On behalf of our team members, physicians and volunteers, it is our pleasure to welcome you to Wellstar Spalding Regional Hospital. We know you have a choice, and we appreciate you choosing us as your healthcare provider.

A hospital stay can be a stressful situation for you and your family. Our staff is dedicated to making your stay with us as comfortable as possible and ensuring you have the best patient experience possible. We encourage you to be involved in your care. Ask your nurse, caregiver or physician questions about your treatment and let us know how we can better serve you.

I hope that you and your family find the information contained in this booklet helpful. If you have any questions, please speak with any one of your nursing staff or the nursing director on your unit.

Thank you for choosing Spalding Regional Hospital.

Sincerely,
Tamara Ison
Senior Vice President
Wellstar Spalding Regional Hospital President
tamara.ison@wellstar.org
Wellstar Phone Directory

Additional Resources for Medical Care

**Key Numbers:**
- Main: (770) 228-2721
- Emergency Department: (770)-233-2000
- Rapid Response Team: Ext. 1234
- Medical Records: Ext. 6940
- Patient Concerns: Ext. 6464
- 1st Floor Nursing Unit: Ext. 6960
- 2nd Floor Nursing Unit: Ext. 6920
- 3rd Floor Nursing Unit: Ext. 6930
- Gift Shop: Ext. 3152
- Hospital Operator: 0
- Human Resources: Ext. 6919
- Patient Access and Registration: Ext. 6355
- Security: Ext. 2418
- Women’s Services (Maternity): Ext. 6201

**Other Hospital Services:**
- Administration: (770) 228-2721
- Billing Questions: (470) 245-9998
- Human Resources: (770) 229-6918
- Operator: 0
- Security: (678) 688-2418
- Spiritual Health: (770) 223-2057
- Volunteers: (770) 228-2721

**Wellstar Medical Group General Surgery**
619 South 8th Street | Suite 301
Griffin, GA 30224
(770) 229-6072

**Wellstar Medical Group Ear Nose & Throat**
619 South 8th Street | Suite 304
Griffin, GA 30224
(470) 956-4370

**Wellstar Center for Sleep Medicine**
223 West College Street | Suite B
Griffin, GA 30224
(770) 467-6150

**Wellstar Center for Wound Healing & Hyperbaric Medicine**
619 South 8th Street | Suite 104
Griffin, GA 30224
(770) 467-1224

**Wellstar Spalding Center for Rehabilitation**
747 South 8th Street | Suite D
Griffin, GA 30224
(770) 229-6498

702 US-341 South
Barnesville, GA 30404
(770) 358-0715
TV Channels

2  WATC/Ind. 57
3  ABC-WSB
4  FOX-WAGA
6  NBC-WXIA
7  Peachtree TV/Ind. 17
8  PBS-WGTV
9  CBS-WGCL
10 CW-WUPA
11 TBN-WHSG
12 ION-WXPA
13 My Network
14 Univision
15 WGN/Ind. 9
19 Home Shopping Network
20 QVC
22 Access
25 Access
26 Access
30 C-SPAN
32 The Weather Channel
33 TLC
34 CNN
35 CNN Headline News
36 CNBC
37 Fox News
38 A&E
39 TBS
40 Discovery Channel
41 TNT
42 USA
43 FX
44 Versus

Campus Map

Hospital Destinations & Locations

1  Administration
2  Ambulatory Services
3  Cardiac Cath Lab
4  Emergency Department
5  Human Resources
6  Imaging
7  Intensive Care Unit (ICU)
8  Lab
9  Medical/Surgical/ Joint Replacement Center
10 MRI
11 Registration
12 Rehab Services/Dialysis
13 Respiratory/Cardiopulmonary
14 Surgery
### Hospital Destinations & Locations

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1. Administration  
2. Ambulatory Services  
3. Cardiac Cath Lab  
4. Emergency Department  
5. Human Resources  
6. Imaging  
7. Intensive Care Unit (ICU)  
8. Lab  
9. Medical/Surgical/ Joint Replacement Center  
10. MRI  
11. Registration  
12. Rehab Services/Dialysis  
13. Respiratory/Cardiopulmonary  
14. Surgery
Our Commitment to Care

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

During Your Stay
Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact Patient Experience at (678) 688-5975. You also have the right to file your complaint with either:

Georgia Department of Public Health
2 Peachtree St. NW, 15th Floor
Atlanta, GA 30303
(404) 657-2700

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: (630) 792-5636
Website: www.jointcommission.org,
then click “Report a Patient Safety Event”

Medicare and Medicaid
To file a complaint with Medicare:
Go to medicare.gov and click the Claims & Appeals tab for more information.

To file a complaint with Medicaid:
Contact the Georgia Department of Community Health’s Customer Service department at (404) 657-5726 or 5728.

Want to know how we score?
You can review and compare the quality, care and safety ratings for different hospitals at: Medicare Hospital Compare, which uses HCAHPS results and other data: www.medicare.gov/hospitalcompare/search.html

You also can find information on hospitals through these accrediting organizations:
  • Healthcare Facilities Accreditation Program (HFAP): www hfap.org
  • DNV GL Healthcare: www.dnvghcalthcare.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.

Expect 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.
Understand Charges
Be billed fairly for those services provided.
Request an itemized bill for services rendered.
Ask questions and receive assistance in understanding charges and payment methods.
Receive timely notice prior to termination of eligibility for reimbursement by any third-party payer for the cost of care.

Understand Rules and Regulations
Know about Wellstar Health System rules that affect your treatment.

Concerns?
If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn’t resolved, contact Patient Experience at (678) 688-5975.

You, as the patient, have the responsibility to…
Provide caregivers with accurate and complete information about your health and convey understanding of what is expected in regard to your treatment.
Inform care providers of any safety issues that need attention.
Comply with instructions for your treatment plan. If you believe that you cannot follow through with treatment, you are responsible for telling your physician.
Comply with your hospital or office rules and regulations.
Meet your financial obligations as promptly as possible.
Be considerate of the rights of other patients and personnel in the control of noise, number of visitors and the respect of property.

Wellstar Health System is pleased you selected us as your healthcare provider. We strive to ensure your healthcare experience exceeds your expectations. Our goal is to provide you with world-class healthcare.
Your Privacy Matters

You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?
Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors.
Health insurance companies, HMOs and most employer group health plans.
Certain government programs that pay for healthcare, such as Medicare and Medicaid.

What information is protected?
Information your doctors, nurses and other healthcare providers put in your medical records.
Conversations your doctor has with nurses and others regarding your care or treatment.
Information about you in your health insurer’s computer system.
Billing information about you at your clinic.
Most other health information about you held by those who must follow this law.

What rights do you have over your health information?
Providers and health insurers must comply with your right to:
Ask to see and get a copy of your health records.
Have corrections added to your health information.
Receive a notice that tells you how your health information may be used and shared.
Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.
Get a report on when and why your health information was shared for certain purposes.
File a complaint.

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.