, GA 30224  
(470) 267-1680

## General Surgery

619 South 8th Street | Suite 301  
Griffin, GA 30224  
(770) 229-6072

## GME Internal Medicine

747 South 8th Street | Suite B  
Griffin, GA 30224  
(470) 604-8250

## Infectious Disease

619 South 8th Street | Suite 301  
Griffin, GA 30224  
(770) 229-6072

## Neurology

619 South 8th Street | Suite 301  
Griffin, GA 30224  
(943) 202-8070

## OB/GYN

619 South 8th Street | Suite 200  
Griffin, GA 30224  
(770) 227-5505

## Oncology

619 South 8th Street | Suite 301  
Griffin, GA 30224  
(470) 267-1970

## Orthopedics

717 South 8th Street  
Griffin, GA 30224  
(770) 227-4600

## Primary Care

509 North Expressway  
Griffin, GA 30223  
(943) 202-7792

## Primary Care

708 South 8th Street  
Griffin, GA 30224  
(770) 228-5402

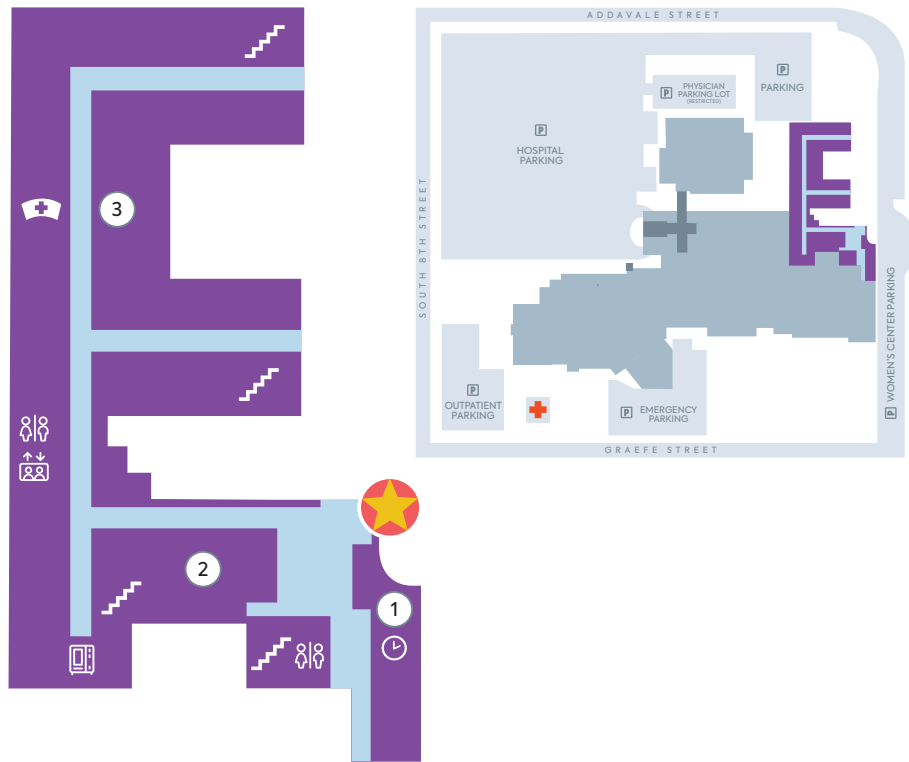
## Urology

619 South 8th Street | Suite 304  
Griffin, GA 30224  
(470) 267-2940



# Campus Map

## Wellstar Spalding Medical Center FIRST FLOOR



### HOSPITAL DESTINATIONS & LOCATIONS

- |                         |                 |           |
|-------------------------|-----------------|-----------|
| Women's Center Entrance | Nurses Station  | Stairwell |
| Elevators               | Waiting Room    | PARKING   |
| Restrooms               | Vending Machine |           |
- 
- |                               |              |                            |
|-------------------------------|--------------|----------------------------|
| ① Women's Imaging PET/CT Scan | ② Classrooms | ③ Oncology Medical Surgery |
|-------------------------------|--------------|----------------------------|

## Wellstar Spalding Medical Center SECOND FLOOR

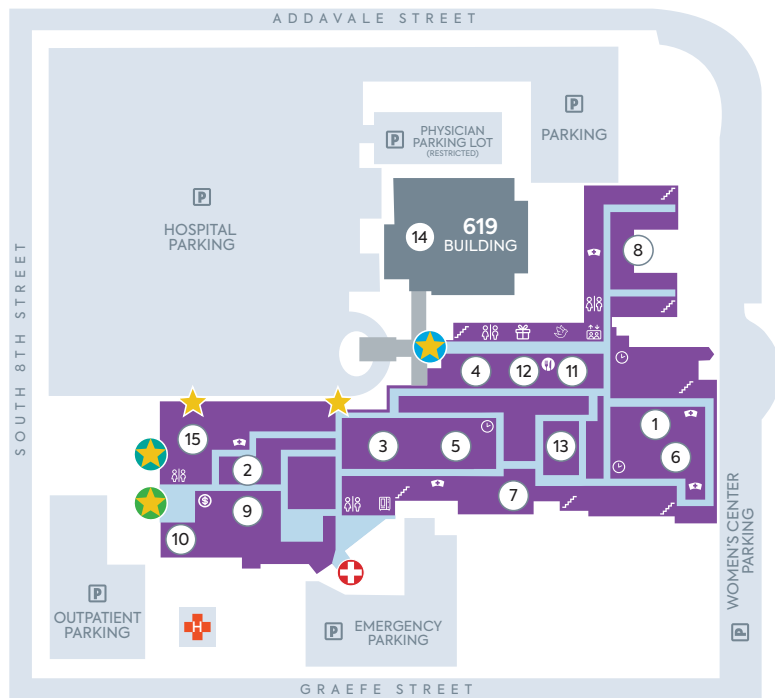


### HOSPITAL DESTINATIONS & LOCATIONS

- |           |                 |           |
|-----------|-----------------|-----------|
| PARKING   | Nurses Station  | Stairwell |
| Elevators | Waiting Room    | Cafeteria |
| Restrooms | Vending Machine |           |
- 
- |                          |                   |                  |
|--------------------------|-------------------|------------------|
| ① Classrooms             | ③ Medical Surgery | ⑤ Women's Center |
| ② Environmental Services | ④ Pharmacy        |                  |

# Fast Facts About Your Stay

## Wellstar Spalding Medical Center THIRD FLOOR



### HOSPITAL DESTINATIONS & LOCATIONS

- |                           |                              |                |                    |                 |
|---------------------------|------------------------------|----------------|--------------------|-----------------|
| <b>EMERGENCY ENTRANCE</b> | Outpatient Services Entrance | <b>PARKING</b> | <b>FOOD/DINING</b> | Chapel          |
| Main Entrance             | Cancer Center Entrance       | Elevators      | Waiting Room       | ATM             |
| Secondary Entrances       | Gift Shop                    | Restrooms      | Stairwell          | Vending Machine |
|                           |                              | Nurses Station |                    |                 |

- |                             |                                           |                                  |
|-----------------------------|-------------------------------------------|----------------------------------|
| ① Administration            | ⑦ Lab                                     | ⑫ Respiratory<br>Cardiopulmonary |
| ② Ambulatory Services       | ⑧ Medical Surgery                         | ⑬ Surgery                        |
| ③ Cardiac Cath Lab          | ⑨ MRI                                     | ⑭ Physicians Center              |
| ④ Human Resources           | ⑩ Registration<br>Medical Records Pick-Up | ⑮ Cancer Center                  |
| ⑤ Imaging                   | ⑪ Rehab Services<br>Dialysis              |                                  |
| ⑥ Intensive Care Unit (ICU) |                                           |                                  |

### 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.

### Calling Your Nurse

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

### Cellphones

Please keep your cellphone on silent or vibrate while in the hospital.

### Environmental Services

Your room is cleaned daily. If there is a housekeeping concern in your room, tell your nurse or call ext. 56842.

### 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 are delivered to patient rooms by individual florists or volunteers. Please note that flowers are not allowed in Intensive Care units, and no latex balloons are allowed in the hospital.



### Food & Dining

For the daily menu, please connect with your ambassador. If you are a visitor who would like to eat in a patient's room, please purchase a guest tray from the Spalding Café.

### Spalding Café

**Location:** Second floor, next to elevators.

**Hours:** Breakfast: 6:30 – 10 AM

Lunch: 11 AM – 3 PM

Dinner: 4 – 7 PM

### Gift Shop

Located in the Main Lobby. The Gift Shop offers gifts, snacks, flowers and limited personal items. Call the gift shop at ext. 54016.

**Hours:** Monday through Thursday: 10 AM – 2 PM

## Internet

We offer free Wi-Fi in the hospital. Connect to WHS\_Guest and accept the “Guest Wireless Terms of Use.”

## Interpreting Services

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

## Leaving Your Unit

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

## Lost and Found

For lost valuables such as jewelry, hearing aids, sunglasses or electronics, call Security at ext. 55911. Security does not store household items such as pillows or clothing. We encourage all personal items to go home with family members to prevent lost valuables.

**Please enjoy these services designed to help ease discomfort and offer alternative entertainment options.**

### Touchless Magazines, Games & More

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



### Care Channel & CARE Connect

Ask your nurse how to find the Care Channel on your inpatient room TV. The Care Channel uses beautiful nature images and instrumental music specifically designed to provide you with a healing environment.

You may also choose to access CARE Connect on your personal device to take advantage of guided imagery and meditation, relax with nature scenes or choose one of six white noise options to help you rest. Just scan the QR code to access the CARE Connect website.



## Medicines

Tell your doctor about any medicines you regularly take. In most cases, the medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. In some cases, you may need to bring in your own medicines. **Please do not take your own medications unless instructed by your care provider.**



## No Photos or Recordings

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

## Parking

We offer a variety of parking options. For more information, call Security at ext. 55911.

## 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).

## 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.

## Security and Valuables

Security can be reached at ext. 55911. 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.

## Spiritual Health

Our Spiritual Health team is available to meet the spiritual, religious and emotional needs of anyone, of any faith and of any belief. The Spiritual Health office is open Monday through Friday, 9 AM to 5 PM. For after hours, call the On Call Chaplain, (866) 462-8449.

The hospital is a place where 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.

No one knows how much pain you are in but you. Tell your doctor or nurse when you feel pain or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse.

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

## Alternatives to Control Your Pain

Talk with your doctor or nurse about using these alternative treatments in addition to your pain medicine:

- Breathing and relaxation exercises
- Repositioning
- Therapeutic massage
- Physical therapy
- Warm/cool packs
- Spiritual counseling
- Music therapy

## You're the Expert on Pain

Starting to get uncomfortable? Pain medicine not working? Speak up! You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

## How Bad Is It on the Pain Scale?



Wong-Baker FACES® Pain Scale Rating

# Visitor Information



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

## Visitor Guidelines

- Vaping & smoking are prohibited on hospital property.
- Please refrain from visiting if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing foods, drinks and other items that might trigger allergies. This includes balloons, flowers or perfumes.
- Wash your hands before entering patient rooms.
- Make sure children have a supervising adult with them at all times. Some areas may restrict children or limit the age of children allowed to visit. Please check with the nursing staff.
- Dress appropriately and wear shirts and shoes.
- If a family member stays overnight, he or she must be of the same sex in semi-private rooms.

*\*Guidelines are subject to change.*

You may designate a family member or friend to serve as a support person during your stay. When requested, Spalding 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 Check In

All visitors entering Wellstar Spalding Medical Center must check in at the visitor management desk located inside the main entrance lobby of the hospital. Please bring a form of government ID. A security team member will print you a photo ID badge. A new pass is required daily for each visit, even if staying overnight.

## Waiting Areas

Waiting areas for visitors are located on the third floor. Specific waiting areas have been designated for families of patients in the critical care unit, the emergency department and outpatient surgery.

## 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 cellphones during these hours.

## Personal Protective Equipment

Personal protective equipment (PPE) is protective gear—like masks, gloves or gowns—that helps stop germs from spreading in the hospital. PPE creates a barrier between people and germs, helping protect patients, visitors and staff. You may be asked to wear this protective equipment to help keep germs from spreading and to keep your loved one safe. If you have any questions on what is required and how to put it on, please ask your nurse or stop at the nurse's station for assistance.

## VISITATION GUIDELINES



Point your phone camera here to get started.

## Behavioral Expectations

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

### Behavioral Expectations for Patient Behavior

- The patient must recognize that profanity, disruptive behavior or any behavior that does not assist in the healing process 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

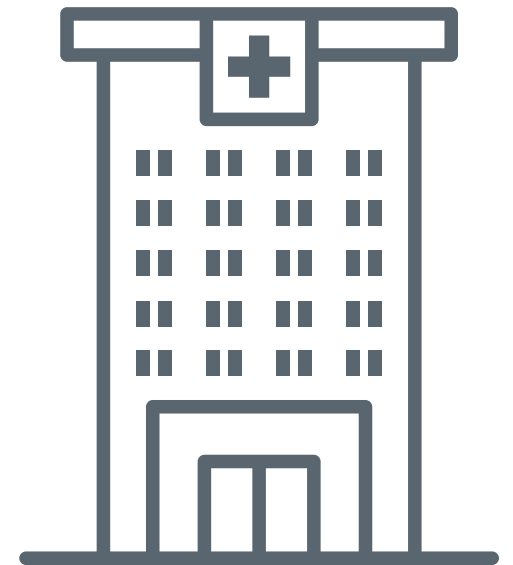


## After Your Stay

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

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

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



## 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) 935-4037. 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

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Fax: (630) 792-5636  
Visit [jointcommission.org](http://jointcommission.org), then click "Report a Patient Safety Event."

### Medicare and Medicaid

#### To file a complaint with Medicare:

Go to [medicare.gov](http://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](http://medicare.gov/hospitalcompare/search).

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

- Healthcare Facilities Accreditation Program (HFAP): [hfap.org](http://hfap.org)
- DNV GL Healthcare: [dnv.com/healthcare](http://dnv.com/healthcare)
- The Joint Commission: [jointcommission.org](http://jointcommission.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) 935-4037.

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

## 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 Patient Experience at (470) 935-4037.

## 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](https://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](http://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](mailto:acp@wellstar.org).

## Become a Wellstar Volunteer



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.

Thanks to our tremendous volunteers who serve in our gift shops, the volunteer program donates critical funds to enhance services and innovation right here at Wellstar Spalding Medical Center.

To learn how you can join our volunteers in making a difference at Spalding while having fun, visit [wellstar.org/volunteer](http://wellstar.org/volunteer).

## Wellstar Foundation

In partnership with the Wellstar Foundation and Wellstar Spalding Medical Center leadership, donations drive our mission forward and have supported initiatives such as refurbishing Wellstar ambulances serving the Spalding community and a clothing closet for patients in need of items when discharged. Donations received across Wellstar Health System have also funded advancements such as NICVIEW cameras to connect parents at home with their newborns receiving care in the neonatal intensive care unit (NICU), cardiac pillows to provide comfort to patients following surgery, life-saving LUCAS® automated cardiopulmonary resuscitation (CPR) devices used in the emergency department and more. Every dollar donated to the Wellstar Foundation fund equipment, programs and initiatives that are most meaningful to the donor and help improve health and wellbeing for all Georgians.



For more information, visit [wellstar.org/foundation](http://wellstar.org/foundation) or call 470-956-GIVE.

## Recognize a Great Caregiver

### Four easy ways to give recognition

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

## 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 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.





**Wellstar**<sup>®</sup>

**Wellstar Spalding Medical Center**

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