



Patient Guide
Key Information
for Your Stay

Wellstar North Fulton Hospital

3000 Hospital Boulevard, Roswell, GA 30076

Welcome



Welcome to Wellstar North Fulton Hospital. We consider it an honor you have chosen us for your healthcare needs and are committed to providing world-class healthcare to every person, every time.

Whether you're a patient, family member or friend, our team members are dedicated to making your experience here a pleasant one. Our 202-bed hospital serves North Fulton and the surrounding community through more than 1,000 employees, 600 physicians and 200 volunteers – all committed to caring for patients with compassion, pursuing excellence and honoring every voice.

This guide is designed to provide you with helpful information during your stay. If you have any questions or need additional assistance, please talk to your nurse, contact our Patient Experience team at (770) 751-2951 or me at the email or phone number below.

Best wishes for your health and well-being.

Sincerely,
Jon-Paul Croom
Wellstar North Fulton Hospital President
Senior Vice President Wellstar Health System
jon-paul.croom@wellstar.org
(770) 751-2512

Phone Directory

Key Numbers:

Main	(770) 751-2500
Rapid Response	(770) 410-4458
Patient Experience	(770) 751-2951
Administration	(770) 751-2512
Billing	(866) 904-6871
Cafeteria	(770) 751-2606
Care Coordination	(770) 751-2743
Gift Shop	(770) 751-2574
Medical Records	(770) 751-2679
Operator	0
Security	(770) 751-2911
Spiritual Health	(770) 751-2960
Volunteers/Patient Escort Services	(770) 751-2601

Calling from inside the hospital? **Dial the LAST FOUR DIGITS only** (does not include billing).



Recognize a Great Nurse



The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Wellstar North Fulton Hospital is proud to be a DAISY Award partner, recognizing one of our nurses with the special honor quarterly. To nominate a nurse, simply fill out this form and give it to your nurse or drop it in the designated dropbox.

Name of nurse:

Unit where this nurse works:

I would like to thank my nurse and share why this nurse is so special:



Azalea Café

The Azalea Café is located on the first floor of Wellstar North Fulton Hospital.

Hours of Operation:

Breakfast: 6:45 AM – 10:00 AM

Lunch: 11:30 AM – 2:00 PM

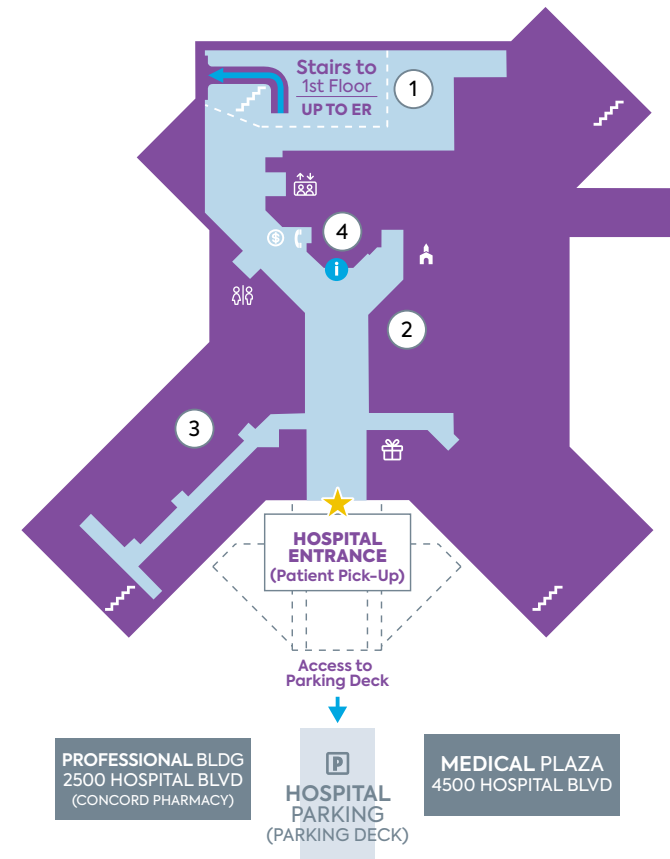
Dinner: 4:30 PM – 10 PM

(770) 751-2606



Wellstar North Fulton Hospital is a **tobacco-free** campus. Tobacco use is not permitted anywhere on the property.

Lower Level - LL

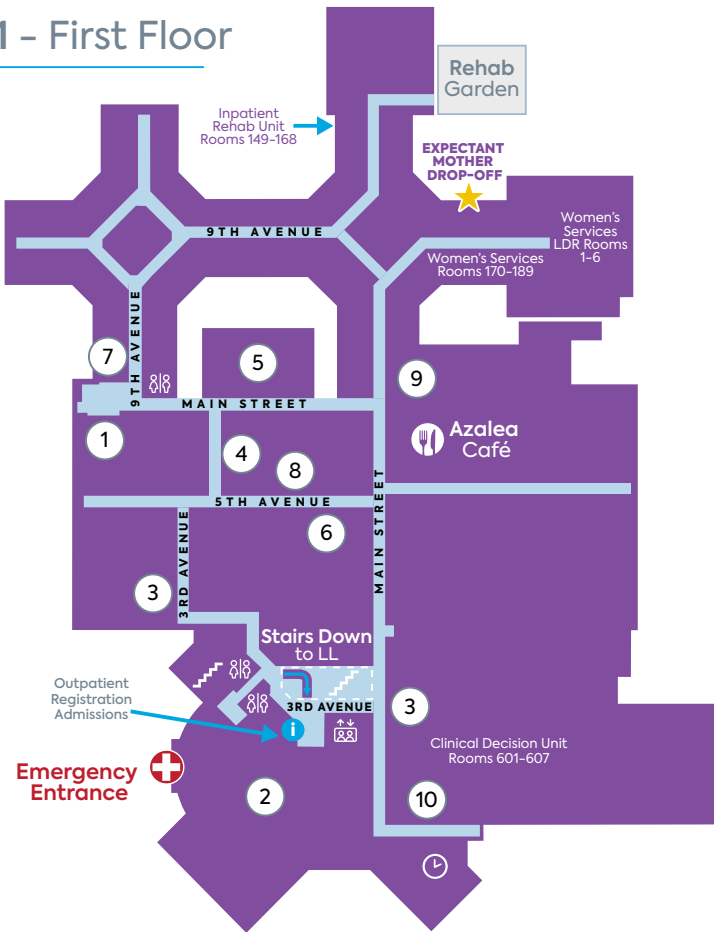


Hospital Destinations & Locations

- | | | | |
|---------------------|--------------|-------------|--------------|
| ★ Building Entrance | 🎁 Gift Shop | 🏛️ Chapel | ☎️ Telephone |
| P Parking | 🚗 Elevators | 🚻 Restrooms | |
| i Information | 🚪 Stairwells | 🏧 ATM | |

- ① Atrium ② Cashier ③ Computer & Education Classrooms ④ Security Classrooms

Level 1 - First Floor

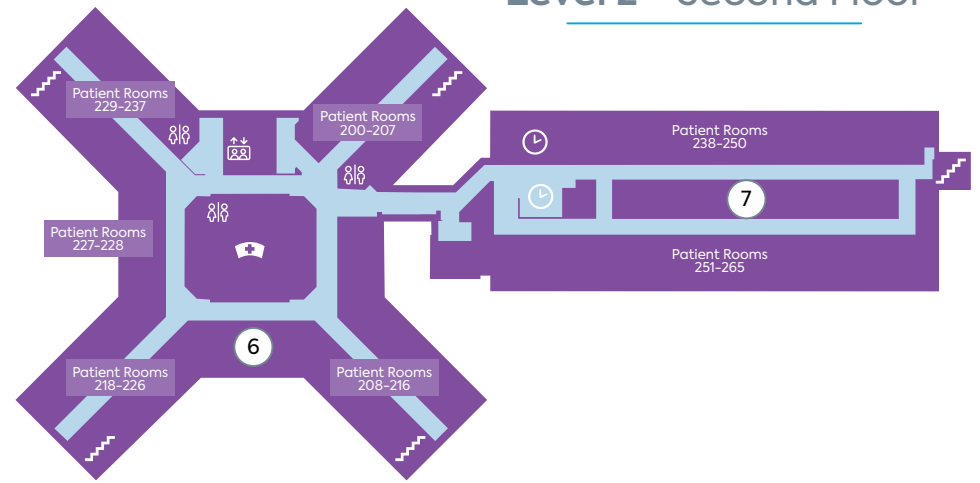


Hospital Destinations & Locations

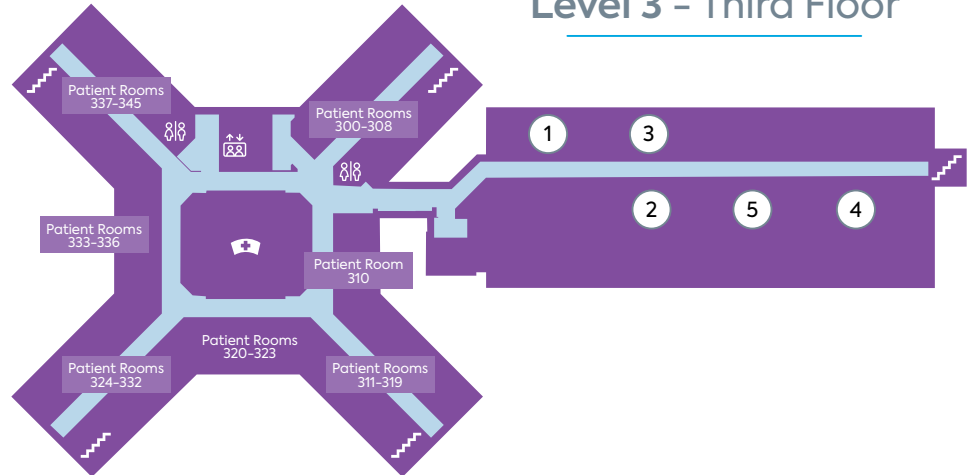
- Emergency Entrance
- Building Entrance
- Elevators
- Waiting Room
- Information
- Stairwells
- Food/Dining
- Restrooms

- ① Administration
- ② Emergency Department
- ③ Lab Services
- ④ Medical Records
- ⑤ NICU
- ⑥ Radiology
- ⑦ Rehabilitation Center
- ⑧ Surgery Center
- ⑨ Women's Services/Labor & Delivery
- ⑩ Wound Care & Hyperbaric Center

Level 2 - Second Floor



Level 3 - Third Floor



Hospital Destinations & Locations

- Elevators
- Stairwells
- Nurses Station
- Restrooms
- Waiting Room

- ① ACE Day Room
- ② Cardiac Rehab
- ③ Case Management
- ④ Cath Lab
- ⑤ Diagnostics/Cardiology
- ⑥ Dialysis
- ⑦ Intensive Care Unit

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 (770) 751-2951. 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.

3	CBS-WGCL	40	HGTV
4	NBC-WXIA	41	GSN
5	CW-WUPA	42	Turner Movies
6	ABC-WSB	43	TV Land
7	FOX-WAGA	44	ABC Family
8	PBS-WGTV	45	Travel Channel
9	MYTV-WATL	46	truTV
10	WGN America	47	Comedy Central
11	Weather Channel	48	E!
12	ESPN	49	Disney Channel
13	ESPN2	50	Nickelodeon
14	FS South	51	Cartoon Network
15	SportSouth	52	Animal Planet
16	FOX Sports 1	53	Discovery Channel
17	Golf Channel	54	MTV
18	MLB Network	55	VH1
19	NBC Sports Network	56	CMT
20	FOX News Channel	57	BET
21	CNN	58	OWN
22	HLN	59	National Geographic
23	CNBC	60	Discovery
24	MSNBC	61	Telemundo
25	TNT	62	Galavision
26	TBS		
27	FX		
28	USA		
29	A&E		
30	AMC		
31	Bravo		
32	Oxygen		
33	TLC		
34	Spike		
35	SYFY		
36	Food Network		
37	History		
38	Lifetime		
39	Hallmark Channel		

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.

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

Planning for Discharge from the Hospital

A successful recovery starts with a solid plan before you go. Reduce your chances of complications and increase your chances for a healthy recovery by taking steps to plan for a successful transition from the hospital.

Choose a friend or family member who will support you during your hospital stay and when you leave the hospital.

Make sure you have the following information before you leave:

- **Discharge Summary**

This includes an explanation of why you were at the hospital, who cared for you, what procedures you had and what medications you were prescribed.

- **Medicine List**

This includes all new and previous prescriptions, over-the-counter medicines, vitamins and supplements. Make sure you know when to take each one and what to avoid taking together.

- **Prescriptions**

Make sure your pharmacy has your new prescriptions and you have a plan to get them filled.

- **Follow-Up Care Instructions**

This includes foods or activities to avoid, tests or appointments to schedule, how to care for incisions or use medical equipment, warning signs to watch for, daily living adjustments and who to call with questions.

- **After-Hospital Services**

Know how much support you'll need bathing, dressing, eating, cooking, shopping, taking medicines, caring for wounds or with other activities.

- **Local Resources**

Talk to your discharge planner for help finding local after-care services or support groups. If you need a rehabilitation facility, nursing home or other service, you'll need time to weigh your options. For help in your area, visit:

- [medicare.gov/nursinghomecompare/search.html](https://www.medicare.gov/nursinghomecompare/search.html)
- [medicare.gov/homehealthcompare/search.html](https://www.medicare.gov/homehealthcompare/search.html)
- [qualitycheck.org](https://www.qualitycheck.org)

Rights and Responsibilities

You, as the patient, have the right to...

Access to Care

Impartial access to treatment or accommodations that are available or medically indicated regardless of color, age, disability, race, creed, sex, national origin, sexual orientation, and gender identity or expression.

Respect and Dignity

Considerate, respectful care at all times and under all circumstances, including reasonable attempts to respect spiritual, religious or cultural beliefs and practices and to make efforts to accommodate whenever possible.

Privacy and Confidentiality

Expect that your personal health information will be protected according to legal and ethical standards related to privacy, security and confidentiality.

Be interviewed, examined and treated in surroundings designed to provide a reasonable expectation of privacy.

Expect that your personal privacy will be respected by: closing doors, curtains and providing adequate coverings/draping to limit patient exposure, knocking or announcing oneself prior to entering patient treatment room/curtained area.

Respect the presence of one's own gender during certain parts of a physical examination, treatment or procedure done by someone of the opposite sex. (Homecare: Patient care is delivered in the privacy of the client's environment. Patient privacy and confidentiality are taken into consideration when care is rendered. When requested by the patient, efforts will be made to arrange for staff of same gender.)

Expect that conversations/interviews related to your care will occur in an area designed to provide privacy and include only those with a specific "need to know." If information is considered to be of a sensitive or personal nature, the patient will be taken to a private area prior to discussing/obtaining such information.

Expect that protected health information that is displayed/posted in publicly accessible areas will be limited to the minimum amount necessary for the permitted purpose (i.e., limit information posted outside treatment room to name only; limit information on sign-in logs to time, patient name and physician name).

Have your medical records accessed and discussed only by those directly involved in your care, in the monitoring of the quality of care or those so designated by the patient.

Request the right of access to review, inspect and obtain a copy of your protected health information and have this information explained, except when restricted by state or federal law.

Participate in Treatment Decisions

Be informed and participate in decisions concerning your care.

Be given a clear and understandable explanation of procedures, including the reason why a procedure is needed, the risks and benefits, probability of success and possible alternatives.

Complete an advance directive to indicate your treatment preferences should you become unable to make your own decisions in the future.

Refuse treatment to the extent permitted by law.

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

Personal Safety

Expect safety related to hospital and office practices and environment.

Access Community Protective Services

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

Information

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

Know the names and roles of caregivers.

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

Be informed of actual outcomes, including unanticipated outcomes.

Pain Management

Expect appropriate assessment and management of pain.

Ethical Standards

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

Transfer and Continuity of Care

Expect that the physician and/or the hospital will provide necessary health services to the best of their ability. If a transfer is recommended, you will be informed of the benefits and the alternatives. You will not be transferred without your consent and until the other institution and/or physician agrees to accept you.

Understand Charges

Be billed fairly for those services provided.

Request an itemized bill for services rendered.

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

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

Understand Rules and Regulations

Know about Wellstar Health System rules that affect your treatment.

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact Patient Experience at (770) 751-2951.

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 ocrportal.hhs.gov/ocr/smartscreen/main.jsf.



Wellstar[®]

Wellstar North Fulton Hospital

3000 Hospital Boulevard, Roswell, GA 30076
(770) 751-2500