



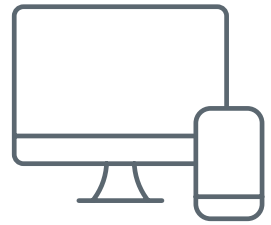
Patient Guide
Key Information
for Your Stay

Wellstar Kennestone Hospital

677 Church Street NE, Marietta, GA 30060

Stay well-connected to your health through MyChart Patient Portal

Healthcare on your schedule and at your fingertips. Sign up today!



Access your health records within our new MyChart patient portal from home or on-the-go using your computer or smart device. With MyChart, your medical information is securely stored and readily available for quick retrieval 24/7 and allows your Wellstar healthcare team swift access to vital information needed at a moment's notice.

MyChart Patient Portal Benefits and Capabilities:

- Safeguards information
- Streamlines registration
- Stores real-time information
- Helps you manage your appointments
- Enables you to request prescription refills
- Gives you access to your test results
- Provides direct communication with your doctor
- Enables you to view statements and pay invoices
- Allows for participation 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/mychart/.

- 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. Once you receive your code via email, refer to the previous instructions.

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



Welcome

It is my distinct honor to welcome you, your family and friends to Wellstar Kennestone Hospital. Having served the community since 1950, our vision is to deliver world-class care to everyone in our local and surrounding communities. Together, we seek to anticipate your needs, tailor your customized care plan and provide the very best experience for everyone who enters our doors.

Leaders here are committed to hearing about your great experiences as well as addressing any concerns you may have. You will be able to share information directly with your caregivers, with managers of the departments or by calling our Patient Relations Team at (770) 793-5171. We take great pride in our caring environment and want to exceed your expectations with every visit. I can be reached at (770) 793-5199.

Sincerely,
Mary Chatman, PhD, RN
EVP, Wellstar Health System
President, Wellstar Kennestone Hospital, Wellstar Windy Hill

Phone Directory

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

Key Numbers:

Main	(770) 793-5000
Care Coordination	(770) 793-7100
Patient Relations/Concerns	(770) 793-5171
Rapid Response	(470) 245-0911 or ext. 50911

Other Hospital Services:

Administration	(770) 793-5170
Patient Admissions	(770) 793-5034
Billing	(770) 793-5082
Patient Information	(770) 793-6000
Cafeteria	2-MENU
Patient Meal Services	(770) 793-5410
Emergency Department	(770) 793-5700
Patient Relations	(770) 793-5171
Environmental Services	(770) 793-6820
Retail Pharmacy	(770) 793-9300
Facilities/Engineering	(770) 793-6900
Security	(770) 793-7777
Gift Shop	(770) 793-5169
Social Services/Discharge Planning	(770) 793-7100
Housekeeping	(470) 245-1672
Support Services	(770) 793-7125
Medical Records	(770) 793-5328
Tower & Church Bistro Restaurant	(470) 793-8192
Nursing Administration	(770) 793-5210
Volunteer Department	(770) 793-7120
Nutrition & Food Services	(770) 793-5354
Wellstar Health Place Fitness Center	(770) 793-7300
Pastoral Care	(770) 793-5005
Women's Shoppe	(770) 793-8004

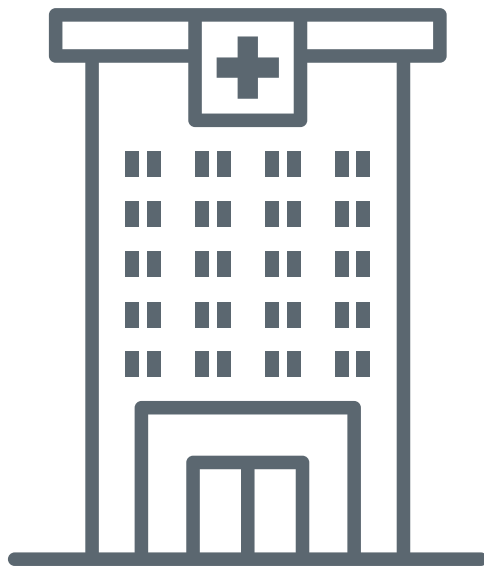
After Your Stay

We are committed to delivering personalized care that values each patient and family member. We recognize your healthcare journey doesn't end when you leave our care, and we will continue to seek your feedback to ensure your safety and satisfaction.

Sometimes patients have questions after receiving care, and that's why we contact you after you leave. We want to make sure your experience with us met your expectations, and that you feel confident and reassured in your healthcare journey.

Within the next three days, you will receive a telephone call that we kindly ask you answer. The call takes only two minutes, and is an outreach from our hospital to ensure you can care for yourself safely once home. The purpose of the call is to address any remaining clinical questions or concerns you have after leaving our facility. Should you have additional questions or issues, one of our nurses will call you to discuss and ensure they are addressed.

In addition to a quick phone call, you will receive a survey by email, text, or phone. This is a two-minute survey aimed at addressing key areas of your experience including communication between your care providers, the environment, medication information, and discharge planning. At Wellstar, we are 100 percent people-focused and value your feedback!



Fast Facts About Your Stay

ATMs

ATMs are located in the Green Tower on Main Street #19 and on Main Street #10 at 10th Avenue #1. Change machines are located at Main Street #19.

Café & Bistro Options

Kennestone Café

Location: Lower level near Green Tower elevators.

Hours: Monday through Friday: 6 AM – 8 PM and 11:30 PM – 3 AM
Saturday and Sunday: 7 AM – 7 PM and 11:30 AM – 3 AM

For the daily menu, dial 2-MENU from your hospital phone. If you're a visitor who'd like to eat in a patient's room, please purchase a guest tray from the cafeteria cashier.

Tower and Church Bistro

Location: Main level, Purple Tower

Hours: Open daily: 6 AM – 9 PM
Closed on holidays
For the daily menu, dial (470) 793-8192

Calm Water Café

Location: Wellstar Cancer Center

Hours: Monday through Friday: 7 AM – 3 PM

Calling Your Nurse

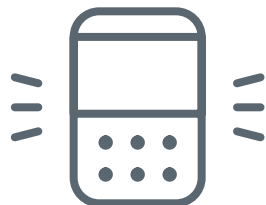
Your room is connected to the nursing station via an intercom system. To call for your nurse, press the red NURSE call button located on your bed or call the extension posted in your room. If you have any questions on how to use the call button, ask a staff member to show you. Each room has a whiteboard where the name and phone number of your nurse is listed.

Caring Bridge

This website is for updating family and friends during your hospital stay. Go to [caring bridge.org](https://www.caringbridge.org) and follow the instructions to create a personalized web page.

Cellphones

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



Environmental Services

Your room is cleaned daily. To conserve water and energy, your bed linens will be changed upon request or as needed. If there is a housekeeping concern in your room, tell your nurse or call ext. 51672.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are and hospital staff will tell you what to do.

Flowers

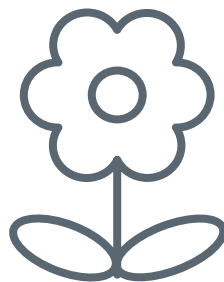
Flowers are delivered to patient rooms by individual florists or volunteers. Please note that flowers are not allowed in Intensive Care units, and no latex balloons are allowed in the hospital.

Gardens

Wellstar Kennestone offers two peaceful gardens for patients and visitors:

The Garden of Courage at the Wellstar Cancer Center

The Healing Garden at Main Street #21 in the Purple Tower



Gift Shops

The Gift Shop

Location: Green Tower visitor's lobby (Main Street #18).

Hours: Monday through Friday: 9 AM – 8 PM

Saturday: 10 AM – 5 PM

Sunday: 1 PM – 5 PM

You also can shop online at wellstarflowers.org.

Call the gift shop at (770) 793-5169.

The Women's Shoppe

Location: Purple Tower (Main Street #22)

Hours: Monday through Friday: 9 AM – 5 PM

This boutique specializes in products for women.

Call The Women's Shoppe at (770) 793-8004.

Fast Facts About Your Stay

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

We offer free Wi-Fi in the hospital. Connect to “WellBee.”

Leaving Your Unit

While a patient in our facility, we ask that you remain on your unit. Never leave the unit without discussing it with the nursing staff. A member of the hospital staff will escort you whenever you leave your medical unit for a procedure or any other reason.

Lost and Found

For lost valuables and electronics, call Security at ext. 37777. For lost personal items, call Environmental Services at ext. 36820.

Mail

Mail and packages will be delivered to you by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your home.

Medicines

Please leave prescription and over-the-counter medicines at home. 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, hospital staff will give them to you.

No Photos or Recordings

Recording video, recording audio and taking photos is prohibited without hospital consent. We ask that you respect patient and staff privacy.

Notary Services

Wellstar notaries are available to notarize healthcare-related documents, at the discretion of the notary.

Parking

Wellstar Kennestone offers a variety of parking options, including valet parking. For more information, including the costs for parking, call Security at ext. 37777.

Pastoral Care

Our Pastoral Care team is available for support to meet your spiritual, religious and emotional needs. Chaplains are on-site Monday through Friday, 8 AM to midnight, and are on call 24/7. To contact a chaplain, ask your caregiver. You also may call the Pastoral Care office Monday through Friday, 8 AM to 4:30 PM, at (770) 793-5005.

For spiritual reflection and meditation, there are chapels located at Main Street #21, in the Purple Tower on the fifth floor, and on the first floor of the Cancer Center.

Pharmacy

Location: Blue Tower #8

Hours: Monday through Friday: 7 AM – 8 PM

Saturday: 10 AM – 6 PM

Sunday: 11 AM – 5 PM

Most major insurances accepted.

Call (770) 793-9300.



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.

Security and Valuables

Security can be reached at ext. 37777. Access to the hospital after 10 PM is available through the main hospital entrance only.

We recommend you leave valuables at home. However, we can store your valuables in a safe. The hospital is not liable for any loss, damage or breakage of valuables.

Fast Facts About Your Stay

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 replacements.

Telephone

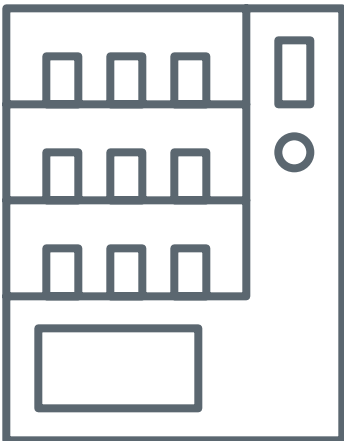
To place a call within the hospital, see p. 3. For local calls, dial 9 and the number. For long-distance and toll calls, dial 9-0 and the number. You can make a credit card call or charge a long-distance call back to your home number.

Patient rooms can be reached directly within the hospital by dialing the following:

- Green Tower:** (770) 793-6 + room number
- Purple Tower:** (770) 793-8 + room number
- Blue Tower East:** (770) 793-9 + room number
- Blue Tower West:** (470) 793-4 + room number

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 using your TV.



Vending Machines

Here you can find beverages and snacks 24 hours a day. Ask any staff member for the location of the nearest machine.

TV Channels

13	Local ABC 2	50	ESPN
14	Local Fox 5	51	ESPN2
15	Peachtree TV	52	ESPN News
16	Univision	53	ESPN U
17	Local CBS 46	54	Bravo
18	Local CW 69	55	Hallmark Channel
19	Local NBC 11	56	Turner Classic Movies
20	CNBC	57	National Geographic
21	CNN		
22	C-SPAN		
23	Fox News		
24	A&E		
25	Discovery Channel		
26	Women's Entertainment		
27	History		
28	Freeform		
29	AMC		
30	E!		
31	Lifetime		
32	Animal Planet		
33	Cartoon Network		
34	Nickelodeon		
35	Disney Channel		
36	TV Land		
37	HGTV		
38	Food Network		
39	CBS Sports		
40	The Weather Channel		
41	FX		
42	SYFY		
43	TBS		
44	TLC		
45	TNT		
46	USA		
47	Game Show Network		
48	MTV		
49	BET		



Visitor Information



Wellstar Kennestone understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). To provide a restful and safe environment, we ask that visitors follow these guidelines:

Visitor Guidelines:

- Smoking is prohibited inside the hospital.
- Please refrain from visiting if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing foods, drinks or other items that might trigger allergies like balloons, flowers or perfume into patient rooms.
- Wash your hands before entering patient rooms.
- Make sure children have a supervising adult with them at all times. Some areas may restrict children or limit the age of children allowed to visit. Please check with the nursing staff.
- Dress appropriately and wear shirts and shoes.
- If a family member stays overnight, he or she must be of the same sex in semi-private rooms.

After-Hours Visiting

All visitors entering Wellstar Kennestone between 9 PM and 5:30 AM, or planning to stay past 9 PM, must check in at one of the visitor management kiosks. 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.

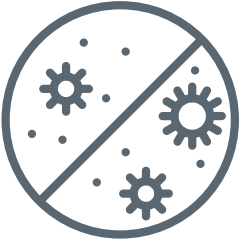
Waiting Areas

Waiting areas for visitors are on each patient floor and on the main floor of each tower. Specific waiting areas have been designated for families of patients in the Critical Care Unit, the Emergency Department and Surgery.

Quiet Time

To provide healing and rest, Wellstar observes quiet times from 2 PM to 4 PM and 10 PM to 6 AM each day. Visitors are encouraged to turn off televisions and cellphones.

Prevent Hospital Infections



According to the U.S. Department of Health and Human Services, 1 in 25 patients gets a healthcare-associated infection while staying at the hospital. Often, these happen because hospital procedures and equipment can expose internal parts of your body to germs. The chart below lists common infections and steps you can take to prevent them.

Common Hospital Infections

Type	How It Starts
Catheter-associated urinary tract infections (UTIs)	Germs enter your urinary tract when you have a tube (catheter) to drain urine.
Surgical site infections	Germs affect the site of your surgery – either on your skin or internally.
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.
Ventilator-associated pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.

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.

Symptoms	Prevention
<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.
<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.
<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.
<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.

5 Ways to Fight Infection

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.

Recognize a Great Caregiver

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 Kennestone 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, 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

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.

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.

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

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

Medicine Tracker

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

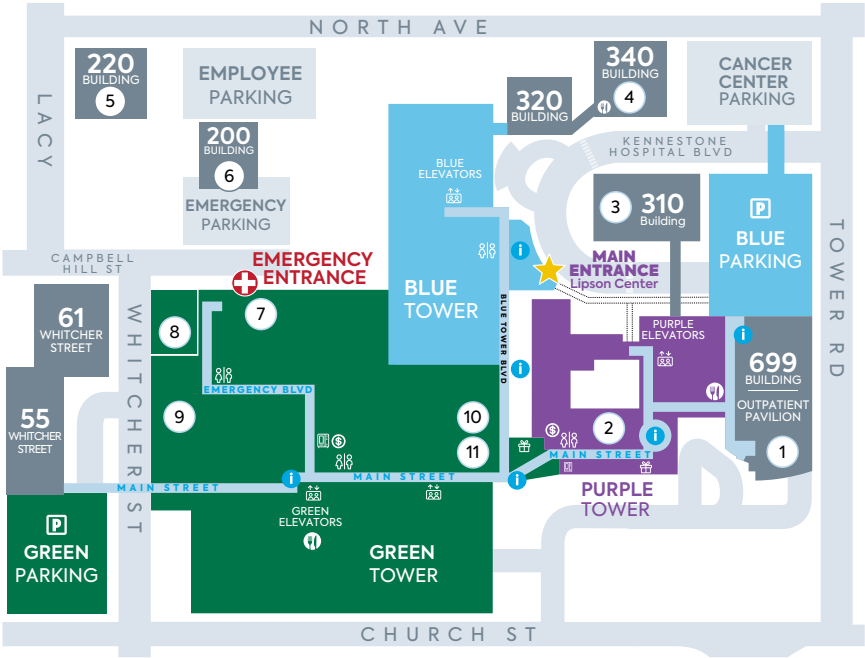
Medicine 3	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

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

Campus Map



Hospital Destinations & Locations

- Emergency Entrance**
- Building Entrance**
- PARKING**
Blue Parking
 (Blue Tower Blvd #4)
 (Main Street #23)
- Green Parking
 (Main Street #1)
- Information**
- FOOD/DINING**
Kennestone Café (Cafeteria)
 Main Street #10 /
 Take Green Elevators
 Down To Floor (LL)
- Tower & Church Bistro**
 (Main Street #23)
- Cancer Center Café**
 (340 Building)
- Gift Shop**
- Elevators**
- Restrooms**
- Vending Machines**
- ATM**

-
- ① Pre-Admission (PATT)
 - ② Admissions/Registration
 - ③ Auditorium
 - ③ NICU
 - ③ Wound Treatment Center
 - ④ Cancer Center
 - ⑤ Nuero PT
 - ⑤ Physical Therapy
 - ⑥ Human Resources
 - ⑦ Emergency
 - ⑧ Ambulatory Care
 - ⑨ Pediatric Emergency Department
 - ⑩ Pharmacy
 - ⑪ Endoscopy

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 (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

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. (Home care: 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.

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

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