



Patient Guide
Key Information
for Your Stay

Wellstar Cobb Hospital

3950 Austell Road SW, Austell, GA 30106

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 and pay invoices
- Streamline registration
- Store real-time information
- Participate in Share Everywhere

How to Get Started:

You can sign up for a Wellstar MyChart account at any of our Wellstar facilities or register online at mychart.wellstar.org.

- If you have been assigned an activation code, select "Sign Up (I have a code)."
- If you do not have a code, select "Sign Up (I don't have a code)," and request an activation code. Check your email for your MyChart activation code.

Download the MyChart app from the App Store or Google Play today.

For more information about MyChart, please call the MyChart Help Desk at (470) 644-0419.



Welcome

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

If there is anything you need to further meet your expectations, please contact Patient Relations at (470) 732-4013. I also am always happy to hear from you.

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

Sincerely,
Callie Andrews
Wellstar Cobb Hospital President
callie.andrews@wellstar.org

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

Key Numbers:

Main	(470) 732-4000
Care Coordination	(470) 732-4006
Patient Relations/Concerns	(470) 732-4013
Rapid Response	(470) 245-4911

Other Hospital Services:

Administration	(470) 732-5038
Admissions	(470) 732-3700
Cashier	(470) 732-3724
Concierge Services	(678) 945-8780
Dietitian	(470) 732-3790 or ext. 54650
Environmental Services	(470) 732-3950
Food Service	(470) 245-4661
Gift Shop	(470) 732-3606
Operator	0
Outpatient Therapy	(470) 732-4100
Pastoral Care	(470) 732-3780
Patient Information	(470) 732-3600
Patient Relations	(470) 732-4013
Rehabilitation Unit (Inpatient)	(470) 732-4365
Retail Pharmacy	(470) 732-2111 Fax: (866) 360-8979
Room Service	ext. 21900
Security	(470) 732-3990
Volunteer Services	(470) 732-3605

Main Street Café

Located on the Main Level near the South elevators.

Weekday Hours:

Breakfast: 6 AM – 10 AM
Lunch and Dinner: 11 AM – 8 PM
(grill closes at 7 PM)
Late Night: 10 PM – 2 AM

Weekend and Holiday Hours:

Breakfast: 6:30 AM – 10 AM
Lunch: 11 AM – 2 PM
Dinner: 4 PM – 8 PM
Late Night: 11 PM – 2 AM

Cafés

Cobbuccino Café

Located in the hospital front lobby. Starbucks coffee, sandwiches, salads and baked goods are available.

Hours: Monday through Friday: 6 AM – 9 PM
Saturday and Sunday: 6:30 AM – 7 PM

Cobbiano's Café

Located in the Women's Center on the first floor. Sandwiches, salads and pizza are available.

Hours: Monday through Friday: 12 PM – 7 PM

Gift Shops

The Gift Shop at Cobb

Located in the main-floor lobby.

The Women's & Children's Shoppe

Located in the Women's Center.

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.

Parking

Parking passes may be purchased at parking lot gatehouses. If you need assistance with your vehicle or would like an escort to your car at night, please call Security at ext. 23990.

Fast Facts About Your Stay

Retail Pharmacy

Pharmacy

Located on Main Street between the main entrance and the cafeteria.

Hours: Monday through Friday: 7 AM – 8 PM

Saturday: 10 AM – 2 PM

Most major insurances accepted.



Spiritual Health

Chaplains help patients and families with emotional and spiritual needs. The Spiritual Health office is open during regular business hours. Call (770) 732-3780. After hours, call the hospital switchboard and ask for the on-call chaplain. An interfaith chapel is located on the main floor at Main Street #10. Located across the street from Wellstar Tranquility, the Pete Wood Garden is also available to everyone.



Tobacco Free

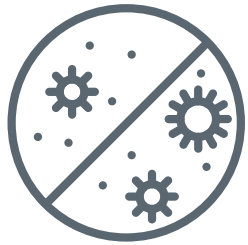
All Wellstar locations are tobacco-free environments. Tobacco use is not permitted anywhere on Wellstar property. Patients are not allowed to leave the facility to smoke or use other tobacco products, including e-cigarettes. If you need cessation assistance during your stay, we offer nicotine replacement therapies to help you with withdrawal symptoms.

TV Channels

5	Trinity*	39	TNT HD
7	Scrolling TV Guide	40	TBS HD
8	In-House Hotel Channel	41	A&E HD
9	WSB-HD	42	Syfy HD
10	WUVM-LP	43	Discovery HD
11	WAGA-HD	44	FX HD
12	WGTV-HD	45	CBS College Sports*
13	WXIA-HD	45	AMC HD
14	WPXA-HD	46	WE HD
15	WPCH-HD	47	truTV HD
16	WPBA-HD	48	COMEDY HD
17	WGTA-SD	49	Fox Movie Channel*
18	WUVG-HD	49	GSN HD
19	WATL-HD	50	MTV HD
20	WGCL-HD	51	VH1 HD
21	WKTB-HD	52	BET HD
22	WDTA-LD	53	History HD
23	WATC-HD	54	HGTV HD
24	WHSG-SD	55	Food Network HD
25	ESPNNews*	56	LIFE HD
25	WUPA-HD	57	TLC HD
26	SEC LOC HD	58	FXN Movie*
27	FSNS ATL HD	58	Hallmark HD
28	FSNSE Z1 HD	59	Fox Sports 1*
29	Christian Music*	59	Travel HD
29	ESPN HD	60	ESPN U
30	ESPN2 HD	60	Bravo HD
31	GOLF HD	61	Animal Planet HD
32	Fox News HD	62	National Geographic HD
33	CNN HD	63	LMN HD
34	CNN HN HD	64	E! HD
35	MSNBC HD	65	Disney HD
36	CNBC HD	66	Nickelodeon HD
37	TWC HD	67	Freeform HD
38	USA HD	68	Cartoon Network HD

*Cobb channels not currently included in the Comcast channels.

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.

Superbugs

A “superbug” is a bacterial, viral or fungal pathogen resistant to usual treatments. When superbugs cause infections, there is potential for the infection to last longer and result in serious complications. A few well known “superbugs” include MRSA, ESBL, VRE and CRE. Superbugs may spread from person to person through touching hands or contaminated objects. The best way to prevent the spread of germs is by performing good hand hygiene. Remember, clean your hands thoroughly and often. During your stay, politely remind visitors and healthcare personnel to clean their hands with the readily available alcohol hand sanitizer or soap and water.

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.

The hospital is a place 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.

Three easy ways to give recognition:

WOW

Send your caregiver a quick note acknowledging a small act of kindness. Just ask for a WOW form.

Shining Star

Wellstar regularly honors its Shining Stars—team members who go the extra mile in providing stellar service. Write a note about who gave you great care and what they did, and give it to your charge nurse. This recognition means so much to our healthcare providers.

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 Cobb Hospital is proud to be a DAISY Award Partner, recognizing one of our nurses with this special honor quarterly. Look for nomination forms and collection boxes throughout the hospital.



Become a Wellstar Volunteer

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

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

Ready to make a difference? Call (470) 732-3605 or visit wellstar.org and click on volunteers.

Understanding Your Bill

What you need to know

Your bill reflects all the services you received during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television and charges for special services, which include items your physician orders for you, such as X-rays, laboratory tests and surgical services. Payment of an estimated out-of-pocket account balance is due at the time Wellstar services are rendered. If you're an outpatient/observation patient, please carefully review your Medicare benefits and take note that they differ from inpatient benefits. If you have questions or want to make payment arrangements, please call ext. 23724 and a patient access representative will assist you.

If You Have Health Insurance

We will need a copy of your insurance identification card. We also may need the insurance forms, which are supplied by your employer or the insurance company.

If You Are a Member of an HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures.

You are fully responsible for ensuring that the requirements of your insurance plan have been met. Otherwise, you may assume financial responsibility for the payment of all or an increased portion of charges related to the hospital services rendered. Some physician specialists may not participate in your healthcare plan and their services may not be covered. Deductibles and co-payments also are the responsibility of the patient.

If You Are Covered by Medicaid

We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room, unless medically necessary.

If You Do Not Have Insurance Coverage

If you are unable to present any evidence of healthcare insurance coverage, you then will assume full financial responsibility for payment of all the charges incurred during your stay. A representative from the Patient Access Services Department will help you establish appropriate financial arrangements. In some cases, based on the information provided, patients may apply for other types of financial assistance programs.

Professional Services

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services ordered by your admitting physician, rendered by these physicians in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills. These physicians may not be participating providers in your insurance plan. It is your responsibility to seek information regarding which physicians may or may not be participating. If you have questions about these bills, please call the number printed on the statement you receive.

Wellstar Customer Service Department

Please see us concerning:

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

To reach us by phone:

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

To reach us by email:

online.account@wellstar.org

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

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)

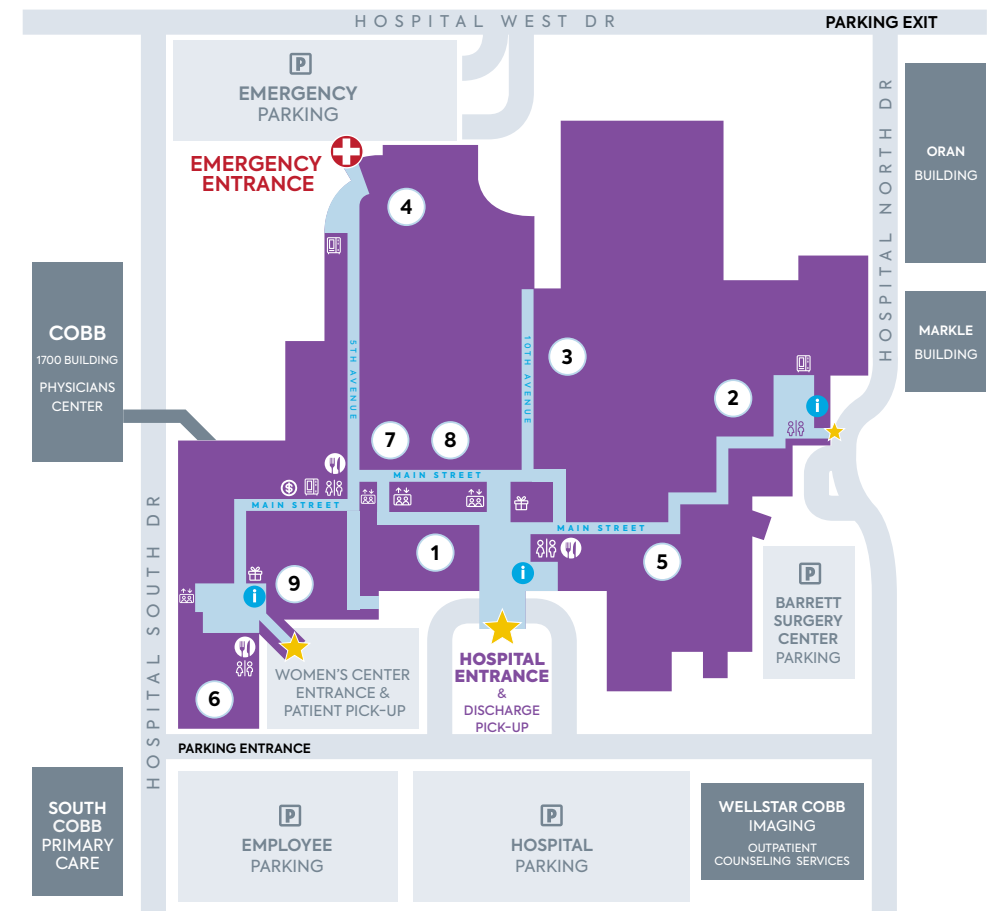
Medicine 2	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

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



HOSPITAL DESTINATIONS & LOCATIONS

- Emergency Entrance
- Building Entrances
- Food/Dining
- Restrooms
- Parking
- Gift Shop
- Vending Machines
- Information
- Elevators
- ATM

- ① Admissions
- ⑤ Medical Imaging
- ③ Vascular Institute
- ② Barrett Surgery Center
- ⑥ Outpatient Burn & Wound Center
- ⑨ Women's Center
- ③ Cardiac Services
- ⑦ Outpatient Lab
- ④ Emergency Department
- ⑧ Pharmacy

Our Commitment to Care

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

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact Patient Experience at (470) 644-7125. You also have the right to file your complaint with either:

Georgia Department of Public Health

2 Peachtree St. NW, 15th Floor
Atlanta, GA 30303
(404) 657-2700

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 (470) 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.

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 (470) 644-7125.

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>.



Wellstar[®]

Wellstar Cobb Hospital

3950 Austell Road SW, Austell, GA 30106
(470) 732-4000