



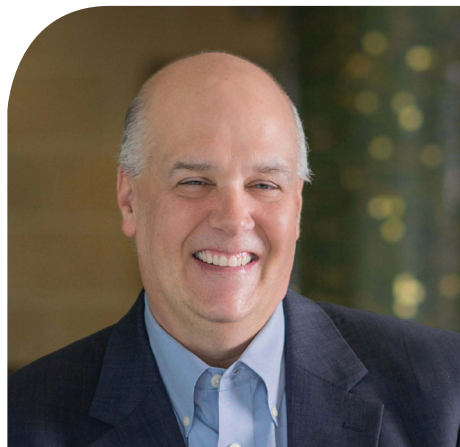
Patient Guide

Key Information for Your Stay

Wellstar West Georgia Medical Center

1514 Vernon Road, LaGrange, GA 30240

Welcome



On behalf of the 1,400 team members at Wellstar West Georgia Medical Center, please accept our sincere welcome. We are committed to making your stay as comfortable and as pleasant as possible.

Whether your visit was scheduled or unplanned, we want you to rest assured you are being cared for by an outstanding team of healthcare professionals.

In fact, we've been caring for the healthcare needs of west Georgia and east Alabama for more than 75 years. Our commitment is the same today as it's always been: to provide exceptional service and deliver high-quality care.

Our efforts have been recognized nationally by health-related organizations, including being recently named a Top 100 Hospital by Watson Health, a recognition we are extremely proud of.

Thank you for choosing Wellstar West Georgia Medical Center.

Following your stay, you may receive a survey about your visit. Please take a moment to share your comments with us.

Sincerely,

Coleman Foss
Senior Vice President
Wellstar West Georgia Medical Center President

Wellstar Phone Directory

Key Numbers:

Main	(706) 882-1411
Patient Accounts	(706) 845-3664
Security	(706) 812-2649

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

Other Hospital Services:

Dietary	(706) 845-3185
Home Health	(706) 845-3291
Hospice	(706) 845-3905
Hospital Administration	(706) 845-3702
Housekeeping	(706) 845-3750
Nursing Administration	(706) 845-3101
Patient Accounts	(706) 845-3664
Patient Experience	(706) 845-3843
Security	(706) 812-2649
Social Services	(706) 812-2665
Volunteer Services	(706) 845-3719

Using Your Phone

To place a local call, dial 9 + the number. For a long-distance call, dial 0 and ask the operator for help. Have the area code and phone number ready. The call will be charged as collect.

To call a patient from outside of the hospital, dial 706 + 845 + 3 + the room number.

Quiet Time

In observance of quiet time, all phones in patient rooms are turned off between 10 PM and 7 AM for incoming calls.

For more information on the resources available at Wellstar, visit wghealth.org.

Our Commitment to Care



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

We Care About You

Please speak up and tell us if we can do more. In fact, after your visit, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your response to this patient satisfaction survey will help improve our services.

Our Mission

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

Our Vision

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

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 (706) 845-3843. 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.

Special Support to Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You can call this service and a critical care team will check on you or your loved one and provide help before there is a life-threatening emergency.

When to Call Rapid Response

Call for help if you notice:

- Change in heart rate or blood pressure
- Change in respiratory (breathing) rate or oxygen levels
- Change in urine output (much more or less urine)
- Change in mental status or level of consciousness
- Any time you are worried something might be wrong
- Any change in the patient’s condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

How to Call Rapid Response:

Step 1:

Contact your nurse or dial 0 on the bedside phone.

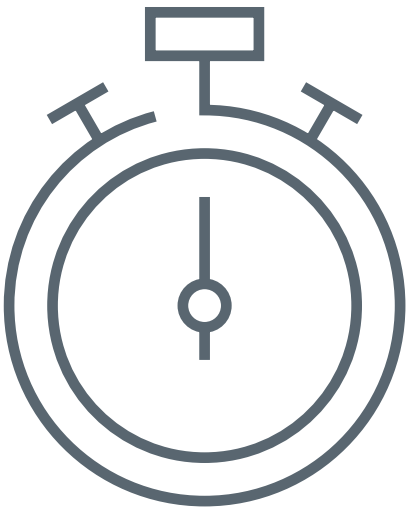
Step 2:

Tell the operator:

- Your name
- Your room number
- Patient’s name
- Your concern

Step 3:

The Rapid Response Team will be sent to your room.



10.1	LOCAL GUIDE	39.3	LIFETIME
11.1	WSB ABC	40.1	OWN
11.2	WSB 2 BOUNCE TV	40.2	BET
11.6	WGCL CBS	40.3	OVATION TV
12.1	WAGA FOX	41.1	CNN
12.2	WAGA 2 MOVIES!	41.2	FOX NEWS
12.6	WXIA NBC	41.3	MSNBC
13.1	WUPA CW	42.1	HLN
13.6	WGTV PBS	42.2	CNBC
23.1	WPXA ION	42.3	FOX BUSINESS NETWORK
23.2	WGTA ME TV	43.1	BLOOMBERG
23.3	WATL MY TV	43.2	WEATHER CHANNEL
24.1	WGCL 2 COZI TV	43.3	C-SPAN
24.2	WATL 2 THIS TV	44.1	DISNEY CHANNEL
24.3	B TELEMUNDO	44.2	BOOMERANG
25.1	UNIMAS	45.1	UNIVERSAL KIDS
25.2	WUVG UNIVISION	45.2	NICK JR
25.3	DAYSTAR	45.3	NICKELODEON
26.1	WHSG TBN	46.1	CARTOON NETWORK
26.2	WGTA 2 HEROES & ICONS	46.2	DISCOVERY FAMILY
26.3	WUVG 2 GETTV (WUVGDT3000)	46.3	CMT
28.1	BALLY SPORTS SOUTH	47.1	GAC FAMILY
28.2	BALLY SPORTS SOUTHEAST	47.2	ESPN
30.1	DELUXE GUIDE 1	47.3	ESPN2
30.2	USA NETWORK	48.1	DELUXE GUIDE 2
30.3	AE	48.2	THURSDAY NIGHT FOOTBALL
31.1	TNT	48.3	SEC NETWORK
31.2	TBS	49.1	FOX SPORTS 1
31.3	AMC	49.2	FOX SPORTS 2
32.1	DISCOVERY	49.3	MOTORTREND
32.2	HISTORY	50.1	TCM
32.3	FX	50.2	HSN
33.1	BBC AMERICA	50.3	EWTN
33.2	SYFY	51.1	SHOP HQ
33.3	TRU TV	51.2	QVC
34.1	COMEDY CENTRAL	51.3	CNN EN ESPANOL
34.2	PARAMOUNT	52.1	NEWSNATION
34.3	VH1	52.2	MTV2
35.1	MTV	52.3	MTV CLASSIC ROCK
35.2	TV LAND	53.1	UP
36.1	HALLMARK CHANNEL	53.3	RFD
36.2	NATIONAL GEOGRAPHIC	54.1	VICELAND
36.3	ANIMAL PLANET	54.2	FYI
37.1	SCIENCE	54.3	DESTINATION AMERICA
37.2	AHC	55.1	INVESTIGATION DISCOVERY
37.3	HGTV	55.2	ACCWEATHER
38.1	FOOD NETWORK	55.3	COOKING CHANNEL
38.2	TRAVEL CHANNEL	56.1	OXYGEN
38.3	TLC	56.2	WE TV
39.1	BRAVO	56.3	POP
39.2	E!	57.1	GAME SHOW NETWORK



57.2	LOGO
57.3	DISCOVERY LIFE
58.1	BET HER
58.2	TV ONE
58.3	BBC WORLD NEWS
59.1	NICKTOONS
59.2	TEENNICK
60.1	MTV LIVE
60.2	REVOLT
60.3	FUSE
61.1	INSP
61.2	SUNDANCETV
62.2	LMN
62.3	IFC
63.1	HALLMARK MOVIES
63.2	BET SOUL
63.3	PAC-12 NETWORK
64.1	BYU TV
64.3	IMPACT NETWORK
65.1	MAGNOLIA NETWORK
65.2	MTVU
65.3	NEWSMAX TV
66.1	BIG TEN / BTN
66.2	ACC NETWORK
115.1- 117.14	MUSIC

1. Speak Up

Ask questions and voice concerns. It's your body and you have the right to know.

2. Pay Attention

Always double check that you are getting the right treatments and medicines from the right hospital staff.

3. Educate Yourself

Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

4. Find a Support Person

Pick someone to help speak up for your care and needs during your stay.

5. Know Your Medications

Understand what your medicines treat, why you need them and how to take them for the best results.

6. Check Before You Go

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to [qualitycheck.org](https://www.qualitycheck.org) to learn more.



7. Participate in Your Care

You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- Your name
- The type of surgery you are having
- The body part to be operated on—in fact, hospital staff will mark the correct spot on your body, if applicable. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

To Prevent Errors in Your Care:

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.

Name Check

Our staff always will double check your name and birth date to avoid errors. Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transportation or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.

Surgery Reminder

Ask your surgeon to take a “time out” to check:

- You are the right person
- Getting the right surgery
- On the right body part

5 Ways to Fight Infection

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.

Don't Ignore Your Pain

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

Prevent Falls

Falls are more likely to occur when you're in an unfamiliar setting, when you're not feeling well, when you're on medication or when you're feeling stressed. While you are in our care, we will take special precautions to help with your safety.

- Use the nurse call button for help getting out of bed.
- For your safety, please stay in bed after you have been assisted for the night.
- Ask for help going to the bathroom or walking around. (Use hospital handrails when they're available).
- Wear nonslip socks or footwear provided by the hospital.
- Keep often-used items within easy reach (glasses, phone, remote, tissues, urinal, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Fall Risk Assessment

A member of your care team will perform an assessment to determine your fall risk and review with you the ways we can work together to prevent you from falling. As your condition changes (after a medical procedure, for example), you will be re-evaluated. If you do not receive an assessment, please tell a member of your care team and we will arrange one for you. Your safety is important to us!

Wellstar MyChart Bedside

Ask your team about MyChart Bedside. This touchscreen tablet is specifically designed to keep you connected with nearly every aspect of your inpatient care plan.

Use MyChart Bedside to:

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

Prevent Medicine Errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine. (Hospital staff may scan your ID bracelet to double check.)



Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new and current medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

Remember, Take Charge of Your Medicines

Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

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.

Participate 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.

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.

Have your physician and/or family member notified of your admission.

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 (706) 845-3843.

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.

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.

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.

You Are a Valuable Partner in Your Loved One's Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved ones after a hospital stay by getting the answers to these three questions:

What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?

Help your loved one arrange the details to make this happen, including financial planning, transportation and scheduling.

What new and former medicines does my loved one need to take?

Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.

What health warning signs do I need to watch for and what do I do if they happen?

Help your loved one by writing these symptoms down as well as the name and contact number to call.

Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here.

- National Alliance for Caregiving
[caregiving.org](https://www.caregiving.org)
- Family Caregiver Alliance
[caregiver.org](https://www.caregiver.org)
- Caregiver Action Network
[caregiveraction.org](https://www.caregiveraction.org)

A Successful Recovery Starts With a Solid Plan Before You Go

Reduce your chances of complications and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, review the following with your nurse:

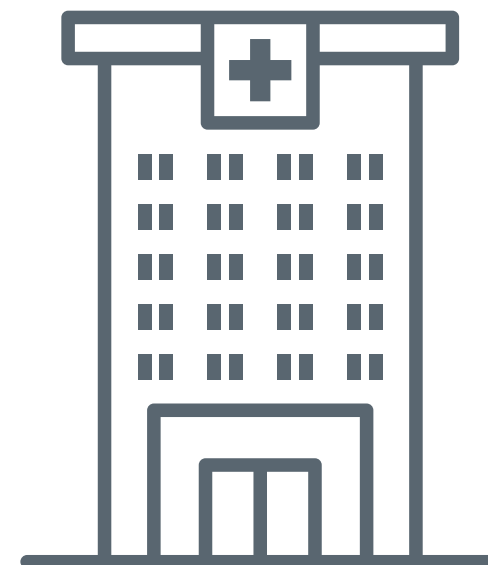
- Your discharge summary and discharge plan
- Your complete medicine list and instructions
- Your upcoming appointments
- What to do if you don't feel well

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options.

For help comparing services in your local area, go to:

- [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)



Before You Leave the Hospital

Make sure you have the following information before you leave the hospital.

• Discharge Summary

This includes why you were at the hospital, who cared for you, your procedures and medicines.

• Medicine List

This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.

• Prescriptions

Check that your pharmacy has your new prescriptions and you have a plan to get them filled.

• Follow-Up Care Instructions

Beyond medicine, these can include:

- Foods or activities to avoid
- Tests or appointments
- How to care for incisions or use equipment
- Warning signs to watch for
- Daily living adjustments (like how to get into bed)
- Who to call with questions

• After-Hospital Services

Know how much support you'll need in these areas:

- Personal care: bathing, eating, dressing, toileting
- Home care: cooking, cleaning, laundry, shopping
- Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

• Local Resources

Ask your discharge planner for help finding local after-care services or other support groups.

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Teach-Back Method

Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

Before You Leave the Hospital

1. What number can I call 24-hours a day if I have questions or concerns? Who is my contact?
2. Has my follow-up appointment been scheduled? With whom? Do I have a ride there?
3. What are key warning signs I need to watch out for? Who do I call if they happen?
4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?
5. What kinds of activities and foods are limited? For how long?
6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?
7. Are my new medicines safe to take with my other medicines, vitamins or supplements?
8. Do I know how and when to take my medicines and how I will get prescriptions filled?
9. Who will provide the extra personal, home or healthcare services I may need?
10. Who can help me if I have concerns about medical costs?



Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit [medicare.gov](https://www.medicare.gov) and select "Find suppliers of medical equipment and supplies" or call 1 (800) MEDICARE or 1 (800) 633-4227.

Prevent Hospital Infections

According to the U.S. Department of Health and Human Services, 1 in 25 patients gets a healthcare-associated infection while staying at the hospital. Often, these happen

because hospital procedures and equipment can expose internal parts of your body to germs. The chart below lists common infections and steps you can take to prevent them.

Common Hospital Infections

Type	How It Starts	Symptoms	Prevention
Catheter-associated urinary tract infections (UTIs)	Germs enter your urinary tract when you have a tube (catheter) to drain urine.	<ul style="list-style-type: none">• Fever• Burning• Pain• Bloody or frequent urination	<ul style="list-style-type: none">• Clean hands before touching the area.• Keep your urine bag below the level of your bladder to prevent backflow.• Don't tug, pull, twist or bend the tube.• Secure the catheter to your leg and ask every day if it's still needed.
Surgical site infections	Germs affect the site of your surgery—either on your skin or internally.	<ul style="list-style-type: none">• Redness• Pain• Drainage of cloudy fluid• Fever	<ul style="list-style-type: none">• Do not shave surgery site (irritation increases risk of infection).• Clean hands before touching area.• Don't let visitors touch or dress your wound.• Ask your nurse to show you how to care for your wound.
Central line-associated bloodstream infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin.	<ul style="list-style-type: none">• Red skin and soreness at site• Fever• Chills	<ul style="list-style-type: none">• Clean hands before touching the area.• Make sure staff wears gloves, gown, cap, mask and sterile drape when handling the tube.• Speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore.• Avoid touching the tube or letting visitors touch it.• Ask that the tube be removed as soon as possible.
Ventilator-associated pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.	<ul style="list-style-type: none">• Cough• Mucus• Fever• Chills• Shortness of breath	<ul style="list-style-type: none">• Clean hands before touching the area.• Ask if it's safe to raise the head of your bed.• Know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened.• Ask that the tube be removed as soon as possible.

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.

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.

Reduce Your Chances of Returning to the Hospital

No matter how long you've been a smoker, it's never too late to quit. The benefits start right away and last a lifetime.

- 20 MINUTES after quitting, your heart rate and blood pressure drop.
- 2 WEEKS to 3 MONTHS after quitting, your circulation improves and your lungs work better.
- 1 YEAR after quitting, your risk of heart disease is half that of a smoker's.
- 5 YEARS after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- 10 YEARS after quitting, your risk of lung cancer is half that of a smoker's.
- 15 YEARS after quitting, your risk of heart disease is the same as a nonsmoker's.

Ready, Set, Quit

Now that you've decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day.

Be prepared to have nicotine cravings. They usually pass soon, so wait it out. The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, take a walk, call a friend or do something else you enjoy.

Wellstar is a nonsmoking facility.

3 Tips to Help You Quit

1. Fight the Urge

Don't let yourself think that you can have just one cigarette. If you do slip, start again and make tomorrow your new first day to quit.

2. Get Moving

Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

3. Keep Your Mouth Busy

Try toothpicks, celery, sugarless gum or sugar-free lollipops.

Tips for Using This Medicine Safely

Warfarin (Coumadin) thins your blood and needs to be monitored closely. Take it exactly as your doctor prescribed, tell your doctors that you are taking warfarin and keep a list of your medicines with you at all times.

Guidelines for Safe Use

Take the correct dose of warfarin at the same time each day. Get your regular PT/INR blood test to check for your response to warfarin. Your dose will be adjusted to keep your PT/INR in a target range determined by your doctor.

Call your healthcare provider right away if you have any of these symptoms:

- Unusual bruising
- Bleeding from cuts that take a long time to stop
- Menstrual bleeding or vaginal bleeding that is heavier than normal
- Pink or brown urine
- Red or black stools
- Coughing up blood
- Vomiting blood or material that looks like coffee grounds

Other medicines, vitamins and supplements can interact with warfarin. Check with your doctors and pharmacists before starting, changing or stopping any medicine or supplement. If you take a multivitamin, take it consistently each day to avoid changes in your vitamin K intake.

Dietary sources of vitamin K can interfere with warfarin therapy. However, it is not necessary to avoid foods that are high in vitamin K. Try to keep the same amount of vitamin K in your diet each day.

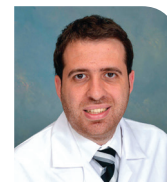
Products that contain aspirin, ibuprofen, Naprosyn or naproxen may increase your risk of bleeding when you are taking warfarin. We recommend that you take acetaminophen if needed for an occasional headache, fever or pain.

Alcohol intake can influence the effect of warfarin and put you at risk of bleeding or clotting. It is best to limit or avoid drinking alcohol while you take this medicine.

Avoid drinking large amounts of cranberry or grapefruit juice (more than 8 ounces).

Follow up with your primary care provider within one week of your discharge.

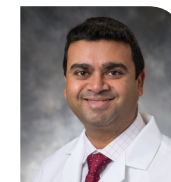
Our physicians and providers specialize in the treatment of medical conditions that require hospitalization and only see patients while they are in the hospital. Following discharge, patients return to their primary care physician to continue their recovery.



Melhim Bou Alwan, MD, MHCN, FACP
Medical Director
Hospital Medicine



Eric Afari, MD
Internal Medicine



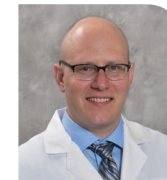
Waseem Ahmed, MD
Internal Medicine



MK Anam, MD
Internal Medicine



Shaundre Brown, MD
Internal Medicine



Corey Butzon, MD
Pediatrics



Sheriff Dodoo, MD
Internal Medicine



Andre Faria, MD
Internal Medicine



Thiagarajan Ganesh, MD
Internal Medicine



Rahul Mallireddy, MD
Internal Medicine



Lavanya Manimaran, MD
Internal Medicine



Pamela Medina, DO
Internal Medicine



Keerthana Mugundu, MD
Internal Medicine



Quoc Ngo, MD
Internal Medicine



Bhavesh Patel, MD
Internal Medicine



Latrenda Perkins, DO
Internal Medicine



Chad Sisk, DO
Gastroenterology



Shuntina Lilly, APRN
Family Medicine



Kathryn Ray, APRN
Family Medicine



Leigh Taylor, APRN
Family Medicine

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)

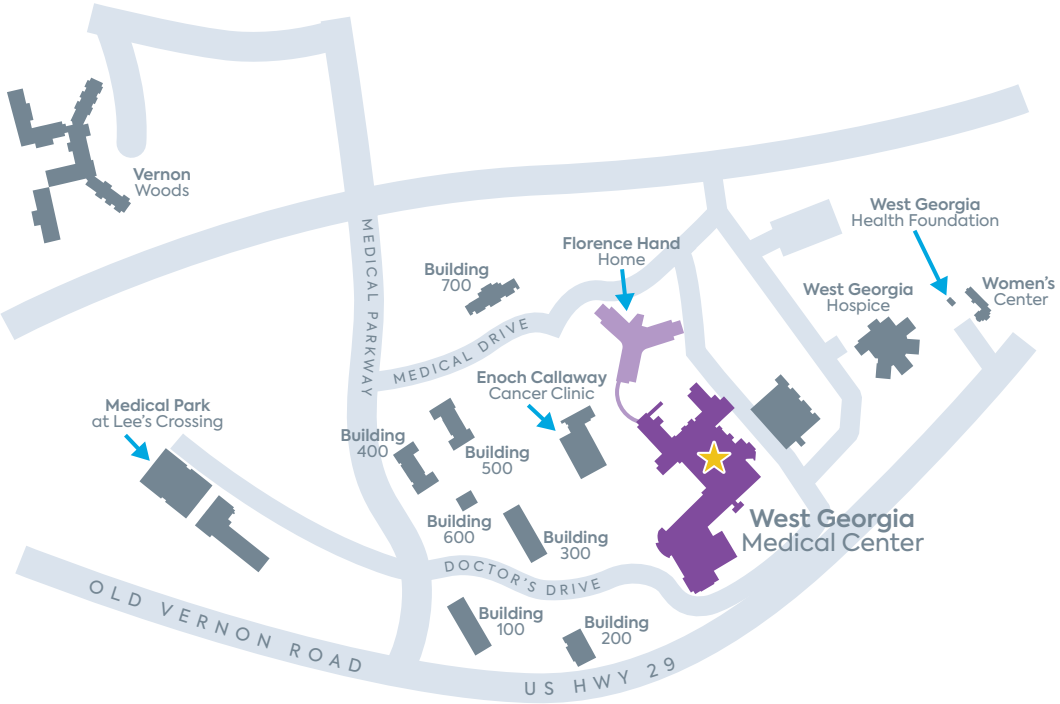
Medicine 2	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

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

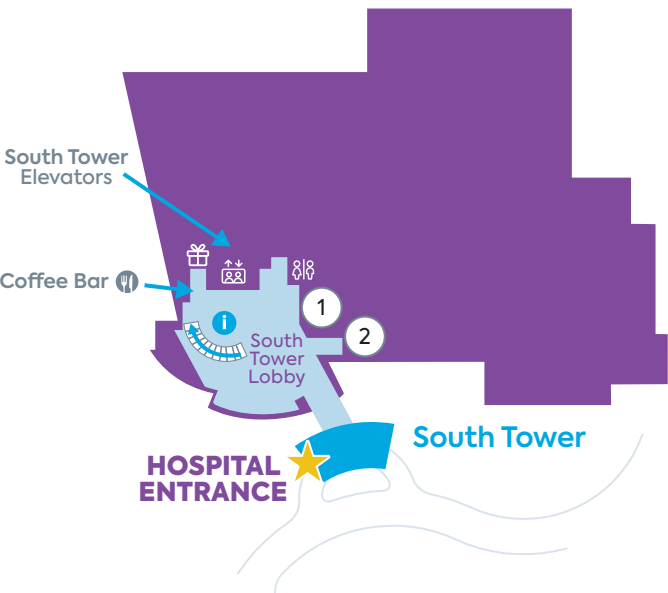
Medicine 4	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

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



Level G – Ground Floor

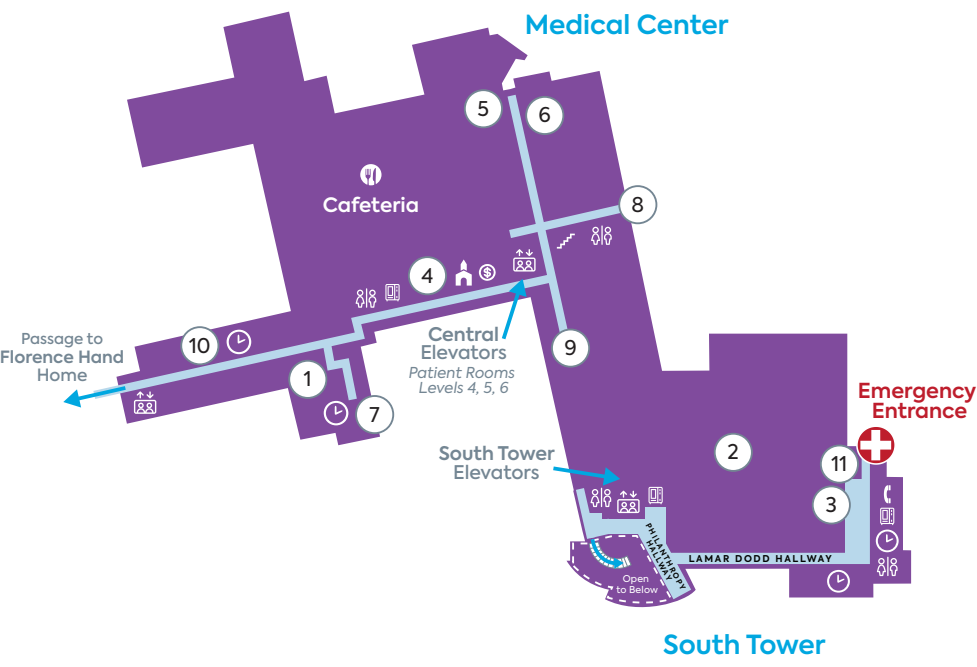


Hospital Destinations & Locations

- ★ Building Entrance
- 📍 Food/Dining
- 🚶 Elevators
- 📍 Information
- 📦 Gift Shop
- 🚻 Restrooms

- ① Admissions/Registration
- ② Heart Clinic

Level 1 – First Floor

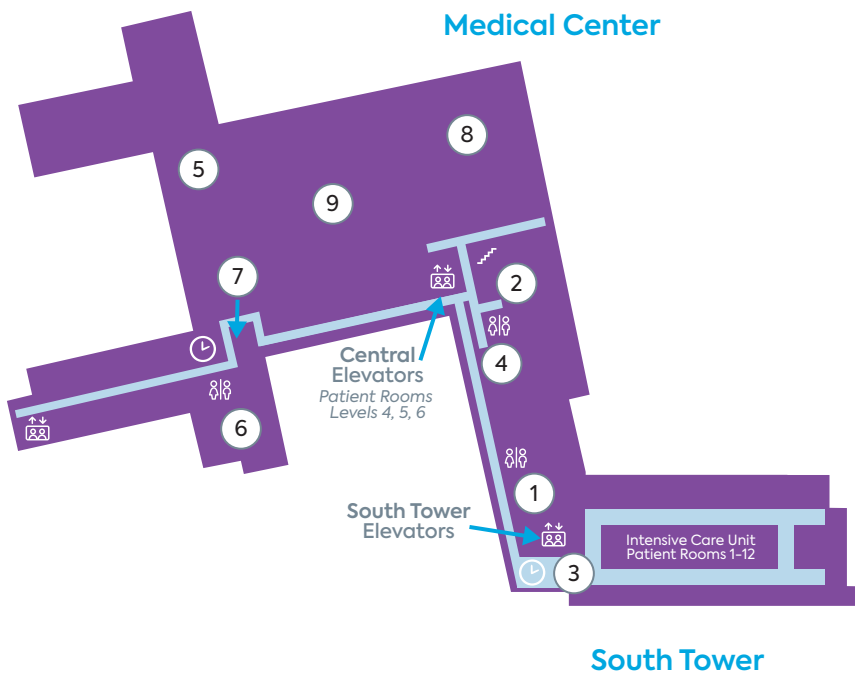


Hospital Destinations & Locations

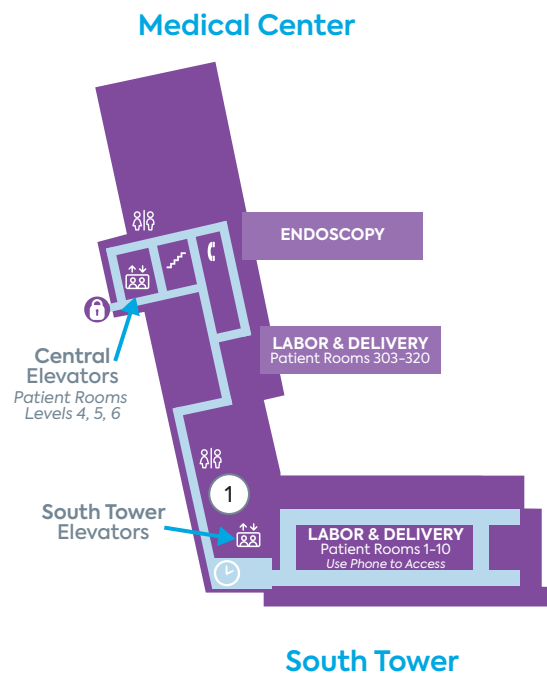
- 🚑 Emergency Entrance
- 📍 Food/Dining
- 🏛 Chapel
- 📍 ATM
- 🚶 Elevators
- 🚻 Restrooms
- 📞 Vending Machines
- 📞 Telephone
- 🚶 Stairwell

- ① Community Service Clinic
- ② Emergency
- ③ Emergency Registration
- ④ Human Resources
- ⑤ Infusion Therapy
- ⑥ Medical Records
- ⑦ Outpatient Pharmacy
- ⑧ Pre-Admission Testing
- ⑨ Pulmonary Medicine
- ⑩ Rehabilitation Services
 - Audiology
 - Physical Therapy
 - Speech Pathology
- ⑪ Security

Level 2 – Second Floor



Level 3 – Third Floor



Hospital Destinations & Locations

Elevators Stairwell Restrooms Waiting Room

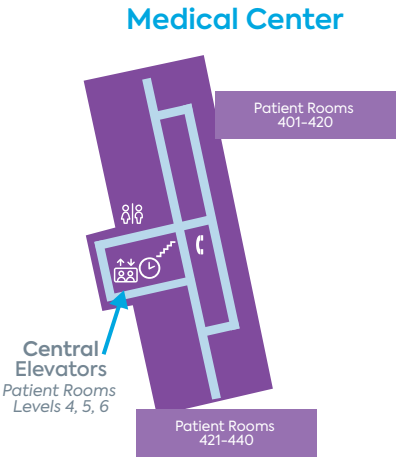
- ① Family Kitchen
- ② In-Patient Pharmacy
- ③ Intensive Care Unit Reception
- ④ Laboratory
- ⑤ Pathology
- ⑥ Radiology
- ⑦ Radiology Check-In
- ⑧ Recovery
- ⑨ Surgery

Hospital Destinations & Locations

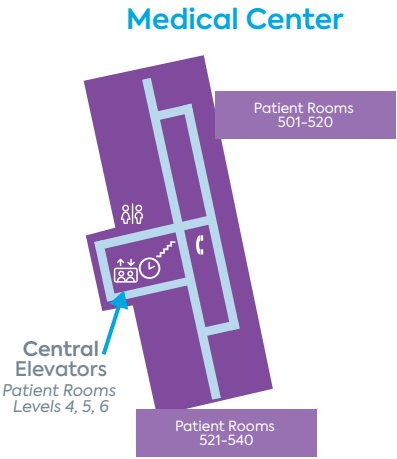
Elevators Stairwell Restrooms Waiting Room

- ① Family Kitchen

Level 4 – Fourth Floor



Level 5 – Fifth Floor



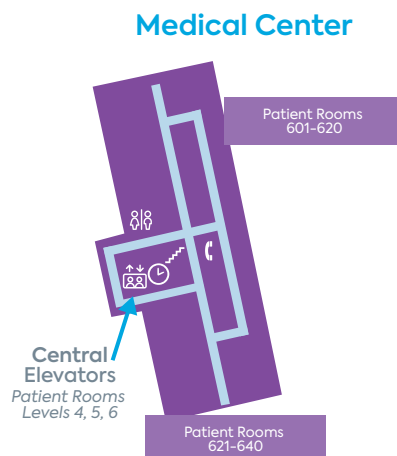
Hospital Destinations & Locations

Elevators Stairwell Restrooms Waiting Room

Hospital Destinations & Locations

Elevators Stairwell Restrooms Waiting Room

Level 6 – Sixth Floor



Hospital Destinations & Locations

Elevators Stairwell Restrooms Waiting Room

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.



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

[illegible]

Notes

[illegible]

Notes

[illegible]

Notes

[illegible]



Wellstar®

Wellstar West Georgia Medical Center

1514 Vernon Road, LaGrange, GA 30240
(706) 882-1411