

A MESSAGE FROM THE CEO



Welcome to Cartersville Medical Center,

I hope the following information will be helpful during your stay at our hospital. Whether you and your physician(s) planned your admission in advance or you arrived through our Emergency Department, you can feel confident that you are our first priority. Our dedicated, experienced staff of medical professionals is committed to providing you with the best medical treatment and care.

It is important to our hospital staff that your experience at Cartersville Medical Center is comfortable and pleasant. My team and I welcome your suggestions and we are available to answer any questions you may have...just ask.

Thank you for choosing Cartersville Medical Center

Sincerely,

A handwritten signature in black ink, appearing to read "Keith Sandlin".

Keith Sandlin
Chief Executive Officer



ABOUT CARTERSVILLE MEDICAL CENTER

FACILITY OVERVIEW

Serving our community for more than 23 years, Cartersville Medical Center continues to grow and evolve. Built in 1985, the hospital opened to serve Bartow County and surrounding count residents. Since that time, the hospital has grown to 112 beds, has seen major internal and external renovations and now offers state of the art cancer treatment thru The Hope Center.

Over the years, the physician base has also changed. Starting with a small group of doctors, the medical staff of Cartersville Medical Center currently has over 200 members representing a wide array of specialties and subspecialties. All are board certified or board eligible. The hospital's emergency department continues to be very busy treating over 100 patients in each 24 hour period and over 40,000 annually.

While Cartersville Medical Center will always be a community hospital, its services are comparable to those of other hospitals in the metro area, offering a full range of pulmonology, oncology, orthopedic and neurology services.

IF YOU NEED AN ADVANCE DIRECTIVE

We support your right to actively participate in healthcare decision-making. As required by federal law and the Patient Self-Determination Act, we will offer you an informational brochure about advance medical directives upon your admission to the hospital. An Advance Directive states your preferences regarding healthcare decisions, recorded in a legally binding form. These forms are also called a "Living Will" and Durable Power of Attorney for Healthcare." Both documents state your treatment preferences. The Durable Power of Attorney for Healthcare also allows you to name a person who will make healthcare decisions for you, including life support decisions, if your physician certifies that you are no longer able to make your own healthcare decisions.

If you have previously completed an Advance Directive, the registrar will ask you for a copy to be included in your hospital records. If you have not completed an Advance Directive, it is important that you discuss your wishes with your family and others whom you may involve in your healthcare. You should also discuss this with your doctor. Questions about Advance Directive Care can be answered by your nurse, case manager or social worker. You are not required to have an Advance Directive to receive care at our facility.

At Cartersville Medical Center, we recognize the importance of your participation in all aspects of your care. Executing an Advance Directive, such as a Living Will and/or Durable Power of Attorney for Health Care, is one method that you may choose to express your health care choices. Advance Directives are documents written in advance of serious illness which state your choices about medical treatment or name someone to make those choices for you if you are unable to do so.

The Patient Self Determination Act (effective December 1, 1991) mandates that all health care institutions provide adult patients with written information about their rights to make decisions concerning their medical care.

Cartersville Medical Center's Patient Bill of Rights, Patient Responsibilities as well as Living Will and Durable Power of Attorney for Health Care forms are included in this Patient Care Packet for your convenience and information. This in no way indicates that this facility requires or requests you to execute Advance Directive documents. The execution and possession of an Advance Directive is a completely personal choice. The decision is yours.

In accordance with Georgia law, hospital employees cannot witness Advance Directive documents. However, if you have questions or concerns about Advance Directives or are interested in additional information, please speak with a nurse on your nursing unit. They will be glad to assist you.

YOUR RIGHTS AS A PATIENT

PATIENT RIGHTS AND RESPONSIBILITIES

In order to give you the best possible care, we need your help. By being aware of the following rights and assuming the following responsibilities, you can contribute to your care in a positive way. For your information, this is provided to all patients in compliance with Federal and State Laws:

PATIENT'S RIGHTS

RIGHT to reasonable, impartial access to care regardless of race, creed, color, sex, national origin, religion, physical handicap or source of payment for care.

RIGHT to care that is considerate and respectful of your personal values and beliefs.

RIGHT to be informed about and participate in decisions regarding your care.

RIGHT to be informed about the outcomes of care, including unanticipated outcomes or errors.

RIGHT to receive information from your doctor which will enable you to give informed consent for a procedure or treatment. This includes a clear and concise explanation of the procedure and/or treatment to be performed, and the possible risks, benefits and alternatives of the procedure/treatment.

RIGHT to refuse treatment unless otherwise prohibited by law.

RIGHT to have your own physician notified promptly of your admission to the hospital. You also have the right to have a family member or your representative notified of your admission to the hospital.

RIGHT to a reasonable response to your request for service.

RIGHT to leave the hospital against your physician's advice to the extent permitted by law.

RIGHT to expect personal privacy and confidentiality of information. Appropriate confidentiality and discretion shall be used in case discussion, consultation, examination and treatment. Anyone not involved with your care must have your written permission to review your medical record. All communications and records, including source of payment, are confidential.

RIGHT to access information contained in your clinical records within a reasonable timeframe.

RIGHT to expect reasonable safety in the hospital environment.

RIGHT to be informed of hospital rules and regulations applicable to your conduct as a patient.

RIGHT to unrestricted access to communication such as visitors, mail or telephone calls unless your physician or caregivers deem restrictions medically necessary. If restrictions are medically necessary, you have the right to a full explanation and to participate in the decision.

RIGHT to know the identity and job title of people providing your care and to know the doctor responsible for your treatment.

RIGHT to receive a complete explanation of risks, benefits and alternatives if transfer to another facility for healthcare services is necessary.

RIGHT to obtain information about your diagnosis and treatment in terms you can understand.

RIGHT to know if medical treatment is for purposes of experimental research and to consent prior to participation in such experimental research. For any patient, regardless of ability to pay or source of payment for care, participation must be voluntary; the patient has the right to know the risks, benefits, and alternatives to such experimental research; and the patient has the right to refuse participation in experimental research. Your consent or refusal must be documented in your medical record.

RIGHT to designate a decision maker in case you cannot understand proposed treatment or procedures or you are unable to communicate your wishes regarding care.

RIGHT to participate in ethical questions regarding your care that may arise including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials. The Ethics Advisory Committee is available 24 hours a day through the Nursing Supervisor. The purpose of this committee is to assist you and your family with difficult decisions where there are no clear-cut answers.

RIGHT to formulate Advance Directives (Living Will and/or durable Power of Attorney for healthcare) as required by the Patient Self Determination Act.

RIGHT to be free from all forms of abuse or harassment.

RIGHT to be free of physical or chemical restraints unless your physician and caregivers determine restraints to be medically necessary for your safety or medical treatment. If restraints are applied, you have the right to a full explanation and to participate in the decision.

RIGHT to voice complaints about your care and to have those complaints reviewed and, when possible, resolved. You have the right to have results of that review and/or resolution communicated to you in writing.

RIGHT to protective privacy services when considered necessary for your safety.

RIGHT to pastoral care or other spiritual services if requested.

RIGHT to appropriate assessment and management of pain.

RIGHT to receive a written statement of your rights in a language you can understand.

RIGHT to receive an itemized and detailed explanation of the total hospital bill, regardless of the source of payment.

PATIENT'S RESPONSIBILITIES

RESPONSIBILITY to be honest and direct about things relating to you as a patient, including answering questions honestly and completely.

RESPONSIBILITY to help doctors, nurses and allied health personnel in their efforts to return you to health, including maintaining treatment recommended and notifying doctor of changes after discharge.

RESPONSIBILITY for advising those treating you whether or not you think you can and will follow a certain treatment plan.

RESPONSIBILITY for your actions if treatment is refused or instructions are not followed.

RESPONSIBILITY to bring information about past illnesses, hospitalizations, medications and other matters relating to your health.

RESPONSIBILITY to follow hospital rules and regulations affecting patient care and conduct.

RESPONSIBILITY to be considerate of other patients and respect their rights to privacy.

RESPONSIBILITY to be respectful of others, of other people's property and the property of the hospital.

RESPONSIBILITY for assuring that your financial obligations, resulting from received healthcare, are fulfilled in a timely manner.

RESPONSIBILITY for informing the hospital as soon as possible if you believe your rights have or will be violated. You may do so by contacting the Nursing Supervisor 24 hours a day.

CANCER-RELATED CLINICAL TRIALS

We want you to be well informed about your cancer diagnosis and clinical trials related to your diagnosis that may be available. Clinical trials – research studies in people – show us what works (and doesn't) in medicine. Choosing whether or not to take part in a clinical trial is a very personal and sometimes difficult decision. Clinical trials are not just for patients that feel they have exhausted all other treatment options – they are for patients that want to explore new treatments and help in the determination of how safe and effective they are.

The Hope Center, a service of Cartersville Medical Center and the American Cancer Society would like to invite you to:

Call the American Cancer Society at 800.ACS.2345 or visit their web site at www.cancer.org to learn about cancer-related clinical trials and the ACS clinical trials matching service.

ETHICAL ISSUES

There may be a time when you must make a difficult decision related to your care or the treatment of a family member. Ethical issues may include patient's rights, withdrawal of life support, treatment decisions, and organ donation. Our Ethics Committee is available to you for consultation on these ethical issues. Please ask your nurse, case manager, or social worker for assistance if you are interested in discussing an ethical issue with a member of our Ethics Committee.

ORGAN DONATION

Georgia Donor Services and Cartersville Medical Center work together to ensure our patients' rights to be an organ donor. Should you wish to become an organ donor or have already indicated your desire by signing your driver's license or organ donor card, please notify nursing personnel or the Admitting Office. State law requires your family to be in agreement with your decision. Please be sure to discuss your wishes with them. Your desire to be an organ donor will not affect the quality of medical care you receive.

YOUR SAFETY, OUR CONCERN

PATIENT SAFETY

The HCA mission statement affirms that “Above all else, we are committed to the care and improvement of human life.” This simple statement is the foundation of our culture and our passion for patient safety. Thomas F. Frist, Jr., MD, a co-founder and former chairman, affirms that “putting patients first” is the secret of success in healthcare. Jack Bovender, CEO and Chairman of HCA, describes the patient safety initiative as a response to the “sacred trust” that healthcare providers have with their patients.

At Cartersville Medical Center, patient safety is a facility-wide effort to ensure that we are using the best practices and the most appropriate, state-of-the-art technology in all of our patient care processes.

CHANGES IN CONDITION

Changes in condition can happen any time a patient is in the hospital. This includes just after surgery, during medical tests, or when a patient is recovering from an illness. If you or your family members become concerned about a change in your condition, please contact your nurse immediately. The nurse can activate a Rapid Response Team who will assist in assessing any sudden change or deterioration in the patient’s conditions.

SPEAK UP

To prevent healthcare errors, patients are urged to SPEAK UP. Everyone has a role in making healthcare safe – physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

- Speak up if you have questions or concerns, and if you don’t understand ask again. It’s your body and you have a right to know.
- Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications from the right healthcare professionals. Don’t assume anything. Make sure your caregivers and visitors cleanse their hands before and after patient contact.
- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask a trusted family member or friend to be your advocate.
- Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.
- Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as those provided by the Joint Commission.
- Participate in all decisions about your treatment. You are the center of the healthcare team.

SECURITY

Security guards are on duty 24 hours a day. You may see them patrolling the hospital and parking areas. If you would like security to escort you to your vehicle, or if you need to contact security, please call the hospital operator by dialing 0.

MEDICATIONS FROM HOME

Your doctor will decide which medications you should continue while hospitalized, and the pharmacy will supply you with all of your medications. All medications brought into the hospital should be sent home with a relative or friend. If this is not possible, they will be placed in storage in the hospital pharmacy until you are discharged.

PATIENT-OWNED ELECTRICAL EQUIPMENT

Personal electrical grooming equipment such as hair dryers or curlers are permitted for use in patient rooms. However, the staff must inspect all equipment before plugging them in to be sure they meet fire and safety requirements. Departments and/or nursing units can be more stringent in exercising this policy dependent upon individual patient needs. However, under no circumstances will electrical equipment utilizing a heating element, such as heating pads, electric blankets, irons, coffee pots, portable heaters, etc. be permitted for use within the facility. All electrical equipment must be UL approved and must have a 3-prong plug.

MEDICATION SAFETY/ TECHNOLOGY

Cartersville Medical Center is pleased to be among the nation's first hospitals to use Electronic Medication Administration Record (eMAR) & Bar Coding technology. Whenever a medication is given to you in any of the hospital inpatient areas, it is documented on a MAR (Medication Administration Record) that is stored in your medical record. Until now, this has been a manual paper process.

This technology is part of our core pharmacy information system where all aspects about your medication orders are recorded. The critical components of this safety technology are bar coded armbands, bar coded medications, and safety checks.

You will receive a bar coded patient identification band when you are admitted to the hospital. When a nurse or a therapist gives you a medication, they will use the list of medications on the electronic MAR and will verify that you are given the right medications by scanning each dose at the bedside. Next, the nurse or therapist will verify that you are the correct patient to receive those medications by scanning your armband. If there is any problem with matching the medications to the patient, the safety software will issue a warning.

Among the benefits of this new technology are:

- Reduces medication errors through use of bar code identifiers on the patient armband and medication
- Makes patient care information readily available to nursing staff during medication administration like critical values and comprehensive allergy and drug interaction information
- Provides physicians with a comprehensive list of patient medication use

DURABLE MEDICAL EQUIPMENT

Patients may not bring personally owned, leased or rented medical equipment into the facility. The only exception is patient insulin pumps. Cartersville Medical Center staff must obtain any medical equipment needed for patient care from a hospital-approved vendor.

TOBACCO-FREE CAMPUS

Cartersville Medical Center campus is tobacco-free. This policy encompasses the building, which has been smoke-free for several years, as well as the rest of the campus, including the parking areas, patios, walkways and green areas. Tobacco use by patients, volunteers, employees, vendors and physicians is prohibited on the hospital grounds.

Tobacco use is the number-one cause of preventable disease and death in the United States today, with more than 435,000 succumbing to tobacco-related diseases each year. This represents one in five deaths in our country. This has impacted the hospital's decision to go tobacco-free.

The attending physician may order a nicotine patch for patients who routinely smoke, if deemed appropriate.

LEAVING YOUR ROOM

For your safety and care, please do not leave the area you are assigned. We request this due to time variation for medication administration, testing, nursing and physician rounds. Your cooperation with this request will allow us to provide the best possible care. Patients are requested to check with the Nursing Station before leaving the area. This is to ensure that we know where to locate you, and to ensure that your doctor has given approval.

PERSONAL ITEMS

Do not bring valuable items such as cash, credit cards, or jewelry to the hospital. Cartersville Medical Center cannot be responsible for the loss or damage of personal possessions left in your room. Personal items such as eyeglasses, contact lenses, hearing

aids, cell phones, electronic devices, and dentures are easily misplaced. When you are not using them, you should place them in protective containers. Cartersville Medical Center will help you protect them, but cannot be responsible for their loss or breakage if they are not properly stored.

The best place for your jewelry, cash, credit cards and other valuables is at home. However, if you have brought them with you, please contact your nurse to place your valuables in a secure location. To collect your valuables, contact your nurse at the time of discharge and they will be returned.

BEDRAILS

The bedrails are for your protection and may be raised at night or during the day when you are resting. They may also be raised if you have undergone surgery or are taking certain medications. If you need them lowered for you, please call a nurse and do not attempt to leave your bed without assistance from the nursing staff.

SAFETY DRILLS

Drills are held periodically to ensure that all staff know what procedures to follow in the event of an emergency situation. In the unlikely event that there is an actual alarm, your nurse will assist you.

NO WEAPONS

Weapons are not permitted on hospital property except in the possession of a duly sworn law enforcement officer.

LOST AND FOUND

Items left in patient rooms or found on campus will be turned in to the Security Department and held for 60 days after the patient or visitor is notified. Dial 0 for the operator from a patient room and ask to speak to hospital security to inquire about a lost item.

NOTICE TO PERSONS OF ADVANCED AGE

If you or someone you know is being abused, neglected, or exploited, please seek assistance.

SAFETY TIPS

You and your family are a vital part of our team when you are here. We ask that you assist us in providing a safe environment and safe care by following a few safety tips.

BE INFORMED

- Learn all that you can about your illness or condition.
- Make sure you understand the care and treatment you will be receiving.

If you are not fully able to participate in your care, urge a family member or friend to help you ask questions, receive instructions, and make suggestions.

KEEP TRACK OF YOUR HISTORY

Write down your medical history, including any medical conditions, illnesses, past hospital stays, all medications (as well as herbal and vitamin supplements) that you are taking, and any allergies to food or drugs that you may have.

WORK WITH YOUR HEALTHCARE TEAM

- Follow the treatment plan agreed upon by you, your physician, and the healthcare team.
- Talk with the healthcare team about your safety concerns.
- If something doesn't seem right with your medicines or treatments, tell your physician, nurse or other healthcare provider.
- Please do not connect or disconnect ANY tubes, lines, devices, or infusions without asking the nurse for help.
- Ask the staff or visitors, "Did you cleanse your hands?"
- We want to prevent patients from falling so it is important to comply with the precautions put in place by your healthcare team.

UNDERSTAND YOUR MEDICATION

- Make sure you know what medicines

you are taking and why you are taking them.

- Make sure your nurses or other healthcare providers scan or check your armband and ask your name before giving you any medications or treatments.
- Know when you are supposed to receive your medicine. Call attention to your nurse or physician if this doesn't happen.

LEARN MORE ABOUT YOUR SURGERY

- Make certain if you are having surgery that you understand who will be performing it, what they will be doing and how you should expect to feel afterward.
- Talk with your surgeon or members of the surgical team if you have questions about your care.

REVIEW YOUR DISCHARGE INSTRUCTIONS

- Be sure you receive verbal and written discharge instructions and then follow them. Ask questions if you do not understand the instructions.
- Use supplies, medications and home medical equipment only as directed.

Remember that we are here to answer your questions and address your concerns about patient safety. Please ask questions and speak up – it makes patient care safer for everyone.

PREVENTING FALLS

For our patients, their family and friends, here are some helpful tips to keep everyone safe:

Patients:

- Ask for help if you feel weak, dizzy or light headed when needing to get up from the bed or chair.
- Always wear slippers or shoes with non-skid soles while you are walking.
- Walk slowly and carefully when out of bed. Do not lean on or support yourself on rolling objects such as IV poles or your beside table.
- Use the call light for help or assistance. Please be patient.

Someone will answer the call as quickly as possible.

- You are in unfamiliar surroundings. This could cause problems if you awaken during the night and need to get out of bed. Always ask for assistance.
- Please tell your nurse if you have had falls in the past – either in the hospital or home.

Family and Friends:

- We encourage you to stay with patients who may be confused or unable to follow directions.
- Should your family member (the patient) be confused or disoriented and you are unable to stay with him/her, please discuss this with the nurse.
- Please be certain your family member is wearing a special colored armband (or some other form of "at risk" identifier) if he/she is considered by staff to be at risk for falls.
- Do not leave your family member unattended while in the bathroom.
- Report spills or liquids on the floor in the room or in the hallways.
- Inquire about the patient's use of any equipment to assist in mobility, such as a walker or wheelchair.
- Leave the patient's bed in its lowest position.
- Only raise 2 side-rails, never 4, unless directed by the patient's nurse.
- Leave the room uncluttered with a free path from the bed to the bathroom.
- When leaving, check to see if the patient's call-light, tissues, water, glasses and phone are within reach.

GUEST SERVICES

PATIENT SATISFACTION

We are committed to providing exceptional care and want to ensure your stay at Cartersville Medical Center is the best it can possibly be. Our goal is to always provide the services to exceed your expectations. Please let us know whether or are not we are meeting your expectations and those of your family. If you have a concern, please let us know as soon as possible through any of these venues:

- Report your concern to a nurse or staff member.
- Ask to speak to a supervisor or department manager.
- Contact the Patient Advocate at extension 1526
- Contact Clair Williams, Risk Manager
Cartersville Medical Center
960 Joe Frank Harris Parkway
Cartersville, GA. 30120
Phone: 770-607-1004

If you believe your concern has not been resolved by the hospital during your stay, you may contact:

The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
Complaint@jointcommission.org

Or

Office of Regulatory Services
Healthcare Section
2 Peachtree Street, NE
33rd Floor
Atlanta, Georgia 30303
404-657-5726/5728

PATIENT FEEDBACK

We are committed to delivering the highest quality care possible for every patient, every time. Part of that commitment is an ongoing process for improving care. Understanding our patients' experiences is an important part of that process. You may be surveyed after discharge to find out your perception about certain aspects of your care.

We carefully review the feedback reports and work to improve our care in order to meet your needs and expectations. Therefore, your comments are very valuable in our continued commitment to always meet your expectations.

PUBLIC REPORTING

Hospitals are leading the way in healthcare in being transparent about the quality of care they provide. We are now sharing information with the public about optimal patient care based on best practice treatment. This provides a nationally standardized look at key aspects of care that are of interest to many patients. Comparing outcomes in these patient conditions allows us to identify these best practices so we can continually improve our care and services.

YOUR ACCOMMODATIONS

Your room is designed to support your care, as well as your convenience and safety. All rooms have electronic beds with controls that regulate the bed height as well as raise and lower the head and knees. Your nurse will demonstrate the use of the controls. If you wish further instruction or are unable to use the controls, please let the nurse know. The bedrails are for your protection and may be raised if you have undergone surgery or are taking certain medications. If you need them lowered for you, please call a nurse. Do not attempt to leave your bed without assistance from the nursing staff.

PATIENT TELEPHONE INFORMATION

A bedside phone is provided for you for local calls. To make a local call, please dial "9" plus the local number.

Long distance calls cannot be charged to your room. Collect, credit card or third-party billed calls can be placed by dialing "0" to ask the operator for an outside line. Your family may reach you by calling the hospital at 770.382.1530 and requesting to be connected to your room.

PHYSICIAN ROUNDS

Please note that physicians make rounds (see patients) every day; however, times may vary.

HOSPITALIST SERVICE

Your physician may have chosen to utilize our Hospitalist Service as an extension of his/her office. In this case, your care while in the hospital will be managed by a physician who specializes in taking care of hospitalized patients. After you are discharged, you will return to the care of your regular primary care physician. All of our Hospitalists are board-certified physicians who specialize in the care of pulmonary, critical care, and hospital patients.

YOUR HEALTHCARE TEAM

In addition to your physician and your nurse, other hospital personnel will be involved in your care. These may include lab technicians, respiratory and physical therapists, dietitians, clinical pharmacists, supervised students, chaplains, and volunteers. All should be wearing name badges.

HOUSEKEEPING

Patient rooms are cleaned daily by our Environmental Services staff. If you have any concerns, please share them with your nurse or call 8169 and speak with the EVS supervisor.

PATIENT MEALS/IN-ROOM DINING SERVICE

Cartersville Medical Center is pleased to offer In-Room Dining to our patients. This program offers unique flexibility in that you can select from a menu choosing your preferences or simply allow the food service department to select a well balanced meal for you. (Some menu items may be modified or substituted to accommodate your special dietary requirements or as ordered by your physician.)

Menu selection cards are delivered once per day to patient rooms on the evening patient meal tray. When you receive your evening tray simply use the pencil provided and circle the items you wish to have. The selections being made are for the next day's breakfast, lunch and evening meal. Place the Menu Selection Card back on your tray and it will be picked up by the clinical staff.

Between meal snacks are provided by the clinical staff 24 hours per day. Stocked are items such as assorted juices, coffee, milk, ice cream, popsicles, cold cereals, soups, saltine and graham crackers and peanut butter. (Some items may be modified or substituted to accommodate your special dietary requirements or as ordered by your physician.)

DINING OPTIONS

The Café is located on the first floor and is open seven days a week. Its hours of operation are:

Breakfast 7:00 a.m. – 9:30 a.m.

Lunch 11:00 a.m. – 1:30 p.m.

Dinner 5:00 p.m. – 7:00 p.m.

Before any food or beverages (for guest or patient) are brought into a patient's room, please check with the nurse first. Patients may be on a strict diet and/or may be sensitive to sight and smell of food.

MAIL AND FLOWER DELIVERY

Any mail will be delivered to your room daily. Mail received after you have been discharged will be forwarded to the address on your hospital record. Flowers are delivered to your room as they arrive at the hospital. If you are a patient in the Intensive Care Unit (ICU), you will not be able to receive flowers until you are transferred to a non-ICU area. Please note: patients opting out of the facility directory will not receive flowers or mail.

Mail is delivered daily and should be addressed as follows for patients at Cartersville:

Patient First and Last Name
Patient Room Number
Cartersville Medical Center
960 Joe Frank Harris Parkway
Cartersville, GA 30120

PATIENTS WITH SPECIAL NEEDS

The hospital has access to interpreters for a variety of foreign languages, if needed. Through "Language Line" we have access to interpretation for medical services in over 150 languages. Additionally, if you are deaf or hard of hearing, we will provide assistance with TTY phones. Please ask your caregiver for assistance. There is no cost to the patient for these services. For more information, please contact your nurse.

CONFIDENTIALITY

We want to keep you, and any significant others you choose, informed about your care. However, we are not permitted to share any personal health information about you with anyone else, unless they can provide your individualized pass code. This is to protect your privacy.

Additionally, if you have requested to be a "confidential patient," your name will not be listed in the hospital's Information Directory. This means if anyone calls or comes to visit you, we will not be able to confirm that you are here or what your room number is. Neither mail nor flowers can be delivered to your room.

ROOM CONDITIONS AND EQUIPMENT

Every effort is made to make sure that everything in your room is in proper working order and that you are comfortable. If you experience any problems with your room or the equipment in it (lights, TV, shower, air conditioner, bed, etc.), please notify your nurse, who will arrange to address the problem.

GENERAL AND VISITOR INFORMATION

VISITING HOURS

Family members and friends are welcome to visit. In order to preserve our patient care, specific visiting hours and regulations have been established.

Visitation is from 7:00 a.m. – 8:30 p.m.

ICU Visitation:

9:00 a.m. – 2:00 p.m.

4:00 p.m. – 6:00 p.m.

8:00 p.m. – 10:00 p.m.

PARKING

Visitor parking is located directly in front of the hospital and beside the Emergency Department entrance. Additional parking is available in front of the Physicians Building. Cartersville Medical Center has security personnel on duty 24 hours a day. Please do not leave valuables in your car unattended and be sure to lock up when you leave the automobile. Security will be happy to provide you and your family members with an escort upon request.

VENDING AREAS

The Vending Room is located on the 1st floor next door to The Gift Shop.

ATM

The ATM machine is located on the 1st floor just down from the front desk and lobby areas.

GIFT SHOP

The Gift Shop is located on the 1st floor. The shop features a wide variety of unique gift items, cards, toys, games, candy and flowers. Hours of operation are posted at the entrance of The Gift Shop.

CHAPLAIN SERVICES/ CHAPEL

Pastoral care and spiritual counseling can play an important role for both patients and families during times of illness and injury. Available 24 hours a day, a chaplain can be reached by notifying the nursing staff. Our Chapel is located on the first floor down the hall from The Café.

VOLUNTEERS

The Volunteer organization at Cartersville Medical Center provides volunteer services throughout the hospital. This program allows volunteers to lend a helping hand in many areas.

For more information about becoming a member of this active group, contact the Volunteer Office at 770.387.8180.

TELEVISION SERVICE

Your room is furnished with a color television set, which can be operated with controls from your bed.

For a full listing of all local television stations, tune to Channel 27.

| | |
|------------|--|
| Channel 2 | WATC (Ind. 57) Atlanta |
| Channel 3 | WSB (ABC 2) Atlanta |
| Channel 4 | WAGA (FOX 5) Atlanta |
| Channel 6 | WXIA (NCB 11) Atlanta |
| Channel 7 | WPCH (Peachtree TV/Ind. 71) Atlanta |
| Channel 8 | WGTV (PBS 8) Atlanta |
| Channel 9 | WGCL (CBS 46) Atlanta |
| Channel 10 | WUPA |
| Channel 11 | WHSB (TBN 63) Monroe |
| Channel 12 | WPXA (ION) Rome/Atlanta |
| Channel 13 | WATL (My Network) Atlanta |
| Channel 14 | WUVG (Univision 34) Athens |
| Channel 15 | WGN (IND. 9) Chicago |
| Channel 19 | HSN |
| Channel 23 | GOVACC |
| Channel 26 | RETV |
| Channel 29 | HSN |
| Channel 30 | C-SPAN |
| Channel 32 | THE WEATHER CHANNEL |
| Channel 33 | THE LEARNING CHANNEL |
| Channel 34 | CNN |
| Channel 35 | CNN HEADLINE NEWS |
| Channel 36 | CNBC |
| Channel 37 | FOX NEWS |
| Channel 38 | A&E |
| Channel 39 | TBS |
| Channel 40 | DISCOVERY CHANNEL |
| Channel 41 | TNT |
| Channel 42 | USA NETWORK |
| Channel 43 | FX |
| Channel 50 | MTV |
| Channel 51 | VH1 |
| Channel 53 | SPORTS SOUTH |
| Channel 54 | ABC FAMILY |
| Channel 56 | ENEWS |
| Channel 57 | FOOD |
| Channel 59 | HGTV |
| Channel 60 | TRAVEL |
| Channel 62 | CARTOON NETWORK |
| Channel 63 | NICK |
| Channel 64 | DISNEY |
| Channel 66 | AMC |

PAYMENT FOR SERVICE

Applicable deductibles and/or estimated co-payment amounts, based on health insurance coverage, are due upon discharge. Your estimated patient responsibility will be calculated using the most current information available at the time of your discharge. Any additional amount due from you after hospital payment from your insurance company has been made will be billed to you. For your convenience, cash, personal checks and most credit cards are accepted. Our cashier's office is located on the 1st floor down the hallway from the front lobby and desk.

INSURANCE

Your insurance policy is a contract between you and your insurance company. The hospital has no control over the provisions, coverage or benefits. Depending on the type of insurance policy you have, hospital benefits can vary. We will do our best to ensure you will receive all the benefits to which you are entitled under your policy. Our staff will help you in expediting your claim, but please remember that you are ultimately responsible for payment in full of your account.

Should your insurance company require pre-authorization or certification for your outpatient hospital visit, your physician's office will obtain this information and then communicate that to us prior to your date of service. If you are an inpatient or observation patient in our hospital, Cartersville Medical Center's Case Management staff will work with your physician and your insurance company to obtain the necessary authorization. Your insurance benefits will be assigned to the hospital. This will allow our facility to bill the insurance carrier on your behalf.

PAYMENT OBLIGATIONS

To assist in healthcare cost containment, it is required that you pay any deductible, co-pay or co-insurance at or before the time of registration. The Registrar will quote an estimate of your portion due, however, the actual charges cannot be determined until the procedure is completed and the final billing has occurred. If payment in full cannot be made, the registration staff is available to assist you. We accept cash, check, money order, credit card and on-line payment. To make a payment and view your detailed charges over the Internet, please visit cartersvillemedical.com

We consider a thirty-day period after discharge reasonable time for your insurance carrier to pay your bill. If your insurance does not pay within thirty days, we request that you become involved and assist us with the following:

- Call your insurance company and inquire why they have not paid your claim.
- Ensure any special claim or questionnaire forms have been completed and forwarded to your insurance company.
- In some cases, you may need to refer to your employer's human resources department to assist with payment of your claim.

PROFESSIONAL SERVICES

Physicians on staff at Cartersville Medical Center are not agents or employees of the hospital. Those physician services are billed separately from the claim submitted by Cartersville Medical Center. Should you have questions regarding services billed by any of these independent medical practitioners, their billing office can be contacted directly at the number listed on your bill:

Service Providers

Southeast Anesthesia
Apollo MD
Southeastern Pathology
Summit Radiology

CASHIER'S OFFICE

The Cashier's Office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m. The cashier accepts cash, checks and all major credit cards.

PATIENT ACCOUNT INQUIRIES

If you have a question regarding your hospital bill or payment options, please contact the Customer Service Representative at 678.421.7050.

DISCHARGE INFORMATION

LEAVING THE HOSPITAL

Your doctor will arrange your discharge with your nurse. The nurse will then help you with your preparations to leave the hospital.

To make sure your recovery continues properly even after your hospital stay, the Case Management Department provides assistance to ensure that necessary health services are available to meet your individual needs after discharge from the hospital.

Discharge planning begins at admission with an assessment of your current and future care needs. After consideration of available resources, a discharge plan is developed which will best meet these needs. Because these arrangements can be time-consuming, it is wise to begin discharge planning early. For some patients, the illness that caused the hospitalization may require the patient/family to make temporary or long-term changes in living arrangements or lifestyle after discharge from the hospital.

The Case Management Department can help you plan for your discharge in the following ways:

- Home Care – Home healthcare professionals may provide various health services
- Durable Medical Equipment – Some patients may require equipment at home, such as wheelchairs, hospital beds, or home oxygen

- Alternative Living Arrangements – You may require a skilled nursing facility, residential home or long-term alternative living arrangements
- Referral to drug and alcohol rehabilitation services
- Coordination of transfers to specialty hospitals
- Referral to rehabilitation facilities for inpatient physical, speech, and/or occupational therapy services
- Referral to hospice

WHAT IS HOSPICE CARE?

Hospice is a concept of caring derived from medieval times, symbolizing a place where travelers, pilgrims, and the sick, wounded, or dying could find rest and comfort. The contemporary hospice offers a comprehensive program of care to patients and families facing a life-threatening illness. Hospice is primarily a concept of care, not a specific place of care.

Hospice focuses on the quality, rather than the quantity, of life. Professional medical care is provided and sophisticated symptom relief is given. The patient and family are included in the care plan, and emotional, spiritual, and practical support is given based on the patient's wishes and family's needs. Trained volunteers can offer respite care for family members, as well as meaningful support to the patient.

Hospice affirms life and regards dying as a normal process. Hospice care neither hastens nor postpones death. Hospice provides personalized services and a caring community so that patients and families can begin preparing for the end of life.

Those involved in the process of dying have a variety of physical, spiritual, emotional and social needs. The nature of dying is so unique that the goal of the hospice team is to be sensitive and responsive to the special requirements of each individual and family. Hospice care can be provided by referral for patients who have a limited life expectancy. Although most hospice patients are cancer patients, hospices accept anyone regardless of age or type of illness. These patients have also made a decision to spend their last months at home or in a homelike setting.

Additionally, any caregiver at this facility can put you in contact with someone who can help.

Other public services include resources for domestic abuse and child protective services.

SMOKING CESSATION

WHAT IS THE GEORGIA TOBACCO QUIT LINE?

The Georgia Tobacco Quit Line provides free counseling, a resource library, support and referral services for tobacco users. The Quit Line is available for all Georgia residents age 13 or older. It is easy to use and accessible for all Georgians because most have access to a phone, and there are no constraints such as transportation or support group fees.

How does it work?

Pick up the phone and start dialing the Georgia Tobacco Quit Line at **1-877-270-STOP**. The call is free and so is the service. Callers to the Quit Line are connected to a trained counselor who provides:

- An assessment of readiness to quit
- A customized quit plan, including up to five additional counseling phone calls
- Motivation and problem-solving advice
- Up-to-date information about physician-recommended pharmacological support, such as nicotine gum, nicotine patches and other items
- Information about cessation insurance benefits
- Information about and referral to other cessation services, including local resources
- A Georgia Tobacco Quit Kit, including materials tailored to your readiness to quit

Who can use the Georgia Tobacco Quit Line?

Georgia residents ages 13 or older.

Who pays for the Quit Line?

The Quit Line is funded by the Master Tobacco Settlement through Georgia's Department of Human Resources, in partnership with the Georgia Cancer Coalition. That means there is no charge to you. You will receive free, professional support that is tailored to your needs.

Why a Georgia Tobacco Quit Line?

Studies show that telephone-based cessation programs like the Quit Line produce significantly higher quit rates than programs that use self-help materials alone.

Trained professionals make a difference. You will get help from the Quit Line counselors who have special training and expertise in:

- Cessation from all forms of tobacco – cigarettes, pipes, cigars and spit
- Information and decision support about physician-prescribed pharmacological support
- Skill-building and problem-solving
- Relapse prevention

A few smokers achieve abstinence in an initial quit attempt. More than 70 percent of the 50 million U. S. smokers have tried to quit, and 46 percent of smokers try to quit each year. Tobacco dependence is an addiction where you may face periods of relapse and remission.

More than 11,000 people die in Georgia every year from tobacco-related illnesses. In spite of these chilling statistics, 23 percent of Georgia adults smoke. An estimated 30,000 Georgia children begin smoking every year and another 10,000 begin to use spit tobacco.

THINGS YOU CAN DO TO PREVENT MEDICATION MISTAKES

Medication mistakes happen every day – at the doctor’s office, hospital, even at home. Some mistakes are more serious than others, but all medication mistakes can be prevented. Here are some basic things you can do to help prevent a medication mistake from happening to you or your loved ones.

At the doctor’s office and pharmacy

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements.
- Whenever you get a new medicine, remind your doctor about allergies you have, or negative reactions you have had to other medicines.
- Read the label on your prescription medicine. Make sure it has your name on it and the correct medicine name. Some medicines have similar names that can be confused.
- If you are not sure whether you are supposed to swallow or chew your medicine, ask your doctor or pharmacist. Also, ask your doctor or pharmacist whether you can cut or crush a medicine.
- Ask your doctor or pharmacist if it’s safe to drink alcohol with your medicine.
- Take your medicine as it is prescribed and do not stop taking it without asking your doctor.
- Whenever you are in doubt about a medicine, ask your doctor or pharmacist about it.

At the hospital and clinic

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements. A medication card is attached to this brochure.
- Make sure the doctor or nurse checks your wristband and asks your name before giving you medicine.
- Ask your doctor or nurse how a new medicine will help. Ask for written information about it, including its brand and generic names.

- Ask your doctor or nurse about the possible side effects of your medicines.
- Don’t be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Know what time you normally get a medicine. If you don’t get it then, tell your nurse or doctor.
- Tell your nurse or doctor if you don’t feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- If you are not feeling well enough to ask questions about your medicines, ask a relative or friend to ask questions for you and to help make sure you get and take the right medicines.
- If you receive intravenous (IV) fluids, read the contents of the bags of IV fluids. If you’re not well enough to do this, ask a relative or friend to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it seems to be dripping too fast or too slow.
- Ask for a copy of your medication administration record. This lists all of the drugs you should be taking. Check it for accuracy. If you’re not well enough to do this, ask a friend or relative to help.
- Before you leave the hospital or clinic, make sure that you understand all of the instructions for the medicines you will need to keep taking, and ask any questions you may have about any of your medicines.

PLEASE LET US KNOW IF YOU NEED ASSISTANCE OR HAVE CONCERNS.

PAIN MANAGEMENT

YOU SHOULD KNOW:

- Every person's pain is different. Taking your pain medications as prescribed will help you heal faster. Pain management is not necessarily pain elimination. We don't know if you are in pain unless you tell us.

PLEASE TELL US:

- If you are in any pain or if your pain level does not decrease after taking your medications.
- If you have any question about your medications.

PAIN MANAGEMENT

You have a right to relief from pain. There are a variety of ways to control pain. Pain medicine helps to decrease pain by blocking pain messages to your brain. Other approaches to pain relief include applying hot or cold treatments or listening to music. The goal is to reduce your pain as much as possible.

All patients are unique and need their own pain control plan. The best way to control pain is to begin pain relief treatment before the pain becomes severe and continue pain medication on a consistent, regular basis to break the pain cycle.

Pain medication comes in a variety of forms, including oral, intravenous, rectal, skin patch, patient-controlled analgesia (PCA) pump (intravenous medication that allows you to add an extra dose when you need prompt pain relief) and epidural (medicine delivered continuously through a small tube in your back).

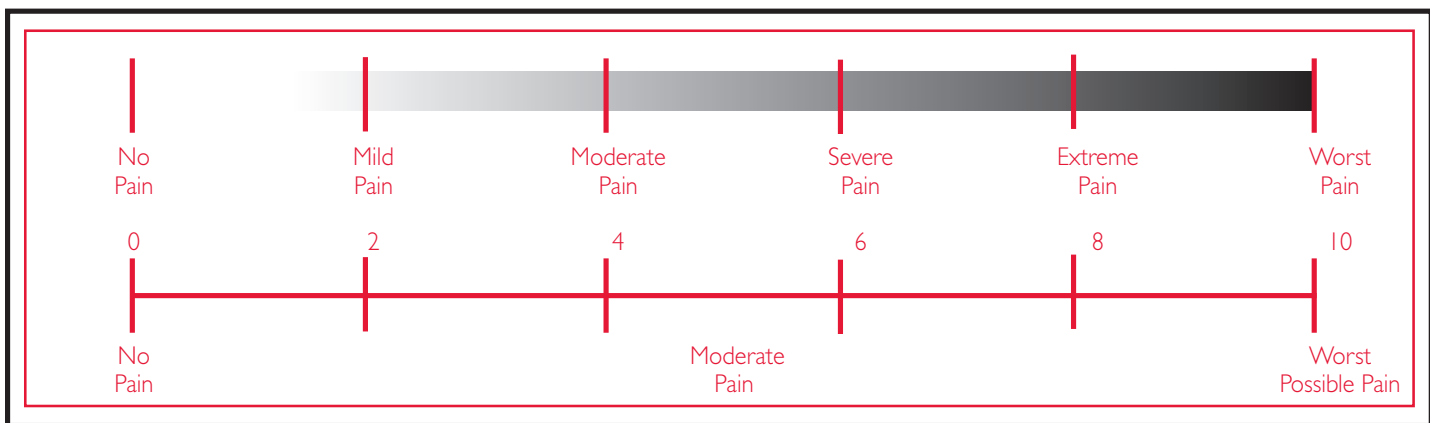
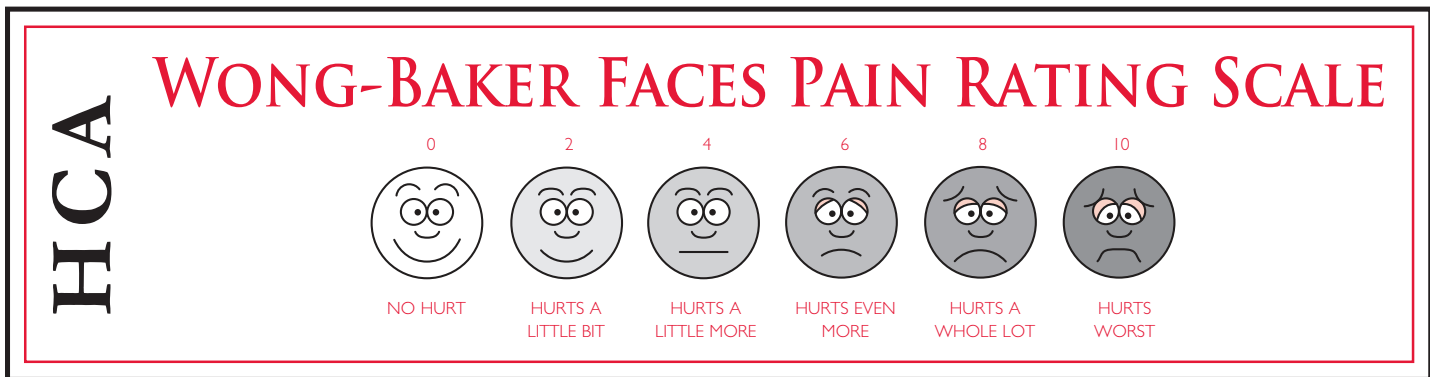
To find the best pain control methods for you, talk with your doctor or nurse about:

- Pain medicines you have taken in the past and how well they have worked for you.
- Fears and concerns you have about pain medication or treatment. You should not be concerned that you will develop an addiction to pain medications as studies have shown that few patients become addicted to pain medicine.

Keep your doctor and nurse up-to-date about your pain so that they can help you keep it under control.

FACTS ABOUT PAIN MANAGEMENT & WHAT TO DO

Helping you with your pain is an important part of helping you heal. These are the scales you will use to tell us about your pain. Your pain is what you say it is.



PAIN INTENSITY SCALE

Use this scale to rate your pain. If you have difficulty rating your pain using numbers, ask your nurse for an alternative pain scale.

INFECTION CONTROL

PREVENTING INFECTION DURING YOUR HOSPITAL STAY

Healthcare associated infections may occur as a result from care received in hospitals and other healthcare facilities. At Cartersville Medical Center, infection prevention is a high priority. We use many practices known to prevent and reduce the risk of infections. Sometimes, infections may occur as a result of the treatment. We encourage our patients to speak up and ask questions about the care they receive. As a patient or visitor, there are steps you can take to prevent the spread of infection. This guide can show you how.

PREVENTING INFECTIONS AND STAYING HEALTHY IN THE HOSPITAL.

Germs are everywhere. Most of the time they don't make us sick because our bodies have strong defenses – like our skin and our immune systems – that keep us healthy. But when you're in the hospital, you can be at greater risk of getting an infection because your immune system may be weakened and your skin may have open wounds from surgery or tubes. Hospitals are also places where germs and people at risk for infection come together. This gives germs a chance to move from one person to another.

According to the U.S. Center for Disease Control, each year, more than 1.7 million people get infections while they are in the hospital. Fortunately there are things your health care team – your doctor, nurses, medical aides and others – can do to prevent them.

You – as a part of the team – can do some important but simple things to prevent infection.

Everyone Washes Their Hands

The most powerful thing you, your health care team and your visitors can do to prevent infections is also the most simple. Everyone needs to wash their hands.

- Wash your hands. You need to make sure that your hands are clean. Wash them regularly with soap and water or use an alcohol-based hand sanitizer.
- Know that all health care workers should clean their hands before and after touching you. In many hospitals, doctors and nurses are encouraging patients to ask them if they've washed their hands. So don't be afraid to remind everyone on your medical team, from your doctor to the aide who helps you, to wash their hands before and after they touch you.
- Remind your visitors to wash their hands. When loved ones come to see you, ask them to wash their hands before and after their visit. Explain why it's important to them and to you.

If you are visiting a patient, make sure to wash your hands before entering their room. It's good for your health and for theirs.

PROTECT YOUR SKIN

Your skin is a natural defense against infection because it keeps germs out. To prevent infection, make sure all wounds and cuts are covered and bandages are changed regularly. This will keep them clean and protected from infection so they can heal.

IF YOU ARE HAVING SURGERY

- Before your surgery: If you are scheduled to have surgery, you will get instructions on what to do before you come to the hospital. This may include how to prepare your skin, medications you should or shouldn't take, and other instructions depending on the type of surgery. Following these instructions carefully can help prevent infections and other problems.
- After your surgery: You may be given instructions about what to do after you leave the hospital. This may include medications, how to care for your surgery site and activities to avoid. Be sure to follow these instructions carefully, including when and who to call if you think you are having a problem. This helps reduce the risk of infection and, if you get an infection, allows for it to be taken care of early.

- Take antibiotics as directed. If antibiotics are prescribed for you before or after your surgery, make sure you take them as directed and for the full course ordered. This will help cure infections better and reduce the risk of your getting an infection that is harder to cure.

IF YOU HAVE A CATHETER

A catheter is a small tube that can be used to deliver fluids, medication or nutrition into your body through your blood. A catheter can also be used to drain fluids from wounds or remove urine from your bladder. If you have a catheter or drain inserted, you may need to go home with it in place. So, prevention of infection continues after you leave the hospital.

- Ask your doctor or another member of your health care team to explain why you need a catheter or drain and what you should do to avoid infection. Find out how long you will need to have it in place, and how you can work with your health care team to make sure you stay infection-free.
- Follow instructions for the care of your catheter or drain. Make sure you understand what you and others providing care to you need to do to keep your catheter or drain working as it should and uninfected.
- Check your catheter or drain often. If the bandage becomes wet or dirty, or the catheter or drain falls out, tell your doctor or nurse.

Remember, everyone on your health care team is working to help you to stay healthy while you are in the hospital. Always feel free to speak up and ask your doctor and others on your team what you can do to help prevent infection and get better quickly. For additional information on infection prevention, visit: www.mass.gov/dph/dhcq • www.mass.gov/dph/betsylehman • www.partnershipforhealthcare.org

PREVENTING THE SPREAD OF INFECTION

Cartersville Medical Center would like to invite you to become a partner in our hand hygiene program, Partners in Your Care. Without a doubt, good hand hygiene is the simplest, most effective method for preventing infection and the spread of infection in hospital. We are asking all visitors and caregivers to sanitize their hands before and after contact with patients and their surroundings – either with soap and water, or the waterless hand sanitizers available throughout our facility. Likewise, we ask that you remind your caregivers to do the same. This simple act can provide a safer environment for all.

Your healthcare providers know about the program, so they will not be surprised or offended when you ask them the question, “Did you clean your hands?”

We appreciate your support of this important patient care initiative.

HAND WASHING PLEDGE

Above all else, Cartersville Medical Center is committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high quality, cost effective healthcare in the communities we serve. We are personally committed to delivering excellent patient care.

We do hereby promise our continued support of Cartersville Medical Center commitment to providing high quality patient care and to ensuring patient safety.

We recognize that good hand hygiene is the simplest, most effective method for controlling infection and the spread of infection in a hospital.

We, therefore, pledge to always cleanse our hands before and after patient contact, and to follow all infection control protocols set forth by Cartersville Medical Center.

We pledge to work together and leverage our collective resources to share expertise and initiatives for the benefit of our patients, physicians and staff.

ADDITIONAL RESOURCES

Rape Crisis Hotline:
770-386-8779

Adult Protective Services:
404-657-5250

Pediatric Crisis Intervention:
404-785-3820

Bartow County DFCA:
770-387-3710

Bartow County Sheriff's
Department:
770-382-5050

Georgia Tobacco Quit Line:
1-877-270-STOP