Welcome to Wellstar Atlanta Medical Center South (AMC South).

We are pleased you and your physician selected us to provide your medical care, and truly believe we are the right choice. At AMC South, 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, or inside the hospital, call ext. 6073. I also am always happy to hear from you at (404) 466-1104, or inside the hospital, call ext. 1104.

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

Sincerely,
Tom Morris
Assistant Vice President of Operations
Wellstar Atlanta Medical Center South
tom.morris@wellstar.org

About Us

Wellstar Atlanta Medical Center South (AMC South) has been serving the healthcare needs of South Fulton County for more than 50 years. As a community-based hospital, AMC South’s 24-hour Emergency Department is one of the busiest in the region. Our imaging services, located at AMC South and Camp Creek, offer the latest diagnostic tools, including the widest MRI scanner in Georgia.

AMC South is a proud member of Wellstar Health System. Wellstar, the largest health system in Georgia, is known nationally for its innovative care models and is focused on improved quality and access to healthcare. Wellstar is dedicated to reinvesting back into the community with innovative treatments, state-of-the-art technology and facilities. Our vision is to deliver world-class healthcare to every patient, every time.
Wellstar Phone Directory

Key Numbers:
- Main: (404) 466-1170
- Case Management: (404) 466-8300
- Hospital Operator: 0
- Patient Relations/Concerns: (404) 265-6073
- Rapid Response: (404) 466-1277

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

Other Hospital Services:
- Admissions: (404) 466-1325
- Cashier: (404) 466-1347
- Central Scheduling: (404) 265-3500
- Concierge Services: Ext. 1283
- Dietary Services: (404) 466-8462/8485
- Environmental Services: (404) 466-8632
- Gift Shop: (404) 466-1270
- Financial Assistance: (404) 466-4317
- Medical Records (HIM): (404) 466-8100
- Outpatient Registration: (404) 466-1325
- Pastoral Care: (404) 466-1274/1275
- Patient Account Billing: 1 (866) 904-6871
- Pre-Admit Testing: (404) 466-8402
- Security: (404) 466-1911
- Volunteer Services: (404) 466-1291

Learn More
For more information on the resources available at Wellstar, visit wellstar.org.

Fast Facts About Your Stay

Your Guide to the Most Frequently Asked Questions

ATM
An ATM is located on the main level near the Human Resources office.

Cafeteria
Location: Ground Level, Tower Building
Weekday Hours:
- Breakfast: 6:30 AM - 9:30 AM
- Lunch: 11 AM - 2 PM
- Dinner: 4 PM - 7 PM

Weekend Hours:
- Breakfast: 6:30 AM - 9:30 AM
- Lunch: 11 AM - 1:30 PM

Our Nutritional Services team is available for special requests from 6:30 AM to 6:30 PM seven days a week.

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 communication board with the name and phone number of your nurse listed. To keep you informed, your nurse will discuss your plan of care and goals for the day with you.

Cellphones
Out of respect for other patients and family members, please keep your cellphone on silent or vibrate while in the hospital.

Chapel
For spiritual reflection and meditation, our chapel is located on the main level across from the gift shop. Spiritual health services are available Monday through Friday from 9 AM to 5 PM. Our chaplain team members can be reached at (404) 466-1274 or (404) 466-1275, or inside the hospital, call ext. 1274 or ext. 1275.
**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 (404) 466-8632, or inside the hospital, call ext. 8632. Your service request will be taken care of as soon as possible.

**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: Main level near the 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 except for procedural or therapeutic reasons. A member of the Wellstar staff will escort you whenever you leave your medical unit for a procedure or any other reason. If you leave the unit without our knowledge, we cannot ensure your safety or that you are receiving timely medical care.

**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.

**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.

**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) 466-8462, or inside the hospital, ext. 8462.
Parking
We have a parking garage for patients and visitors that is available 24 hours a day, seven days a week. Please do not park in restricted areas, and make sure to lock your car. If you need help with your vehicle or an escort to your car at night, please call security at (404) 466-1911, or inside the hospital, call ext. 1911. Free parking is available for all Emergency Department patients.

Parking Rates
- 0–30 minutes: $1
- 31–60 minutes: $2
- 61–120 minutes: $3
- 121 minutes–24 hours: $4

Rates repeat after 24 hours. Deck hours are from 7 AM to 9 PM. All major credit cards are accepted.

Valet Parking
AMC South offers free valet parking to patients using our Surgery Center. The valet is located behind the hospital and can be accessed via Felton Drive or Norman Berry.

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
The Security Department is staffed 24-hours a day by officers who care about your safety and well-being. Security personnel can be reached at (404) 466-1911, or inside the hospital, call ext. 1911. Access to the hospital after 9 PM is available through the Emergency Department only.

To retrieve your valuables, please ask your nurse. Valuables also may be retrieved 24-hours a day, 7-days a week by calling Security.

Telephone
All patient rooms have phones. For local calls, dial 9 and the phone number. Patient rooms can be reached directly by dialing (404) 466 and the room number.

Television
Each patient room has a television. Please be considerate of others by keeping the volume down. 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 experience technical problems with your TV, please call the Engineering Department at (404) 466-7378, or inside the hospital, call ext. 7378. Assistance from the Engineering Department is available Monday through Friday from 7 AM to 3:30 PM. After hours, please speak to your nurse.

Tobacco Free
All Wellstar locations are tobacco-free environments. Tobacco use is not allowed anywhere on Wellstar property. Patients are not allowed to leave the facility to smoke or use other tobacco products. If you are a smoker or tobacco user and need cessation help during your stay, ask your nurse to contact your doctor to get nicotine replacement therapies to help you with withdrawal symptoms.

Vending Machines
Vending machines throughout the hospital are available 24-hours a day for beverages and snacks.
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 9 PM. Emergency Department doors are open 24-hours a day, 7-days a week.
- In general, visiting hours are from 6 AM to 9 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 Intensive Care units.
- 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 Critical Care Unit, the Emergency Department and Surgery.
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?

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 1 - First Floor

Hospital Destinations & Locations

- Emergency Entrance
- Building Entrance
- Gift Shop
- Restrooms
- Parking
- Elevators

1. Administration
2. Admissions
3. Emergency Department
4. Lab Services
5. Medical Arts Building
6. Outpatient Services
7. Radiology
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.
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.

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.