



Patient Guide
Key Information
for Your Stay

Wellstar Spalding Regional Hospital

601 South 8th Street, Griffin, GA 30224

Welcome



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

Our Mission

To enhance the health and well-being of every person we serve.

Our Vision

Deliver world-class healthcare to every person, every time.

Our Values

We serve with compassion.
We pursue excellence.
We honor every voice.

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

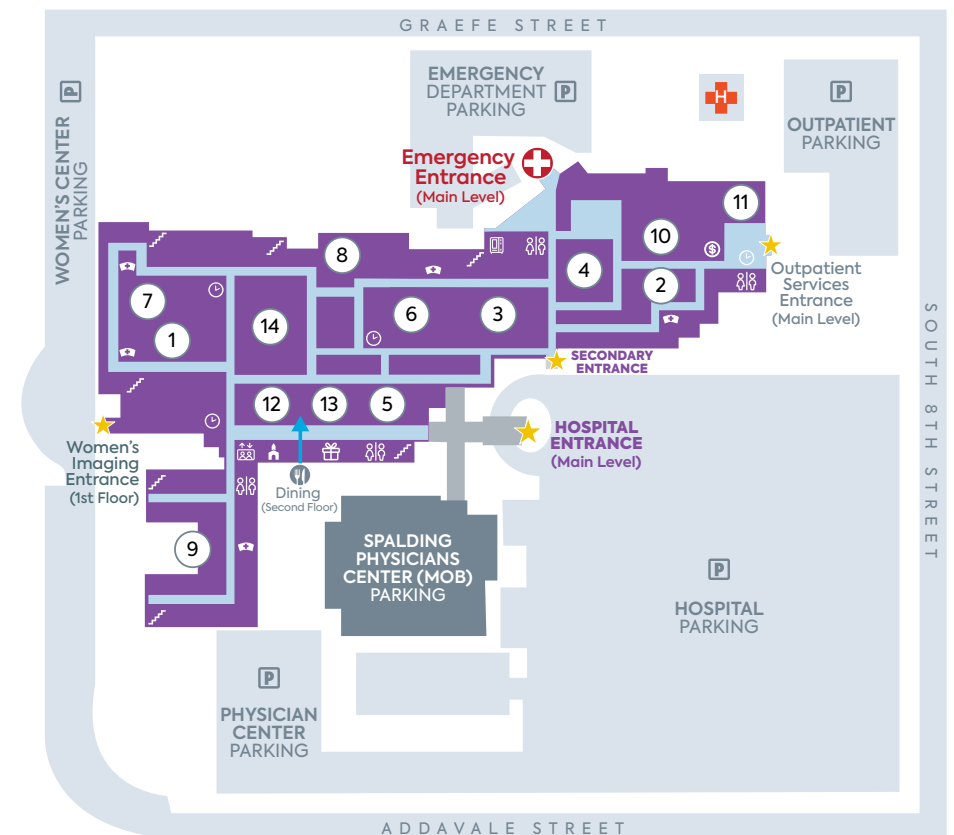
Wellstar Spalding Center for Rehabilitation

747 South 8th Street | Suite D
Griffin, GA 30224
(770) 229-6498

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



2	WATC/Ind. 57	46	ESPN
3	ABC-WSB	47	ESPN 2
4	FOX-WAGA	48	Fox Sports
6	NBC-WXIA	49	Golf Channel
7	Peachtree TV/Ind. 17	50	MTV
8	PBS-WGTV	51	VH1
9	CBS-WGCL	53	SportSouth
10	CW-WUPA	54	Freeform
11	TBN-WHSG	55	Lifetime
12	ION-WXPA	56	E!
13	My Network	57	Food Network
14	Univision	58	truTV
15	WGN/Ind. 9	59	HGTV
19	Home Shopping Network	60	Travel Channel
20	QVC	61	Animal Planet
22	Access	63	Nickelodeon
25	Access	64	Disney Channel
26	Access	65	TV Land
30	C-SPAN	68	Comedy Central
32	The Weather Channel	69	TCM
33	TLC	71	TV One
34	CNN	72	BET
35	CNN Headline News	74	Syfy
36	CNBC	75	Speed Channel
37	Fox News	78	Paramount Network
38	A&E		
39	TBS		
40	Discovery Channel		
41	TNT		
42	USA		
43	FX		
44	Versus		

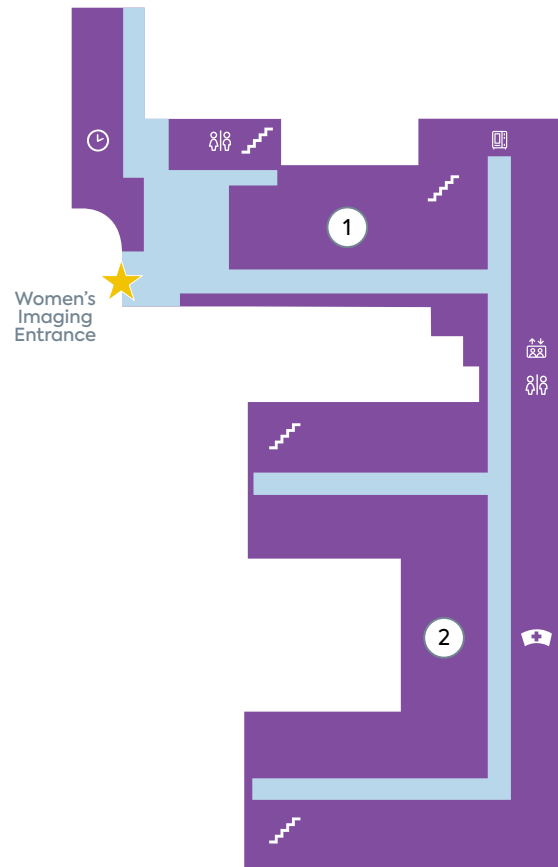


Hospital Destinations & Locations

Emergency Entrance	Building Entrances	Elevators	Restrooms
Parking	Food/Dining	Stairwell	Vending Machines
Gift Shop	Nurses Station	Chapel	ATM
			Waiting Room

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

Level 1 - First Floor



Hospital Destinations & Locations

- ★ Building Entrance
- ⬇️ Elevators
- 🪜 Stairwell
- 👩‍⚕️ Nurses Station
- 🚻 Restrooms
- 📄 Vending Machines
- 🕒 Waiting Room

- ① Classrooms
- ② Oncology

Level 2 - Second Floor



Hospital Destinations & Locations

- ⬆️ Elevators
- 🪜 Stairwell
- 👩‍⚕️ Nurses Station
- 🚻 Restrooms
- 🕒 Waiting Room

- ① Classrooms
- ② Cafeteria
- ③ Environmental Services
- ④ Medical/Stroke Center
- ⑤ Medical Records
- ⑥ Pharmacy
- ⑦ Women's Center

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.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. (Homecare: Patient care is delivered in the privacy of the client's environment. Patient privacy and confidentiality are taken into consideration when care is rendered. When requested by the patient, efforts will be made to arrange for staff of same gender.)

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

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

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

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

Participate in Treatment Decisions

Be informed and participate in decisions concerning your care.

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

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

Personal Safety

Expect safety related to hospital and office practices and environment.

Access Community Protective Services

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

Information

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

Know the names and roles of caregivers.

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

Be informed of actual outcomes, including unanticipated outcomes.

Pain Management

Expect appropriate assessment and management of pain.

Ethical Standards

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

Transfer and Continuity of Care

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

Understand Charges

Be billed fairly for those services provided.

Request an itemized bill for services rendered.

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

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

Understand Rules and Regulations

Know about Wellstar Health System rules that affect your treatment.

Concerns?

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

Notes

Horizontal lines for taking notes.



Wellstar[®]

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