On behalf of our physicians, team members and volunteers, it is our pleasure to welcome you to Wellstar Sylvan Grove 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.

We 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 contact the chief nursing officer.

Thank you for choosing Sylvan Grove.
Sincerely,

Tamara Ison
SVP, Hospital President
tamara.ison@wellstar.org

Sincerely,

Lisa Johnson, MSN, RN
VP, Chief Nursing Officer
lisa.johnson@wellstar.org
Key Numbers:
Main (770) 775-7861
Emergency Department Ext. 235
Medical Records Ext. 239
Nursing Unit Ext. 208
Patient Concerns Ext. 261

Smoking
For the health and safety of our patients, team members and visitors, Sylvan Grove has a tobacco-free campus policy. Tobacco use is prohibited in all hospital buildings, parking lots, entryways and outdoor areas.
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Special Support to Prevent Emergencies
During your stay, you have access to a special service called the Rapid Response Team. You can call this service and a critical care team will check on you or your loved one and provide help before there is a life-threatening emergency.

When to Call Rapid Response:

- Change in heart rate or blood pressure
- Change in respiratory (breathing) rate or oxygen levels
- Change in urine output (much more or less urine)
- Change in mental status or level of consciousness
- Any time you are worried something might be wrong
- Any change in the patient’s condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

How to Call Rapid Response:

**Step 1:**
Contact your nurse or dial 235 on the bedside phone.

**Step 2:**
Tell the operator:
- Your name
- Your room number
- Patient’s name
- Your concern

**Step 3:**
The Rapid Response Team will be sent to your room.
Take Charge of Your Care

Prepare for Surgery
Before your procedure, make sure you and your surgical staff confirm:

• Your name
• The type of surgery you are having
• The body part to be operated on—in fact, hospital staff will mark the correct spot on your body, if applicable. Make sure you or your support person checks that it’s correct.

Take simple steps like these to help prevent medical mistakes:

Check IDs
While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients.

To prevent errors in your care:
Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.

Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transportation or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.
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.
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
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.

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.