



Patient Guide  
Key Information  
for Your Stay

**Wellstar Douglas Hospital**

8954 Hospital Drive, Douglasville, GA 30134

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

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

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

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



## Welcome

Welcome to Wellstar Douglas Hospital. We are pleased you and your physician selected us to provide your medical care, and truly believe we are the right choice. At Douglas Hospital, we do everything we can to create a STAR experience for you. That's a phrase we live by every day; we ask ourselves what we can do to make your stay outstanding in every way. If anything does not meet your expectations, please contact Patient Relations at (470) 644-6406. I also am always happy to hear from you.

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

Sincerely,  
Craig Owens  
Senior Vice President  
Wellstar Douglas Hospital President  
[craig.owens@wellstar.org](mailto:craig.owens@wellstar.org)

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

## Key Numbers:

Main	(470) 644-6000
Marilynn's Place (Gift Shop)	(470) 644-6785
Spiritual Health	(470) 644-6140
Patient Relations	(470) 644-6406
Room Service/Nutrition & Food Services	ext. 45121

## Other Hospital Services:

Administration	(470) 644-6370
Business Office	(470) 644-6340
Care Coordination	(470) 644-6793
Health Information Management	(470) 644-6380
Housekeeping	(470) 245-3119
Nursing Administration	(470) 644-6370
Operator/Patient Information	0
Outpatient Surgery	(470) 644-6375
Pharmacy	(470) 644-6290
Security Services	(470) 644-6261
Volunteer Services	(470) 644-4000

## Wellstar MyChart Bedside

Ask your care team about MyChart Bedside. This touchscreen tablet is specifically designed to keep you connected to nearly every aspect of your inpatient care plan. As a Wellstar hospital patient, you'll be able to keep the secure, easy-to-use tablet during your entire stay.

## 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



## Cafeteria

Located on the Ground Floor

### Hours:

Breakfast: 6 AM – 9 AM

Lunch and Dinner: 11 AM – 7 PM

## Gift Shop – Marilyn's Place

Located on the Main Floor

### Hours:

Monday through Friday: 9 AM – 5 PM

Saturday: 10:30 AM – 3:30 PM

Closed Sunday

You can reach the gift shop at ext. 46785. Proceeds are donated back to the Wellstar Foundation. Cash and credit cards are accepted.

## Hearing/Visually Impaired and Interpreters

To ensure good communication, we have hearing/vision 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.

## 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.

## Visitor Information

Visitors can be good medicine for patients. Family members and friends are welcome and encouraged to visit. Please check with your nurse about visiting guidelines.

# Fast Facts About Your Stay

## Visitor Guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

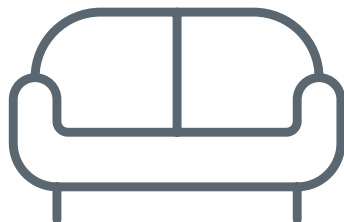
- Do not smoke in patient rooms or anywhere inside the hospital. Tobacco use is not allowed by anyone, anywhere on Wellstar property.
- Please dress appropriately and wear shirt and shoes.
- Do not visit if you have a cold, sore throat or any contagious disease.
- Remember to clean your hands often.
- Keep a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests or treatments, or when the doctor or nurse needs to see the patient.
- Visit lengths depend on the patient's condition. Please be sensitive to the patient's needs.
- Certain inpatient areas may restrict children or limit the age of children allowed to visit. Please check with the nursing staff. Where allowed, children are welcome to visit but should be supervised and quiet at all times.
- If a family member stays overnight, they must be of the same sex in semi-private rooms.

## After-Hours Visiting

All visitors entering Douglas Hospital between 9 PM and 5:30 AM or planning to stay past 9 PM must check in at the visitor management kiosk located in the Emergency Department hallway. Please bring a form of government ID. A Security Services team member will print you a FastPass® photo ID badge. A new pass is required daily for each after-hours visit.

## Family and Visitor Lounges

Family and visitor lounges are on each patient floor and on the first floor of the hospital. Specific areas have been designated for families of patients in the Intensive Care Unit, the Emergency Department and Surgery. Wi-Fi is available in these areas.



## TV Channels

2	WATC	41	TNT
3	WSB	42	USA
4	WAGA	43	FX
6	WXIA	44	NBC Sports
7	Peachtree TV	45	CSS
8	WGTV PBS	46	ESPN
9	WGCL CBS	47	ESPN2
10	WUPA CW	48	Fox Sports South
11	WHSB TBN	49	Golf Channel
12	WPXA ION	50	MTV
13	WATL My TV Network	51	VH1
14	WUVG Univision 34	52	History
15	Azteca American	53	Fox Sports Southeast
16	WPBA PBS 30	54	Freeform
17	SEC ESPN	55	Lifetime
19	Home Shopping Network	56	E!
20	QVC	57	Food Network
21	Ace Atlanta 21	58	truTV
22	D.C. Government	59	HGTV
23	DCTV	60	Travel Channel
24	No Channel	61	Animal Planet
26	ATLMC	62	Cartoon Network
28	SBN	63	Nickelodeon
29	Digital 29	64	Disney Channel
30	C-SPAN	65	TV Land
31	Jewelry TV	66	AMC
32	Weather Channel	67	TLC
33	Bloomberg	68	Comedy Central
34	CNN	69	No Channel
35	HLN	70	Bravo
36	CNBC	71	TV One
37	Fox News	72	BET
38	A&E	74	Syfy
39	TBS	75	Fox Sports 1
40	Discovery Channel		

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.

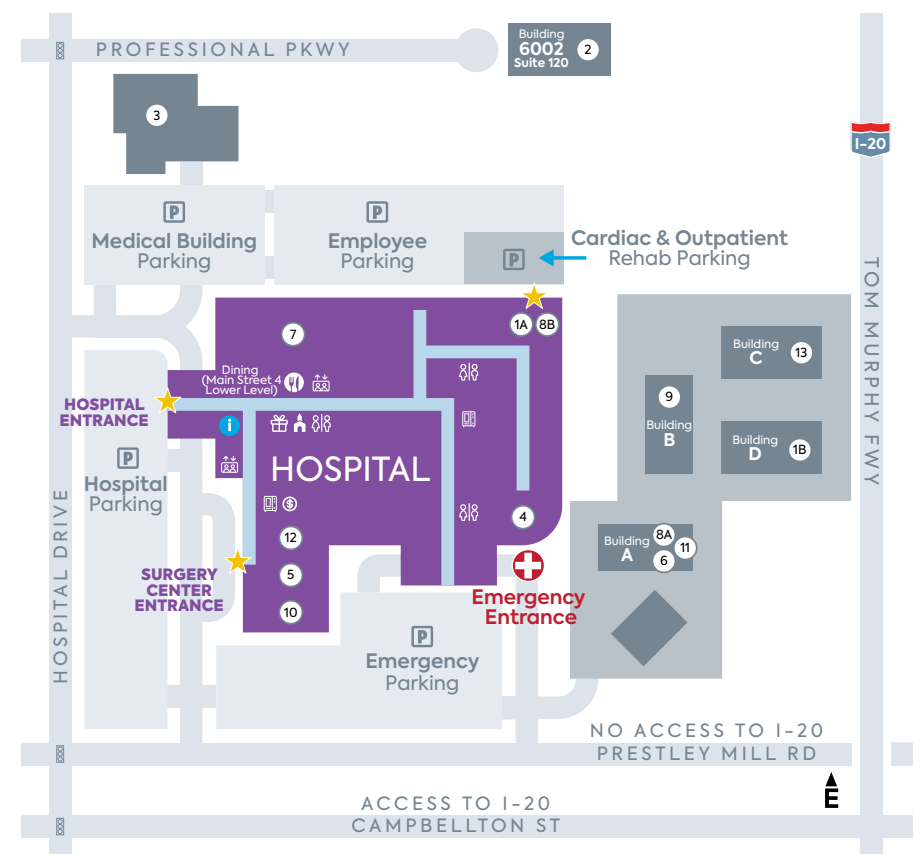
Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



## 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.



### Hospital Destinations & Locations

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

- 1A Cardiac & Outpatient Rehab (Current Location)
- 1B Cardiac & Outpatient Rehab (New Location Late Summer 2020)
- 2 Douglas Imaging Center
- 3 Douglas Medical Center
- 4 Emergency Department
- 5 GI Lab
- 6 Human Resources
- 7 Imaging Center
- 8A Outpatient Infusion (Current Location)
- 8B Outpatient Infusion (New Location Late Summer 2020)
- 9 Outpatient Lab
- 10 Pain Management
- 11 Sleep Lab
- 12 Surgery Center
- 13 Wound Care & Hyperbaric Center

# 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 contact 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](mailto:online.account@wellstar.org)

Online bill payments can be made at: [wellstar.org/billpay](http://wellstar.org/billpay)

## 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) 657-5726

#### Office of Quality and Patient Safety The Joint Commission

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

### Medicare and Medicaid

#### To file a complaint with Medicare:

Go to [medicare.gov](http://medicare.gov) and click the Claims & Appeals tab for more information.

#### To file a complaint with Medicaid:

Contact the Georgia Department of Community Health's Customer Service department at (404) 657-5726 or 5728.

### Want to know how we score?

You can review and compare the quality, care and safety ratings for different hospitals at: Medicare Hospital Compare, which uses HCAHPS results and other data:  
[www.medicare.gov/hospitalcompare/search.html](http://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](http://www.hfap.org)
- DNV GL Healthcare: [www.dnvglhealthcare.com](http://www.dnvglhealthcare.com)
- The Joint Commission: [www.qualitycheck.org](http://www.qualitycheck.org)

### Hearing/Visually Impaired

We have special communication devices and services available for use during your stay. Please speak with your nurse for additional services.

## 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 (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>.

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

## Notes For My Care Team

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**Wellstar**

**Wellstar Douglas Hospital**

8954 Hospital Drive, Douglasville, GA 30134  
(470) 644-6000