



Patient Guide
Key Information
for Your Stay

Wellstar Atlanta Medical Center

303 Parkway Drive NE, Atlanta, GA 30312

Welcome



Welcome to Wellstar Atlanta Medical Center (AMC).

We are pleased you and your physician selected us to provide your medical care, and truly believe we are the right choice. At AMC, we do everything we can to make your stay outstanding in every way.

We take pride in being your healthcare provider of choice. If anything does not meet your expectations, we encourage you to let us know how we can serve you better by calling Patient Relations at (404) 265-6073. I also am always happy to hear from you at (404) 265-4184.

Thank you for choosing AMC. Best wishes for your family's health and well-being.

Sincerely,
Stuart D. Downs, DNP, RN
Vice President & Chief Operating Officer
Wellstar Atlanta Medical Center
stuart.downs@wellstar.org

About Us

Founded in 1901, Wellstar Atlanta Medical Center (AMC) is a 762-bed acute care hospital with campuses in downtown Atlanta and East Point, Georgia. It is the second largest licensed-bed hospital in Georgia. A teaching hospital, AMC is a Level I Trauma Center and Primary Stroke Center, earning many national awards for its treatment of strokes. It is also recognized for its women's services program, including water births. Through a community partnership, AMC provides sports medicine coverage to Atlanta Public Schools' student athletes.

We are proud to be part of Wellstar, the largest health system in Georgia, known nationally for its innovative care models, and its focus on improving quality and access to healthcare. Wellstar includes Wellstar Medical Group with more than 250 medical office locations, outpatient centers, health parks, a pediatric center, nursing centers, hospice and homecare.

In addition to AMC and AMC South, Wellstar has nine inpatient hospitals: Wellstar Kennestone Regional Medical Center (anchored by Wellstar Kennestone Hospital), Wellstar West Georgia Medical Center, Wellstar Cobb, Douglas, North Fulton, Paulding, Spalding Regional, Sylvan Grove and Windy Hill hospitals.

Key Numbers:

Main	(404) 265-4000
Case Management	(404) 265-4568
Hospital Operator	0
Patient Relations/Concerns	(404) 265-6073
Rapid Response	(404) 265-4444

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

Other Hospital Services:

Admissions	(404) 265-3677
Cashier	(404) 265-4148
Central Scheduling	(404) 265-3500
Concierge Services	(404) 265-2492
Dietary Services	(404) 265-4196
Environmental Services	(404) 265-4726
Gift Shop	(404) 265-4732
Financial Assistance	(404) 265-6174
Medical Records (HIM)	(404) 265-4225
Outpatient Registration	(404) 265-3609
Outpatient Rehab (Scheduling)	(404) 265-3828
Outpatient Therapy	(404) 265-4634
Outpatient Wound Care Center	(404) 265-4325
Patient Account Billing	1 (866) 904-6871
Pre-Admit Testing	(404) 265-3872
Pastoral Care	(404) 265-4328/4329
Security	(404) 265-4787
Volunteer Services	(404) 265-3702

Your Guide to the Most Frequently Asked Questions

Banking Services

There is a Members First Credit Union and ATM located on the basement level and another ATM in the 315 Building on the second floor.

Calling Your Nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the 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 for assistance.

Each room has a whiteboard with the name and phone number of your nurse. Each day, your nurse will discuss your plan of care and goals for the day with you.

Cellphones

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

Environmental Services

Your room is cleaned daily by a member of the Environmental Services team. If there is a housekeeping concern in your room, tell your nurse or call ext. 44728 if inside the hospital.

Food Services and Café

Courtyard Café

Location: Basement Level, Tower Building

Monday through Friday Hours:

Breakfast: 6:30 AM - 10 AM

Lunch: 11 AM - 2 PM

Grill: 2 PM - 4 PM

Dinner: 4:30 PM - 8 PM

Saturday Hours:

Breakfast: 7 AM - 10 AM

Lunch: 11 AM - 2 PM

Sunday Hours:

Breakfast: 7 AM - 10 AM

Lunch: 11 AM - 4 PM

The café offers a selection of gourmet coffee and flavored espresso beverages, globally inspired entrees featuring locally sourced and sustainable products, grilled items, deli style sandwiches, grab-and-go items and desserts.

Note: In order to maintain dietary guidelines for patients, the café is not allowed to serve food to inpatients.

Fast Facts About Your Stay

Blimpie

Location: Ground Level, 340 Medical Office Building

Hours: Monday through Friday: 11 AM – 7 PM

Inpatient Meals

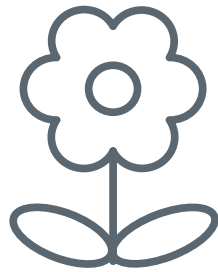
It is a pleasure to offer our Catering to You Dining Process for inpatients. An experienced Dining Associate will be assigned to take your order and deliver each meal.

- Lunch and dinner orders will be taken after breakfast.
- Breakfast orders for the following day will be taken after lunch.
- The first meal will be delivered after a diet order has been placed in the electronic medical record by the physician.
- Two Chef's Picks are available at each meal. In addition, "always available" selections are listed on the right side of your menu if substitutions are desired.

Please note your diet may differ based on the order recommended by your physician. For more information, please call Dietary Services at (404) 265-4196.

Flowers

Flowers are delivered to patient rooms by individual florists and volunteers. Please note that flowers are not allowed in Intensive Care Units (ICU).



Gift Shop

Location: Ground Floor, Main Lobby

Monday through Friday Hours: 8 AM – 9 PM

Saturday Hours: 9 AM – 9 PM

Sunday Hours: 9 AM – 8 PM

Hearing/Visually Impaired and Interpreters

To ensure good communication, we have devices and services available for use during your stay. We also have access to interpreters for many languages. Please let your nurse know if you need these services.

Internet

Free wireless Internet service is available in public areas. The network is **WHS_Guest**, and no password is required.

Leaving Your Unit

While a patient in our facility, we ask that you remain on your unit. A member of the hospital staff will escort you whenever you leave your medical unit for a procedure or any other reason.

Lodging

The newly renovated Mary Ann Manley House is located on the AMC campus and provides affordable lodging for patients and family members who live more than 50 miles from AMC. Room rates are \$10 per night. We also have partnered with several local hotels to offer discounted rates. For more information, visit our concierge in the Parkway Lobby.

Lost and Found

Please tell your nurse if you have lost or found an item.

Mail

Mail and packages will be delivered to you. Mail received after you leave the hospital will be forwarded to your home. A U.S. post office is located in the 340 Building, ground level. The post office is open Monday through Friday, 9 AM – 2:30 PM.

Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them during your stay, hospital staff will give them to you.

MyChart

Our online patient tool, MyChart, is available 24/7 from your computer or smart device. Using MyChart, patients can easily and securely:

- View test results
- Access electronic records
- Send doctors health information

You may register for a MyChart account during the hospital admission process using a valid email address. After registering, you will be sent an email with instructions to create the secure account. If you don't receive an email or have trouble activating your account, please call the MyChart Help Desk at (470) 644-0419.

Fast Facts About Your Stay

Parking

The visitor parking garage is located on East Avenue. Patient and guest parking is \$6 per day. Special rates may be available for hospital stays of more than two weeks. To better accommodate our patients and visitors, valet parking is located at the main entrance (front circle) to the hospital on Parkway Drive. For parking-related questions, call (404) 265-4358, Monday through Friday from 8 AM to 4 PM.

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.

Safety Drills

We conduct safety drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Security & Valuables

Security can be reached at (404) 265-4787. For emergencies, call (404) 265-5000. Access to the hospital after 9 PM is available through the Emergency Department only.

Valuables are stored in the cashier's office. You may pick up your valuables from 8 AM to 4:30 PM Monday through Friday. After 5 PM and on weekends, valuables can be picked up from the Emergency Department. For more information, call (404) 265-4148.

Spiritual Health

AMC recognizes the importance of providing for your emotional and spiritual needs. To arrange a visit with an AMC chaplain or to request spiritual support from other religious groups, please call (404) 265-4328 or (404) 265-4329.

Office hours are Monday through Friday from 7 AM to midnight. On Saturday and Sunday, office hours are 9 AM to 9 PM. After hours, please page the chaplain at (404) 336-0300 (not on-site) or ask your nurse to contact the on-call chaplain.

The Rutland Memorial Chapel is available to everyone and open 24 hours a day on AMC's campus. The chapel is located on the first floor of the East Wing near the Boulevard lobby.

Telephone

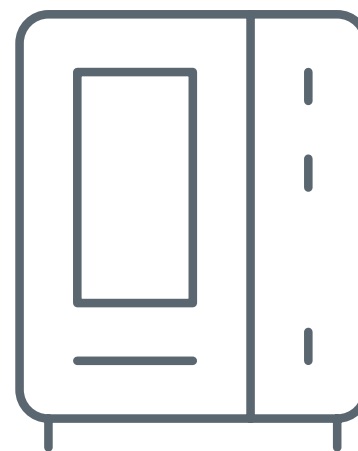
All patient rooms have phones. Patient rooms can be reached within the hospital by calling (404) 265-4000 and pressing 0. Patients cannot dial long distance. All long-distance calls must be approved by your nurse. Please dial 0 from the bedside phone, and the operator will place your call.

Tobacco Free

All Wellstar locations are tobacco-free environments. Tobacco use is not permitted anywhere on Wellstar property. Patients are not allowed to leave the facility to smoke or use other tobacco products. If you are a smoker/tobacco user, you can ask your nurse or doctor about nicotine replacement.

TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker or side rail controls. Closed captioning is available for the hearing impaired. Ask a staff member if you have questions about your TV. If you are having trouble with your TV, please call engineering at (404) 265-4766.



Vending Machines

Vending machines throughout the hospital are available 24 hours a day for beverages and snacks.

2	WATC (Ind. 57) Atlanta	38	A&E
3	WSB (ABC 2) Atlanta	39	TBS
4	WAGA (Fox 5) Atlanta	40	Discovery Channel
5	AIBTV ATL Interfaith	41	TNT
6	WXIA (NBC 11) Atlanta	42	USA Network
7	WPCH Peachtree TV	43	FX
8	WGTV (PBS 8) Atlanta	44	NBC Sports Network
9	WGCL (CBS 46) Atlanta	45	Comcast Sports Southeast
10	WUPA (UPN 69) Atlanta	46	ESPN
11	WHSB (TBN 63) Monroe	47	ESPN2
12	WPXA (PAX 14) ION Rome/Atlanta	48	Fox Sports Southeast
13	WATL (WB 36) Atlanta	49	Golf Channel
14	WUVG (Univision 34) Athens	50	MTV
15	WGN (Ind. 9) Chicago	51	VH1
16	WPBA (PBS 30) Atlanta	52	History
17	Music	53	SportSouth
18	Patient Education	54	Freeform
19	HSN	55	Lifetime
20	Newborn Channel (English)	56	E!
21	Newborn Channel (Spanish)	57	Food Network
22	Public Access	58	truTV
23	Arts	59	HGTV
24	People TV	60	Travel Channel
25	Public Access	61	Animal Planet
26	Public TV	62	Cartoon Network
27	Guide Network	63	Nickelodeon
28	Leased Access	64	Disney Channel
29	Leased Access	65	TV Land
30	C-SPAN	66	AMC
32	Weather Channel	68	Comedy Central
33	Bloomberg TV	69	TCM
34	CNN	70	Bravo
35	HLN	71	TV One
36	CNBC	72	BET
37	Fox News	74	Syfy
		75	FS1
		78	Paramount Network

You or your representative has the right to consent to receive visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend. You also have the right to withdraw or deny such consent at any time.

The health facility is not permitted to restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity or expression, sexual orientation or disability. All visitors should enjoy full and equal visitation privileges consistent with patient preferences.

To accommodate our patients, please follow these guidelines:

- All hospital doors remain open until 8:30 PM. Emergency Department doors are open 24 hours a day, seven days a week.
- In general, visiting hours are from 8 AM to 8:30 PM daily. Visiting hours vary by floor or unit, like the ICU. Ask the nurse for your floor's visiting hours.
- Children may visit with adult supervision. Children under age 12 are not allowed in the ICU.
- We encourage one visitor at a time to spend the night in a patient's room.
- Certain patient care areas limit visitation. Please ask the nurse for visiting hours and policies for these areas.
- Visitors need permission from the patient's doctor to bring food for a patient. Visitors may eat in the patient's room.
- All visitors should behave in a responsible manner. Any visitor who exhibits threatening behavior or uses abusive or profane language will be asked to leave the hospital.
- Visitors may be asked to leave the room so it can be cleaned.

Waiting Areas

Waiting areas for visitors are on certain patient floors and on the ground floor in the lobby. Specific waiting areas have been designated for families of patients in the Intensive Care Unit (ICU), the Emergency Department and Surgery.

Visiting the Intensive Care Unit (ICU)

The ICU is composed of four units:

2 Tower

- Surgical Intensive Care Unit (SICU): Rooms 248–269
- Cardiovascular Intensive Care Unit (CVICU): Rooms 229–240
- Cardiac Intensive Care Unit (SICU): Rooms 270–279

3 Tower

- Neurological Intensive Care Unit (Ne-ICU): Rooms 301–312

Care is provided by a multidisciplinary team that includes the physician, nurse practitioner, nurse, respiratory therapist, dietitian, social worker, clergy and numerous ancillary workers.

Communication

Designating a Spokesperson

Visitors should choose one primary spokesperson or contact to communicate with our physicians and nurses about your loved one. This person can share information and updates with others. Please provide the telephone number(s) for this person so we can reach him or her. If we receive outside calls, we will direct them to this designated contact.

Patient Privacy and Passwords

Federal HIPAA privacy laws only allow information to be shared with authorized people.

Please provide a password when asking for patient information and be careful about sharing this password with others.

Interpreter Services

An interpreter service is available for the hearing impaired and non-English-speaking guests. Ask your nurse or the concierge for these services.

Questions for the Healthcare Team

We encourage you to ask questions privately outside the patient room or in a designated area. Our physicians try to meet with families daily to update them on the patient's progress. Families should make a list of questions for the physician and ask them during this time.



Visitation Guidelines and Procedures

Visiting Hours

- 10 AM to 6 PM, only two visitors at a time are allowed.
- 8:30 PM to 6 AM, only one visitor is allowed.
- For your health, we encourage you to go home and rest in the evenings.
- Children under age 12 are not permitted to visit patients in the ICU.
- Special visiting requests for children under age 12 or for close friends are considered by the physician and nurse manager/charge nurse on an individual basis.
- Call the nursing staff using the telephones in the waiting area or near the ICU doors for visitor approval.
- Only one adult family member (age 18 or older) is permitted to stay in a patient's room overnight for patients age 18 and younger.
- All visitors must remain in the patient's room while visiting the patient.
- Beds, linen and bathing accommodations cannot be provided for family members.
- Visitors are not permitted to use patient bathrooms or other patient facilities.
- Use the ICU waiting areas for gathering and talking with others. Please do not linger at the nurses station or in the hallways.
- Visitors are not allowed during unit emergencies.
- Visitors may be asked to leave when patient care is being given. Nursing staff will explain why to visitors.
- There may be times during visitation when visits are restricted or suspended for the patient's recovery.
- If, at any time, the hospital staff feels a visitor is being disruptive and/or is a threat to the care and safety of patients, visitors or hospital team members, that visitor will be asked to leave the hospital.
- Food and drinks are prohibited in ICU patient rooms.
- No live plants or cut flowers are allowed in the ICU.
- Please obtain approval from the nurse before using any electrical devices.
- Do not visit if you have had a fever, chills, sore throat, cough, vomiting or diarrhea in the previous 48 hours.



You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak up! If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

ICU Waiting Room

Family and friends should wait in the ICU waiting room. Nurses and physicians will look for family members in the waiting room if they have questions or need to speak with them. During regular hours, a concierge is available to answer phones and your questions, and to give directions through the facility.

Please be courteous and use an inside voice while using your phone in the waiting room. Small food items, such as drinks and small snacks, are allowed in the waiting room. You also may use the Courtyard Cafeteria located in the basement.

Ask Yourself

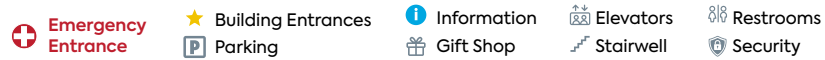
Is there anything else the hospital should be aware of to improve my care experience?

Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

Level G - Ground Floor

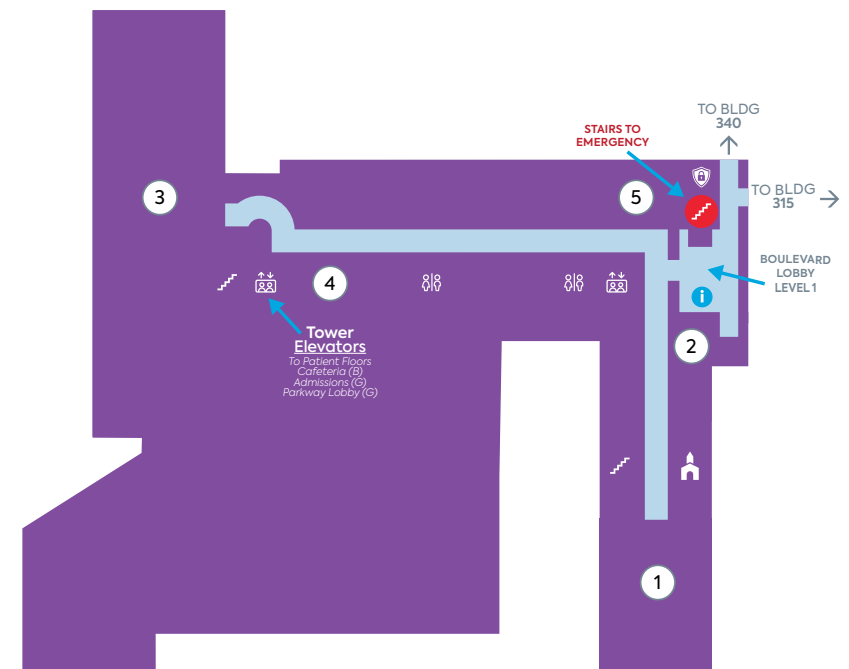


Hospital Destinations & Locations



- ① Admissions
- ② Cath Lab
- ③ Emergency Department

Level 1 - First Floor



Hospital Destinations & Locations



- ① Administration
- ② Human Resources
- ③ Imaging
- ④ Imaging Reception
- ⑤ Medical Records

Say Thank You to Your Caregiver

Through the World-Class Caregiver Program, you can recognize your caregiver team and support them as they continue to deliver compassionate, patient-centered care to Wellstar patients across all our communities.

To make a contribution in honor of the doctors, nurses, housekeepers, volunteers and other team members who make an exceptional difference in the lives of all our patients, visit wellstar.org/wccg or call (770) 956-GIVE (4483).

“I recently went through an open-heart surgery. During my stay, the staff took very good care of me and helped me recover. I wanted to be able to personally thank the staff for helping me during my time of need.”

Mr. Vivek D

On behalf of the Wellstar Foundation, we would like to express our sincere gratitude for your donation. The Wellstar Foundation is a nonprofit 501(c)(3) organization and all gifts are tax deductible as allowed by law. The Wellstar Foundation’s Tax ID # is 58-1627413.

Give Now

Visit wellstar.org/wccg to give a gift of honor and appreciation.

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 (678) 688-5975. 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
Website: www.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:

www.medicare.gov/hospitalcompare/search.html

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

- Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- DNV GL Healthcare: www.dnvglhealthcare.com
- The Joint Commission: www.qualitycheck.org

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.

Refuse treatment to the extent permitted by law.

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

Personal Safety

Expect safety related to hospital and office practices and environment.

Access Community Protective Services

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

Information

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

Know the names and roles of caregivers.

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

Be informed of actual outcomes, including unanticipated outcomes.

Pain Management

Expect appropriate assessment and management of pain.

Ethical Standards

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

Transfer and Continuity of Care

Expect that the physician and/or the hospital will provide necessary health services to the best of their ability. If a transfer is recommended,

you will be informed of the benefits and the alternatives. You will not be transferred without your consent and until the other institution and/or physician agrees to accept you.

Understand Charges

Be billed fairly for those services provided.

Request an itemized bill for services rendered.

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

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

Understand Rules and Regulations

Know about Wellstar Health System rules that affect your treatment.

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact Patient Experience at (678) 688-5975.

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.

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, please contact Wellstar's 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 <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

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 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 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.



Wellstar[®]

Wellstar Atlanta Medical Center

303 Parkway Drive NE, Atlanta, GA 30312
(404) 265-4000