

IMPORTANT PHONE NUMBERS

Below is a list of phone numbers that may be useful during your stay at Maury Regional Medical Center. You only need to dial the four-digit extension from any telephone within the medical center to reach the department.

DEPARTMENT	NUMBER	DEPARTMENT	NUMBER
Admitting	1100	Java Junction/Starbucks®	1165
Cafeteria Menu	1272	Health Information Management (Medical Records)	4089
Cardiopulmonary Rehabilitation	1321	Operator	0
Care-A-Van Shuttle	931.698.5928	Patient Accounts (Billing)	1.855.796.6482
Discharge/Transition Planning.....	4043	Patient Advocate.....	4884
Environmental Services.....	1235	Social Services.....	4043
Gift Shop.....	1168	TennCare Counselors	4086
Home Services	4600		

To dial another patient room from within the medical center, dial 5 + the room number.

To dial a patient room from outside the medical center, dial 931.381.1111.

When you hear the recorded message, dial 3 + the room number.



**MAURY REGIONAL
MEDICAL CENTER**

1224 Trotwood Avenue
Columbia, TN 38401
931.381.1111

MauryRegional.com

Patient Information



**MAURY REGIONAL
MEDICAL CENTER**

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DR. CHANEY

Thank you for choosing Maury Regional Health.

On behalf of the physicians, employees and volunteers at Maury Regional Medical Center, I want to thank you for entrusting us with your health care needs. We hope to make your stay with us as pleasant as possible.

This booklet is designed to provide you with information about services available to you and your family during your stay. If you have any questions, I encourage you to ask a member of our staff.

Your comments and suggestions are important to us. Following your visit, you may receive a survey (paper mail or email) asking that you answer a few questions about your stay. Our goal is to provide every patient, every day, with clinical excellence and compassionate care. We encourage you to participate so that we can gain valuable feedback about your experience in our care. We strongly encourage you to share your comments with a member of our staff during your stay as well.

Again, thank you for choosing Maury Regional Medical Center. We realize that you have many choices for your health care and are honored that you have allowed the physicians, employees and volunteers at Maury Regional Medical Center to care for you.

Martin Chaney, MD
Chief Executive Officer



A COMMITMENT TO EXCELLENCE

At Maury Regional Health, we prioritize clinical excellence and compassionate care in all that we do — as evidenced by our six-time recognition as one of the **15 Top Health Systems in the U.S. by IBM Watson Health®**. Maury Regional Medical Center (MRMC), a 255-bed facility in Columbia, is the largest medical center between Nashville and Huntsville and serves as the flagship for the system of inpatient and outpatient facilities. MRMC is also one of the few organizations in Tennessee to achieve **Magnet® designation**, the gold standard in nursing care.

In addition to Maury Regional Medical Center, Maury Regional Health includes Marshall Medical Center in Lewisburg, Wayne Medical Center in Waynesboro, Lewis Health Center in Hohenwald, Maury Regional Medical Group physician practices and additional facilities across southern Middle Tennessee. For more information, visit *MauryRegional.com*.



Mission:

Clinical excellence. Compassionate care. *Always.*

Vision:

To be the independent premier choice for health and wellness by delivering a superior patient experience.

Values:

- W** — Wholeness
- E** — Empathy
- C** — Community
- A** — Advocacy
- R** — Respect
- E** — Equity

Strategic Pillars



GENERAL INFORMATION

Welcome. Thank you for choosing Maury Regional Medical Center for your health care needs. We hope this booklet will answer many of your questions during your stay as we want to make your stay with us as comfortable as possible.

Your Care Team

While a patient, there may be a variety of individuals involved in your care plan. As part of that process, you may hear the following terms or processes during your stay:

Hospital Medicine Physicians

While in our care, you may see one of our hospital medicine physicians or nurse practitioners. They are individuals trained in internal medicine and pediatrics who treat patients exclusively in a hospital setting. They are complemented by specialists who they may involve in your care as needed. Our hospital medicine physicians also strive to keep your primary care physician or pediatrician updated on your inpatient care.

Care Team Conference

A care team conference is a meeting of multiple individuals involved in your care that often includes physicians, nurse practitioners, charge nurses, your primary nurse, pharmacists, respiratory therapists and care managers. During this conference, these individuals discuss patient care and review the progress of each patient to identify any changes that need to take place in your plan of care. This group is focused on your improved health, progression to discharge and any needs you may have upon discharge.

Care Rounding

The nursing staff will round frequently to ensure your needs are being met and that you are safe. This rounding includes addressing matters such as pain levels and control, toileting needs, positioning, movement and other comfort needs. Rounds are

documented and we will make every effort to schedule these rounds at a time that works best for you.

Bedside Shift Reporting

As the shift for members of your care team ends, it is important that the next members of the care team are informed about your conditions, medication administration and more. Bedside shift reporting gives your team of nurses the opportunity to discuss these matters at your bedside so you can be more involved in your care. Bedside shift reporting also improves patient safety.

Patient Portal

Maury Regional Health offers a secure online portal for your personal health information. Patients have access to information related to visits at Maury Regional Health facilities and providers, including medical history, lab results, visit summaries and prescriptions. Portal features include:

- Health records
- Messages to Maury Regional Medical Group providers
- Appointment requests
- Prescription refill requests
- Find A Doctor tool

Enrolling is easy

Once your name, social security number, date of birth and email is on record in the current medical record system, you may self-enroll if you are 14 years of age or older. To start the self-enrollment process, visit mauryregional.com/PatientPortal.

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GENERAL INFORMATION

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Meals & Refreshments

We strive to provide flavorful, healthy meals. Your catering associate will visit you prior to your meal period. Please acknowledge any dietary preferences, including religious or cultural needs related to your meal, and we will do our best to meet your needs. Registered dietitians are available to speak with you if you have questions.

Meal service is available for our patients at any time during their stay at Maury Regional Medical Center; however, patient meals are served regularly during the following times:

Breakfast 7 a.m. – 8:30 a.m.
Lunch 11:30 a.m. – 12:30 p.m.
Dinner 4:30 p.m. – 5:30 p.m.

Cafeteria

The cafeteria is located on the ground floor of the medical center and offers a wide selection of hot entrees, vegetables, salads, desserts and beverages for visitors.

Hours of Operation*

Monday – Friday 6:30 a.m. – 1:30 p.m.
Saturday – Sunday 6:30 a.m. – 1:00 p.m.

Java Junction/Starbucks®

Java Junction is located on the first floor and has a menu offering breakfast, lunch and dinner items that are made to order and hot off the grill. Breakfast choices include a variety of breakfast sandwiches, homemade pancakes and fresh brewed coffee. Lunch and dinner options include a variety of hamburgers and sandwiches along with a daily special. In addition, a Starbucks® kiosk is located in Java Junction.

Hours of Operation*

Monday – Friday 6:00 a.m. – 2:00 a.m.
Saturday – Sunday 9:00 a.m. – 2:00 a.m.

*Hours may vary

Vending machines offering soft drinks and snacks are also located on most patient floors.

Visitor trays are available for a family member who cannot leave the patient room. There is an additional charge for this service. Contact your catering associate for more information.

Visitors

Visitation guidelines may vary by patient floor. Visit MauryRegional.com for current visitation guidelines and hours for entry.

Parking & Shuttle Service

Designated parking is provided for you and your visitors. After all arrangements have been made for your discharge, your driver should meet you at the designated patient discharge area, adjacent to the Emergency Department, to take you home. Two charging stations for electric vehicles (marked by signs) are located to the right of the patient discharge area.

The volunteer Care-A-Van Shuttle service provides free and convenient transportation for visitors and patients to their vehicles. Hours of operation may vary. To contact the driver directly, call 931.698.5928. View current hours of operation at MauryRegional.com/Shuttle.

Gift Shop

The Auxiliary Gift Shop is located on the first floor. The shop has baby items, children's gifts, books, greeting cards, fresh floral arrangements, candy, balloons, jewelry, stamps, toiletries, clothing, accessories and much more.

Automatic Teller Machine (ATM)

An ATM is located on the first floor of the hospital near the B elevators.

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GENERAL INFORMATION

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Telephones

You are welcome to use your cell phone during your stay but the medical center cannot be responsible if it is lost or stolen.

Our switchboard operators will connect outside calls to your room between the hours of 6 a.m. and 10 p.m. Please notify your family and friends of these hours. To make calls from your room:

LOCAL CALLS:

Press 9 + phone number

LONG DISTANCE IN AREA CODE 931:

Press 9 + 931 + phone number

LONG DISTANCE OUTSIDE AREA CODE 931:

Press 9 + 0 and follow the prompts

IF YOU NEED ASSISTANCE

PLACING YOUR CALL,
press "0" for the operator.

Please refrain from using mobile devices to photograph or record video and/or audio of physicians, staff or other patients in our care.

WiFi

The medical center offers free guest WiFi; however, it is password protected and the password changes periodically. You will need to call extension 5000 to obtain the current password.

Communication Services

A TDD is available for patients who are deaf, hard of hearing or speech impaired. The medical center also offers interpreter services (see pg. 33) free of charge for those whose English is limited. Please contact the Admitting Office or ask your nurse for assistance.

Valuables

The medical center cannot be responsible for money or other valuables kept in your room. It is strongly advised that you leave valuables at home or send them home with a member of your family. If that is not possible, you may give valuables to your nurse who will ensure they are placed in our vault.

Dentures, Eyeglasses and Hearing Aids

The medical center cannot be responsible for breakage or loss of such articles. When not in use, these items should be placed in a protective container. You may obtain a container for dentures from your nurse. Do not leave these items on dietary trays or put them in linen or paper towels that may accidentally be thrown away.

Lost and Found

Lost and found items are held by the Security Department. Please ask a medical center employee to contact security if you have a lost or found item. When possible, the medical center will notify patients of found items. Items are held 60 days.

Personal Electrical Appliances & Home Medical Equipment

- Personal electrical appliances (hair dryers, electric shavers, etc.) that are in good safe condition and brought in by patients may be approved for use. Please discuss this with your nurse prior to using any personal equipment.
- For your safety and the safety of others, the use of curling irons, heating pads and personal heat lamps are prohibited.
- A physician's order for a patient to use their home medical equipment is required.
- Maury Regional Medical Center assumes no liability or responsibility for the safe and/or effective use of personal electrical appliances or home medical equipment. Patients who use personal electrical appliances or home medical equipment may be asked to sign a form releasing the medical center from liability regarding the use of home appliances and equipment.



PATIENT-CENTERED CARE

Spiritual Care

We provide spiritual support to patients, their families, caregivers, physicians and all support staff in order to provide comfort, assistance, prayer and other spiritual dynamic aspects of faith. This service is available to people of all faiths and you may request a visit from a minister of your specific denomination or from our chaplain. Referrals to the chaplain can be initiated by notifying your nurse. If you would like your own minister to visit you while you are a patient at Maury Regional, we will be glad to contact him or her for you. In addition, Maury Regional Medical Center offers a daily recorded devotional available by calling extension 7729 (PRAY).

Our chapel is located on the first floor across from the Admitting Office and is available for prayer and meditation. A prayer request journal and prayer box is located in the chapel. If you have a prayer request, please drop by the chapel and leave your request for a member of our Spirituality Committee. Non-denominational services are held each week in the chapel on Mondays and Fridays at 2 and 2:30 p.m. Contact the Chaplain's Office at extension 4243 for more information.

Patient Advocate

Our patient advocate is here to ensure that any patient or family issues or concerns are addressed appropriately. The patient advocate works with the patient and hospital staff to facilitate the resolution of issues for the purpose of ensuring a positive patient experience. The patient advocate will assist you if you have any questions or concerns about any aspect of care or service. You may reach the patient advocate during normal business hours at extension 4884 or via email at MyExperience@MauryRegional.com. Before utilizing email, it is important that you understand that despite potential use of encryption software, security is not guaranteed; therefore, we encourage you to limit any detail you include regarding your medical condition(s). Concerns requiring a more immediate response can be directed to the house supervisor, who can be reached through the switchboard by dialing zero in the medical center or 931.381.1111.

Palliative Care

Patients living with chronic illness may benefit from palliative care services. Palliative care focuses on improving the quality of life for patients with a serious illness by assisting with pain relief, symptom control and stress relief, as well as connecting patients and family members with beneficial resources. The palliative care team at Maury Regional Medical Center includes board-certified physicians, nurses, social workers and pastoral care representatives who work together to coordinate resources and education for patients with chronic illnesses, such as cancer, chronic obstructive pulmonary disease (COPD), heart disease and kidney disease. To start the palliative care process, ask your physician for a referral. Our team provides inpatient consultations at the request of your physician. If you feel you or your loved one would benefit from palliative care, let your nurse or physician know. A palliative care representative may be reached by calling 931.380.4090 (extension 4090 from a hospital phone) for more information.

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PATIENT-CENTERED CARE

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Advance Directives

Advance Directives are an Advance Care Plan (Living Will), a Health Care Agent (Durable Power of Attorney for Health Care), a Surrogate Designation for health care decisions and/or Physician Orders for Scope of Treatment (POST, formerly known as the Universal Do Not Resuscitate—DNR). It is necessary for these documents/directives to be given to medical center staff as soon as possible on each admission. For additional information on these documents, please contact your nurse or visit the State of Tennessee website at: <https://www.tn.gov/health/health-program-areas/health-professional-boards/hcf-board/hcf-board/advance-directives/advance-directives-faq.html>

Patient Satisfaction Survey

Your feedback and opinions regarding the care you receive are extremely important to us. For this reason, Maury Regional Medical Center utilizes Press Ganey, an independent research firm, to conduct our patient satisfaction surveys. You may receive a survey in the mail or an electronic survey via email shortly after your visit. Please take a moment to complete the survey so we can continue to improve. If you would like to share a compliment or suggestion after your discharge, visit MauryRegional.com and click on the customer service link on the home page. Feedback, whether it is a pat on the back or a suggestion for improvement, is shared with the staff and will help us meet our goal to provide you with excellent care and service.

To recognize a caregiver, scan the QR code with your phone camera or visit



MauryRegional.com/CustomerService.

Recognizing Excellent Care

There are times when patients and their loved ones would like to express gratitude regarding the care provided. Our team cannot accept gifts; however, we encourage you to express your gratitude in one of the following ways:

Sunflower Award

The Sunflower Award recognizes employees from all disciplines and departments who go above and beyond in their roles at Maury Regional Medical Center to make a difference in the lives of others. To nominate an employee, visit MauryRegional.com/Sunflower.

Daisy Award

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. If you would like to nominate an extraordinary nurse for the DAISY award please ask a member of your team for a nomination form or complete one online by visiting MauryRegional.com and typing DAISY Award in the search tool.

Extraordinary Hero

The Extraordinary Hero program enables patients and their family members to recognize someone who provided excellent care through a gift to the Maury Regional Health Care Foundation. Learn more on page 29.

Google Review

We are honored that you chose Maury Regional Health for your health care needs. We value each and every one of our patients and our goal is to provide the best possible experience. If you would like to provide a review, please Google Maury Regional Medical Center or go to MauryRegional.com and select the Google icon.

You may also recognize a caregiver by sending an email to Kudos@MauryRegional.com. Please understand that email security is not guaranteed; therefore, limit any detail regarding your medical condition to ensure privacy.

PAIN MANAGEMENT

Pain is the discomfort that alerts you to the fact that something may be wrong with your body. Pain may be caused from various sources, including:

- An infection
- Inflammation
- Joint or muscle problems
- Effects of a tumor
- Blockage of the stomach or intestines
- Surgery

Maury Regional Medical Center is concerned about your health and well-being and has developed a pain management program to ensure that you get adequate relief.

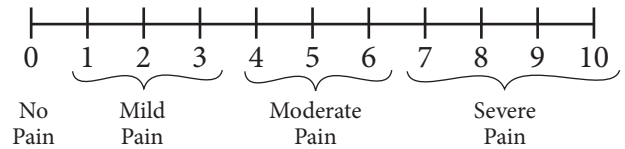
The goal of pain management is to control the pain. It is unrealistic to achieve “zero” pain; however, the goal is to have pain controlled for comfort. With adequate pain control, you can participate in your care and daily activities (bathing, walking, coughing and deep breathing). Staff will be asking you frequently about your pain level. Tell staff what your pain feels like by using words to help describe it as: sharp, shooting, dull, burning, constant, comes and goes. On the right are scales that we use to help identify the severity of your pain.

When the pain is controlled, the patient becomes a partner in care and comfort. We ask that you assist us in controlling your pain by doing the following:

- Pay close attention to changes in your level of pain and report to your caregiver. It will help you eat better, sleep better, move around more easily and visit with your family and friends.
- Uncontrolled pain can lead to a decrease in strength and endurance, lack of sleep, decrease in appetite and longer recovery from illness.
- If your pain is not relieved by your medicine or if you are having any side effects, please tell your doctor or nurse.
- Side effects from pain medications some may experience include:
 - Constipation
 - Drowsiness
 - Dizziness
 - Slowed breathing
 - Skin reactions
 - Abdominal distress
 - Nausea/vomiting
 - Diarrhea



0 - 10 Likert Pain Intensity Scale



Wong-Baker FACES Pain Rating Scale



From Wong, D.L., Hockenberry-Eaton, M., Wilson, D., Winkelstein, M.L., Ahamann, E., DiVito-Thomas, P.A., Whaley and Wong's Nursing Care of Infants and Children, ed. 6, St. Louis, 1999, p. 2040. Copyrighted by Mosby, Inc. Reprinted by permission.

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PAIN MANAGEMENT

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In all cases, a multimodal approach should be used to manage pain. This includes non-medication strategies as well as a variety of different types of medication.

Mild pain is usually treated with measures such as a heating pad, ice pack, massage and stretching. Nonprescription pain relievers may also be used.

Moderate pain may be treated with a variety of medications as ordered by your doctor along with the measures described above.

In addition to the above measures, severe pain is usually treated with strong pain medications as ordered by your doctor.

Facts About Pain and Medication:

- Opioid pain medications, when given short-term with supervision, can be safe and effective.
- Medications may be prescribed by your doctor that can help relieve any side effects from pain medications, such as constipation.
- Taking pain medication prior to walking or exercising with physical therapy can make that activity more tolerable and perhaps help speed your recovery.
- A specially designed IV pump known as a patient controlled analgesia system (PCA) allows you to safely self-administer small pre-set doses of pain medications (ordered by your doctor) through your IV line. When a patient has a PCA pump, for safety reasons only the patient should push the button to receive pain medication. When someone other than the patient pushes the button, the patient may experience undesirable side effects resulting in a problem.

When Medication is Needed:

- Talk to your nurse if you think your pain requires medication.
- Ask for medication before the pain returns.
- Discuss pain medication combinations with your nurse or provider.
- Let your nurse know after 45 minutes if your pain medication is not working.
- Discuss with your nurse if you have a pain regimen at home that works.
- Discuss comfort methods other than medication to control pain.

Pain Comfort Options

There are various ways to lower your pain without using medications. These include:

- Position change, walking or gently stretching
- Soothing/relaxing music
- Changing the environment (lighting, pillows, bed)
- Aromatherapy
- Prayer or meditation
- Massage focused on your area of pain or a hand massage
- Distraction (adult coloring book, crossword puzzles, magazines, imagery)
- Rest
- Hot or cold therapy (as ordered)

Available comfort items include an extra pillow, warm blanket, lip balm, ear plugs, eye mask or magazine.

We want you and your significant others to be involved to help you be comfortable. Therapies they can assist with are prayer, massage, music and distraction.



NARCOTIC PAIN MEDICATION (OPIOID) MANAGEMENT

Prescription Opioids: What You Need to Know

Prescription opioids can be used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks. It is important to work with your health care provider to make sure you are getting the safest, most effective care.

What are the risks and side effects of opioid use?

Prescription opioids carry serious risks of addiction and overdose, especially with prolonged use. An opioid overdose, often marked by slowed breathing, can cause sudden death. Make sure you know the name of your medication, how much and how often to take it and its potential risks and side effects. The use of prescription opioids can have a number of side effects as well even when taken as directed:

- Tolerance — meaning you might need to take more of a medication for the same pain relief
- Physical dependence — meaning you have symptoms of withdrawal when a medication is stopped

- Increased sensitivity to pain
- Constipation
- Nausea, vomiting and dry mouth
- Sleepiness and dizziness
- Confusion
- Depression
- Low levels of testosterone that can result in lower sex drive, energy and strength
- Itching and sweating

Risks are greater with:

- History of drug misuse, substance use disorder or overdose
- Mental health conditions (such as depression or anxiety)
- Sleep apnea
- Older age (65 years or older)
- Pregnancy

Avoid alcohol while taking prescription opioids. Also, unless specifically advised by your health care provider, medications to avoid include:

- Benzodiazepines (such as Xanax or Valium)
- Muscle relaxants (such as Soma or Flexeril)
- Hypnotics (such as Ambien or Lunesta)
- Other prescription opioids



NARCOTIC PAIN MEDICATION (OPIOID) MANAGEMENT

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Know Your Options

Talk to your health care provider about ways to manage your pain that do not involve prescription opioids. Some of these options may actually work better and have fewer risks and side effects. Options may include:

- Pain relievers, such as acetaminophen, ibuprofen and naproxen
- Some medications that are also used for depression or seizures
- Physical therapy and exercise
- Cognitive behavioral therapy, a psychological, goal-directed approach in which patients learn how to modify physical, behavioral and emotional triggers of pain and stress

If you are prescribed opioids for pain:

- Never take opioids in greater amounts or more often than prescribed.
- Follow up with your primary health care provider.
 - Work together to create a plan on how to manage your pain.
 - Talk about ways to help manage your pain that do not involve prescription opioids.
 - Talk about any and all concerns and side effects.

- Help prevent misuse and abuse.
 - Never sell or share prescription opioids.
 - Never use another person's prescription opioids.
- Store prescription opioids in a secure place and out of reach of others (this may include visitors, children, friends and family).
- Safely dispose of unused prescription opioids. Find your community drug take-back program or your pharmacy mail-back program, or flush them down the toilet, following guidance from the Food and Drug Administration (fda.gov/Drugs/ResourcesForYou).
- Visit cdc.gov/drugoverdose to learn about the risks of opioid abuse and overdose.
- If you believe you may be struggling with addiction, tell your health care provider and ask for guidance or call SAMHSA's National Helpline at 1.800.662.HELP.

BILLING, INSURANCE & LEVELS OF CARE

Thank you for choosing Maury Regional Medical Center for your health care services. The following is important billing information and the factors that may impact your bill that we hope you find helpful.

Billing

Financial arrangements are normally made at the time of admission. However, there may be times that Patient Access personnel need to counsel with you or your family to discuss your financial responsibilities and assist you if needed.

Your billing statement from Maury Regional Health may include services provided by our hospitals, outpatient facilities, ambulance service and/or Maury Regional Medical Group practices.

You may also receive separate bills for services rendered by your physician, anesthesiologist, radiologist, pathologist, radiation oncologist, Emergency Department physician and laboratory testing agencies not affiliated with Maury Regional Health. These bills are not generated by Maury Regional Health; therefore, you should contact the appropriate entity for inquiries.

Surprise Medical Bills

When you get emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from balance billing. In these cases, you shouldn't be charged more than your plan's copayments, coinsurance and/or deductible.

What is "balance billing" (sometimes called "surprise billing")?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, like a copayment, coinsurance or deductible. You may have additional costs or have to pay the entire bill if you see a provider or visit a health care facility that isn't in your health plan's network.

"Out-of-network" means providers and facilities that haven't signed a contract with your health plan to provide services. Out-of-network providers may be allowed to bill you for the difference between what your plan pays and the full amount charged for a service. This is called "balance billing." This amount is likely more than in-network costs for the same service and might not count toward your plan's deductible or annual out-of-pocket limit.

"Surprise billing" is an unexpected balance bill. This can happen when you can't control who is involved in your care — like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. Surprise medical bills could cost thousands of dollars depending on the procedure or service.

You're protected from balance billing for:

EMERGENCY SERVICES

If you have an emergent medical condition and get emergency services from an out-of-network provider or facility, the most they can bill you is your plan's in-network cost-sharing amount (such as copayments, coinsurance and deductibles). You can't be balance billed for these emergency services. This includes services you may get after you're in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.

CERTAIN SERVICES AT AN IN-NETWORK HOSPITAL OR AMBULATORY SURGICAL CENTER

When you receive services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan's in-network

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BILLING, INSURANCE & LEVELS OF CARE

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cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist or intensivist services. These providers can't balance bill you and may not ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers can't balance bill you, unless you give written consent and give up your protections.

You're never required to give up your protections from balance billing. You also aren't required to get out-of-network care. You can choose a provider or facility in your plan's network.

When balance billing isn't allowed, you also have these protections:

You're only responsible for paying your share of the cost (like the copayments, coinsurance and deductible that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.

Generally, your health plan must:

- Cover emergency services without requiring you to get approval for services in advance (also known as "prior authorization").

- Cover emergency services by out-of-network providers.
- Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
- Count any amount you pay for emergency services or out-of-network services toward your in-network deductible and out-of-pocket limit.

If you think you've been wrongly billed, contact 1.855.796.6482.

The federal phone number for information and complaints is 1-800-985-3059.

For more information, visit <https://www.cms.gov/nosurprises/consumers>.

Insurance

MEDICARE

Medicare regulations require certain criteria to be met in order to cover the many levels of health care services. These levels of care include hospitalization, skilled long-term care, home health, hospice and outpatient services. Medicare in general defines observation as any hospital stay that lasts less than two midnights. Observation is an outpatient status.

COMMERCIAL & OTHER INSURANCE

Insurance coverage varies by the company providing the coverage and policy provisions. Should you have a question about your coverage, please contact your insurance provider.

COVERAGE GUIDELINES

When a hospitalized patient is ready to safely transfer to a lower level of care, such as transitioning to a nursing home, insurance will no longer cover hospital services. The patient may still require nursing care and rehabilitation services, but this level of care can be safely performed outside of the hospital. A discharge plan will need to be in place to prevent non-covered hospitalization days.

MEDICARE NOTICE OF NON-COVERAGE

Medicare has very strict regulations that require the medical center to issue a Medicare notice of non-coverage when appropriate discharge plans are in place

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BILLING, INSURANCE & LEVELS OF CARE

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and the patient does not discharge to the appropriate level of care. The medical center can no longer bill Medicare for hospital services, and the patient becomes financially responsible for the bill. A Medicare notice of non-coverage will also be issued when a patient is not appropriate for admission to the medical center based on medical need. For example, a patient with dementia who has gotten worse over time and can no longer take care of him/herself at home would not meet Medicare guidelines for admission to the medical center.

We encourage you to discuss any concerns or questions with the RN care manager assigned to your case. We are happy to assist you and want to make sure all options are thoroughly explained to you and your family.

Financial Assistance

Maury Regional Health (MRH) is a not-for-profit system with a mission to serve our region with clinical excellence and compassionate care. In service to this mission, MRH is committed to providing medically necessary services to patients regardless of their ability to pay. This financial assistance policy is intended to be in compliance with applicable federal and state laws for our service area.

For patients, and patient guarantors, with limited financial resources, MRH has an established financial assistance program to help provide relief for the cost of medically necessary care.

ELIGIBILITY

Patients of MRH with annual family incomes of less than 250% of the federal poverty level, and without sufficient assets available to meet patient payment obligations will be eligible for MRH financial assistance. (Visit <http://aspe.hhs.gov/> website of the Assistant Secretary for Planning and Evaluation of the U.S. Department of Health and Human Services for current poverty level guidelines.)

TYPE OF ASSISTANCE

Family income, assets and medical expenses will be considered when making an eligibility determination on financial assistance. Free care is available to patients with limited assets and family income equal to or less than the federal poverty level. Discounted care is available to patients with limited assets and family income between the federal poverty level and 250% of the federal poverty level. Patients not meeting these eligibility guidelines, but with high medical expenses during a 12-month period, may qualify for catastrophic care assistance.

FEES CHARGED PATIENTS ELIGIBLE FOR FINANCIAL ASSISTANCE

Patients eligible for financial assistance, and having no insurance coverage, will be granted a discount on MRH bills for emergency and medically necessary care. Following a determination of financial-assistance eligibility, an individual will not be charged more than the amounts generally billed (AGB) for emergency or other medically necessary care provided to individuals with insurance covering that care.

HOW TO APPLY

Patients may apply for financial assistance by completing and submitting a Financial Assistance application form, along with adequate documentation to support the application. Applications can be submitted (i) via mail to: Maury Regional Health, Attn: Financial Counselor, 1224 Trotwood Ave., Columbia, TN 38401; or (ii) hand delivery to the Financial Counselor in the Patient Services Department located on the first floor of Maury Regional Medical Center.

BILLING, INSURANCE & LEVELS OF CARE

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HOW TO OBTAIN COPIES OF THE POLICY AND/ OR APPLICATION

An application for MRH financial assistance is available (i) on the MRH website at MauryRegional.com/FinancialAssistance; (ii) by request by contacting a Financial Counselor via mail or phone at: Maury Regional Health, Attn: Financial Counselor, 1224 Trotwood Ave., Columbia, TN 38401 or 931.381.1111, option 4; and (iii) at any location where patient registration occurs at MRH or our offsite locations.

FOR MORE INFORMATION AND ASSISTANCE

For additional information or assistance regarding our Financial Assistance Program or Application Process, please visit our Patient Services Department located on the first floor of Maury Regional Medical Center or contact the Financial Counselor at 931.381.1111, option 4, Monday through Friday from 8 a.m. to 4:30 p.m. Financial assistance may vary by provider within Maury Regional Health. For a complete financial assistance policy by provider, please select the appropriate entity:

- Maury Regional Medical Center (also applicable to some Lewis Health Center services)
- Marshall Medical Center
- Wayne Medical Center
- Federally Qualified Health Centers
 - Lewis Health Center
 - Lewisburg Family Practice
 - Lewisburg Pediatrics
 - PrimeCare
 - Primary Care - Waynesboro
- Maury Regional Medical Group

EN ESPAÑOL:

Para ver una completa Política de Asistencia Financiera MRH en español, haga clic aquí.

Para completar una solicitud de ayuda financiera en español, haga clic aquí.

Levels of Care

There are two types of care that result in a stay in the hospital — inpatient and observation. Observation is generally defined as services furnished by a hospital on its premises, including the use of a bed, monitoring by nursing or other staff and any other services that are necessary to evaluate a patient's condition or to determine the need for a possible inpatient admission to the hospital. Observation services may be provided on any unit or bed and may begin with an initial outpatient visit.

A variety of services are also provided by the hospital on an outpatient basis where the patient goes home the same day. This includes, but is not limited to, outpatient surgical procedures.

All insurance companies, including Medicare, require certain criteria to be met to pay for hospital services related to levels of care. You may have received an estimate for your bill upon registration. Please understand that this may change if your level of care changes during your stay. When an inpatient is stable and ready to transfer to a lower level of care, such as transitioning to a nursing home, insurance will no longer cover hospital services. The patient may still require nursing care and rehabilitation services, but this level of care can be safely performed outside of the hospital.



BE OUR PARTNER IN CARE

We are committed to providing patients with excellent care. Part of that commitment is acknowledging that no one knows a patient better than his/her family and friends. For this reason, we ask that you be a part of our team.

Family Activated Care Team

Because we want you to be our partner in care, we have created the Family Activated Care Team (FACT) CODE. If you have shared your thoughts with the patient's caregiver and still feel that something is "just not right" or that your concerns are not being recognized, please activate the FACT CODE.

FACT CODE:

- Dial extension 5500 from any phone within the medical center.
- Provide your name, the patient's name and room number.

A team of medical professionals will be alerted. A member of the team will arrive in the patient's room to address your concerns and alert other members of the team as needed.

*Thank you for
being our partner
in care!*



PATIENT EDUCATION CHANNEL GUIDE

As a service to our patients, there are three patient education channels. These channels show short videos on a variety of topics to help you understand the available resources or to advance your knowledge on any given topic.

Channel 95 Patient Education Channel

The programs on this channel update and change every three months. (A separate schedule is located in the back of this booklet.) Some topics covered are COPD, heart attack, heart failure, diabetes, stroke recovery, joint replacement, controlling high blood pressure and cholesterol, pain management and more. After your discharge, you can access this patient channel from home by visiting *ThePatientChannelNow.com* and entering code 00352.

Channel 98 Maury Regional Patient Education Channel

These educational videos cover various topics that average 10-20 minutes long. Some topics covered are asthma, menopause, osteoporosis, stroke, COPD, infant CPR and your right to refuse medical treatments.

Channel 99 Diabetes Education Channel

These educational videos are designed to assist with specific aspects of the disease process. Some topics covered are “What is Diabetes?” diabetes and nutrition and long-term complications of diabetes.

PROTECTING YOURSELF AND OTHERS FROM INFECTION

Maury Regional Medical Center's first priority is your safety. The health care team at MRMC strives to keep you safe from infection by using proven methods to ensure that you stay safe during your stay. You will notice the presence of infection protection everywhere throughout the facility:

- Hand sanitizer gels
- Use of gloves, gowns, masks
- Environmental services cleaning
- Disinfection wipes
- Hand washing stations

Hand Hygiene

Hand hygiene is a term that includes washing your hands with soap and water or applying an alcohol-based rub to the hands in order to remove germs that can cause illness. Hand hygiene is the single most important way to prevent the spread of infection in the hospital as well as out in the community. To help us prevent the spread of germs and to keep yourself safe:

- Notice whether your caregivers have washed their hands or used the alcohol hand rub when entering your room. Don't be afraid to remind your caregivers (physicians, nurses or other staff) to wash their hands or use the alcohol hand rub.
- Likewise, remind your visitors to wash their hands or use the alcohol hand rub each time they come to see you. It is for your health and safety as well as their own!
- Get in the habit of washing your own hands frequently with soap and water or using an alcohol-based hand rub, if available. This is important even after you leave the medical center to protect yourself from germs that you may encounter out in the community setting.

Respiratory Hygiene and Cough Etiquette

Some illnesses, such as COVID-19 and the flu, are spread by large droplets that leave the body when an infected person coughs or sneezes. These droplets carry the germs about three to six feet before falling to the ground or another surface. Other people within that three- to six-foot area can inhale these germs before they fall and become infected. Individuals can pick up these germs from a solid surface, such as a countertop, with their hands and, if they touch their eyes, nose or mouth, they can become infected. To help reduce the chance of infection from germs spread by large droplets, we ask that everyone follow Respiratory Hygiene and Cough Etiquette guidelines. These include:

- Informing staff if you or your visitors have symptoms of respiratory infection.
- Cover your cough or sneeze with a tissue or a mask to help prevent the spread of droplets. Remind your visitors to do the same.
- If a tissue or mask is not available, cough into your sleeve, not your hands, if possible.
- Wash your hands with soap and water or use the alcohol based hand rub after coughing or sneezing. Again, remind everyone else to do the same.
- Encourage your visitors who are coughing, sneezing or have fever to consider visiting at a later date for your safety. If they must visit, they should sit at least three to six feet away from you and others.

We ask everyone's cooperation in using these measures so that we may protect the health of others. If you have any questions or concerns regarding infection prevention and control activities, please talk to your physician or a member of the nursing staff.

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PROTECTING YOURSELF AND OTHERS FROM INFECTION

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Targeting Infection Prevention

The medical center will work closely with you and your provider to minimize your risk of infection. We will involve you and your family in your care and provide you with education on preventing infections related to items such as ventilators, IV lines or urinary catheters as well as procedures you may undergo and other organisms that can cause infection. We have information on similar topics for your post-discharge care as well. If we haven't already offered it to you, simply ask.

Active Surveillance Cultures

Sometimes people come into the health care setting with "super germs" that are resistant to antibiotics or cause infections in other people. These germs must be identified as soon as possible to prevent the spread of infection. To identify these germs, we may perform screening cultures on selected patients by taking samples from the nose and throat or, if diarrhea is present, the stool. In about two hours after the samples are collected, your nurse or physician will share the results with you. If the results are positive, you will be placed on isolation precautions to prevent the spread of these germs to others.

Isolation Precautions

To help us prevent the spread of infection in the medical center, we take extra precautions with patients who may have an infection or who may carry certain germs in or on their body. If you have a history of a drug-resistant bacteria or have signs of other infectious illness, you may be placed in isolation until active surveillance cultures are complete. For everyone's safety, the following measures may be taken to protect both the health care worker as well as the next patient they care for:

- Health care staff will wear special protective gear, such as a mask, gown and gloves, when they enter the room.
- Staff will decontaminate their hands before donning and after removing this gear.
- Visitors are also asked to wear the same protective gear and wash their hands or use the alcohol hand rub, so that they don't spread germs around the medical center common areas or take a germ home. Visitors should always perform hand hygiene before entering the patient's room and upon leaving.
- Some germs that cause infectious diarrhea are not destroyed by alcohol hand rub and are eliminated with hand washing only. Your nurse or physician will let you know if you should not use alcohol hand rub.
- Patients on isolation status should not leave the room except for special circumstances. Staff members will assist in such cases.
- We may also restrict visitation to reduce the risk of infection from persons coming into the building, especially during community outbreaks such as influenza season.

FALL SAFETY

Falls happen because of a combination of factors. If we know what these factors are, we may be able to do something to change them.

Some causes of falls:

- Unsafe footwear or problems with feet
- Medication side effects
- Problems with balance and walking
- Weakness from illness or surgical procedure
- Lack of physical activity
- Changes in eyesight and hearing
- Urinary and bladder dysfunction
- Hazards around the home or in public places

You can reduce your risk of a fall by doing the following:

- Always use your call light to call for assistance from the nurse before getting out of bed. **Do not try to go to the bathroom by yourself.**
- **Do not get out of bed unassisted.**
- Sit on the side of the bed for a few minutes before you stand. This will decrease the likelihood of dizziness. Look straight ahead as you stand.
- Wear non-slip shoes or non-skid footwear when out of bed. The medical center provides non-slip socks.
- Walk close to the wall and use the handrail for safety.
- Ask that a dim light remain on at night to light the path to the bathroom.
- Do not lean on equipment, such as an IV pole or an over-the-bed table that has wheels and may roll away from you.
- Keep personal items (phone, TV remote, toiletries, urinal, etc.) in reach.

- Wear glasses or hearing aids if you have them.
- Pull the emergency cord while in the bathroom if you need assistance.
- Please tell your nurse if you use a walker, cane, wheelchair or bedside toilet.
- Patients sometimes fall when they are feeling better and believe they no longer need assistance. Always call for assistance.

When your newborn is in the hospital, please remember these important safety tips to keep your baby safe:

- If you are feeling unsteady, weak or faint or have had recent pain medication and are feeling drowsy DO NOT lift your baby. Press the nurse call button and ask for help.
- Keep your bed in the lowest position (closest to the floor) at all times.
- When you want to sleep or are feeling drowsy, first place your baby in the bassinet.
- DO NOT sleep with your baby in your bed, sofa or chair as this can put your baby at risk of serious injury.
- If you or someone holding your baby falls asleep, a staff member will move your baby to the bassinet to ensure safety.

If your child is a patient, you can help prevent falls by following these safety measures:

- Accompany your child to the bathroom when medical equipment is attached.
- Ask a nurse to accompany your child to the bathroom when getting up for the first time following surgery.
- Help your child get up when you feel he or she may be unsteady due to medication or illness.

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FALL SAFETY

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- Keep ALL side rails up when your child is in bed.
- Daybeds are only recommended for parent/family member use at night.
- While holding your child, if either you or your child becomes sleepy, please place your child back in the bed and raise the side rail, making sure the rail latches. Please do not share a bed with your child.
- Children under 3 years old are safer in a crib even though they may not be in one at home.
- Medical equipment, like IV pumps, will restrict your child's movement. Please let staff members help you walk with your child.
- Do not allow your child to "ride" on the IV pole.
- Use lap belts when your child is using a wheelchair, carriage or stroller.
- Accompany children throughout the facility. Leaving a child unattended can increase falls and injury.
- Please discourage your child from running or climbing in the patient rooms, waiting rooms and hallways.

We want to make sure your child is in the safest environment possible. If we identify that your child is at risk for falling, we will put a "Humpty Dumpty" sign on your child's door as well as on the chart.



How the staff will help prevent falls:

- Fall signage may be completed in room to alert staff to fall risk/mobility needs. Safety stop is not completed for low fall risk.
- The bed will be kept locked and in a low position with at least the head of the bedside rails up.
- The room will be kept lighted and free of clutter.
- Patient/family will be informed regarding fall risks and methods of prevention.
- Family may be requested to stay with patients deemed to be at high risk for a fall.
- A mobility monitor may be used as a gentle reminder to call for help before getting up from a bed or chair.
- As specific factors are identified, other members of the health care team may be consulted to reduce your risk for falls.

If for any reason you have questions or concerns, please ask your patient caregiver. **Always call for assistance before getting out of bed.**

PATIENT SAFETY

Maury Regional is committed to providing you quality care in a safe manner. Your safety is an important part of our mission of healing. If you have any concerns related to care, treatment or patient safety issues, we encourage you to **SPEAK UP** by communicating with your nurse, the nurse manager or any member of the clinical staff.

Speak up if you have questions or concerns. If you don't understand, ask again. It's your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those doctors to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. Ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate. (*See Patient Support Partner Program on pg. 17.*)

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.

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PATIENT SAFETY

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- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly to what you are agreeing.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and who to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements.
- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Make sure the doctor or nurse checks your wristband and asks your name before giving you medicine. Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- 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 given an IV, ask the nurse how long it should take for the liquid to "run out." Tell the nurse if you have questions about the flow rate.

- 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 taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs too.
- 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 medical center 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.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

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.
- If you are taking a lot of medicines, ask your doctor if it is safe to take those medicines together. Do the same thing with vitamins, herbs and other supplements.
- Understand that more medications may not always be better for you. Ask your doctor how a new medication will help.
- Make sure you can read the handwriting on prescriptions. If you can't read it, the pharmacist may not be able to either. You can ask to have the prescription printed.
- 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're 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.

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PATIENT SAFETY

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Convenient Discharge Prescription Program

To help in the transition from hospital to home, Maury Regional Medical Center now offers an Outpatient Pharmacy, located adjacent to the lobby. With this expanded area comes the ability to offer discharge medication services billed through the patient's insurance. By including bedside delivery and consultation, we hope to increase your knowledge and comfort with your medications as well as eliminate the need to stop at a pharmacy on your way home.

Maury Regional Medical Center has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission.

- Ask about the health care organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check at JointCommission.org to find out whether your hospital or other health care organization is accredited.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

PATIENT RIGHTS AND RESPONSIBILITIES

Effective November 2016

You have a right to reasonable access to medical care in a safe setting. We will treat you without regard to your race, color, national origin, ethnicity, culture, language, religion, age, sex, sexual orientation, gender identity or expression, physical or mental disability, financial status or ability to pay.

You have the right to compassionate care, including the right to:

- Be safe from abuse, harassment, neglect and exploitation.
- Have your pain managed appropriately.
- Have your doctor and a friend or family member told that you are in the hospital.
- Be free from being restrained or secluded, unless needed for your care.
- Keep and wear your clothing or cultural or religious items as long as doing this doesn't interfere with your treatment.
- Know the names of the people caring for you, what they do and who they work for.
- Effective communication appropriate to age, language and ability to understand.
- Have an interpreter at no cost, if you need one.
- Have an assistive (service) animal or aid, if you need one.
- See your bills and have them explained to you. You may also request information about payment plans and financial assistance.
- Talk with other doctors or request a second opinion.
- Have your complaints handled fairly. Your care will not be affected if you share any complaints or concerns with us.

You have the right to privacy, including the right to:

- Be examined in as private an area as possible.
- Have someone of your own sex with you when you are examined.
- Have your medical information kept private, as provided by law.
- Not have any photos or videos taken of you unless you agree to this, except as needed to treat you.

You have the right to be involved in all aspects of your care, including the right to:

- Know what your health problem is and what this might mean for you.

- Share in decisions about your care, treatment plan, discharge plan and/or pain management plan, including getting information in a way that you can understand.
- Involve a family member or patient representative in decisions about your care (as far as the law allows).
- Be told what you can expect from your treatment, its risks and benefits, other choices you may have and what might happen if you are not treated at all.
- Be informed about the outcomes of your care, including unanticipated outcomes.
- Access information in your medical record within a reasonable amount of time.
- Receive information about or develop your Advance Directives, including decisions about care, treatment and services received at the end of life.
- Have your wishes followed with respect to Advance Directives (advance care plans, living will, or durable power of attorney for health care) or organ donation, if known.
- Meet with a chaplain or request other spiritual counseling for you or your family.
- Meet with an Ethics Committee representative or advocate to talk about ethical issues and policies that may affect your care.
- Refuse tests or treatment (as far as the law allows) and to be told what might happen if you refuse care.
- Leave the hospital (as far as the law allows) even if advised against it. If this happens, we will not be responsible for any medical issues that may result.
- Be involved in research, but only if you agree to this. Your care will not be affected if you refuse to participate in a research project.
- Be given information about your discharge plan and any ongoing care you may need after you leave the hospital.
- Have a support person of your choice with you in the hospital or clinic exam room, unless the presence of that person interferes with your care or other patients' care.
- Receive support in accessing protective or advocacy services, when required.
- Receive visitors according to your wishes and without discrimination; and, to be informed when clinically necessary and/or reasonable limitations on visitation are made to support your care and/or the care of other patients.
- Private and unrestricted communication including visitors, mail, and telephone calls, unless restrictions are part of your treatment. Any restrictions will be explained to you and will be assessed for therapeutic effectiveness.

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PATIENT RIGHTS AND RESPONSIBILITIES

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To keep you safe, we encourage you to become actively involved in your care by:

- Confirming to us which part of your body will be operated on.
- Reminding us to check your ID band before we give you medicine or blood.
- Making sure we wash or gel/foam our hands before caring for you.
- Checking for our ID badge.
- Asking questions.
- Knowing what medications you are taking and why.

It is your responsibility to:

- Give us truthful and complete information about your current state of health, health history, medicines and insurance.
- Ask questions you may have about your treatment and what you need to do to take care of yourself.
- Follow your plan for treatment.
- Give us a copy of any documents addressing health care decisions, including but not limited to: Advance Directives (advance care plans, health care agent, living will, durable power of attorney for health care, physician orders for scope of treatment – POST), organ donor, conservatorship or legal guardianship forms you may have.
- Follow all hospital and clinic rules, including the “no smoking” policy.
- Respect other patients, visitors, staff, physicians and property.
- Tell us if you are concerned about or notice any changes in your condition.
- Make sure your bills are paid, or seek financial assistance.
- Go to all of your appointments.
- Let us know if you are concerned about your privacy.

If you have concerns or complaints:

Contact the Patient Advocate directly, or in writing at:

Maury Regional Medical Center
Attn: Patient Advocate
1224 Trotwood Avenue
Columbia, TN 38401
931.381.1111 ext. 4884

You may contact The Joint Commission at 630.792.5800 or jointcommission.org

You may contact the Medicare Beneficiary Ombudsman at 1.800.MEDICARE or medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html.

You may contact the U.S. Department of Health and Human Services, Office for Civil Rights at 1.800.368.1019 (TDD 1.800.537.7697) or ocrportal.hhs.gov/ocr/portal/lobby.jsf.

Or, you may contact the Tennessee Department of Health at:

State of Tennessee Department of Health
Division of Health Care Facilities
Centralized Complaint Intake Unit
665 Mainstream Drive, Second Floor
Nashville, TN 37243
1.877.287.0010

Revision 11-2016

*This information is available in Spanish upon request.
(Solicite la versión en español de esta información.)*



VOLUNTEER SERVICES

The Maury Regional Medical Center Auxiliary was organized several months before the first patient was admitted in December 1953 and there have been volunteers on duty ever since. Our volunteers are a vital part of the medical center's mission of providing compassionate care. There are volunteer opportunities to suit just about anyone. Volunteers provide valuable assistance in more than 28 service areas. Some of these areas include:

- Gift Shop
- Care-A-Van shuttle
- Pet therapy
- Music
- Hand massage for patients

- Information desks
- Waiting rooms
- Nursing units
- Escorting/discharging patients
- Clerical assistance

If you are interested in volunteering at Maury Regional, you can call 931.380.4047 for more information or apply online at MauryRegional.com/Volunteer.



MAURY REGIONAL HEALTH CARE FOUNDATION

The Maury Regional Health Care Foundation assists Maury Regional Health in expanding health care services and community outreach programs for at-risk individuals throughout our region.

There are a variety of funds through which the Foundation assists patients, their families and the community. Services funded by the Foundation include providing medications for patients in need, assisting with transportation, offering health education, conducting free screenings and providing a hospitality house for patients undergoing cancer treatments and family members of neonatal and critical care patients. Gifts may be made in honor or in memory of an individual and may be donated to the fund of the donor's choice.



Want to recognize someone who provided extraordinary care?

The Extraordinary Hero program enables patients and their family members or friends to recognize someone who provided excellent care during their stay at Maury Regional Medical Center through a donation to the Foundation. To obtain a form to recognize an Extraordinary Hero, please ask the nursing supervisor or contact the Foundation.

The Maury Regional Health Care Foundation is designated as a 501(c)(3) charitable organization and donations are tax-deductible. For more information about funds available or to make a donation, call 931.380.4075 or visit MauryRegionalFoundation.com.



SUPPORT GROUPS AND SERVICES

Maury Regional Health offers a number of support groups to assist patients and their families. Because dates and times may change, we encourage you to call the appropriate number below or visit *MauryRegional.com* for details.

Breast Cancer Support Group

Women who have experienced breast cancer, guest speakers and trained professionals provide support and solutions to problems. Meetings take place in the Women's Center at Maury Regional's Pavilion. For more information, call 931.540.4166.

Diabetes Support Group

Persons diagnosed with diabetes and their family members join together to learn more about the disease and its treatments. For more information, call 931.540.4324.

Empty Arms Pregnancy & Infant Loss Support Group

The Empty Arms Pregnancy and Infant Loss Support Group offers a supportive atmosphere for parents to share experiences, gain information about grief and learn valuable coping skills. Meetings include speakers and pastoral care. For more information, call 931.540.4243

Grief Support Group

Losing someone you love is painful and brings about a multitude of emotions that vary by individual and by experience. The goal of the Grief Support Group is to offer comfort and guidance for those coping with the loss of a loved one by offering a supportive environment to share experiences, resources and coping strategies. For more information, call 931.540.4243.

Multiple Sclerosis (MS) Support Group

The Multiple Sclerosis (MS) support group provides education and support for those impacted by MS, including the newly diagnosed, their families

and friends. A diagnosis of MS brings challenges, frustration and fear. The goal of this support group is to provide a forum for learning more about MS, the resources available and to create an environment for open discussion and support. For more information, call 931.540.4243.

Ostomy Partners

The Ostomy Partners Support Group is for persons with an ileostomy, colostomy, or urostomy. Family members and friends are also invited. Contact 931.490.4600 for more information.

Stroke Support Group

The Stroke Support Group is for those who have experienced a stroke as well as their family and friends. For more information, call 931.381.1111, extension 4350.

For more information on these and other support groups and services visit:

MauryRegional.com



NOTICE OF NON-DISCRIMINATION

Maury Regional Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ethnicity, culture, language, religion, age, sex, sexual orientation, gender identity or expression, physical or mental disability, financial status or ability to pay in its health programs and activities.

Likewise, discrimination or discriminatory requests by our patients and/or visitors go against our non-discrimination policy and are taken very seriously. While requests based on cultural or religious restrictions should not violate hospital policy or legal standards, discriminatory requests shall not be honored.

Maury Regional Health provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Maury Regional Health provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact your caregiver or request to speak with the house supervisor.

If you believe that Maury Regional Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the director of compliance at 1224 Trotwood Avenue, Columbia, Tennessee 38401, 931.540.4338, Kedwards@MauryRegional.com. You can file a grievance in person, by mail or email. If you need help filing a grievance, the director of compliance is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, 1.800.368.1019, 1.800.537.7697 (TDD). Complaint forms are available at hhs.gov/ocr/office/file/index.html.

INTERPRETERS AVAILABLE

You have access to interpretation services 24/7 at no personal cost to you.

This chart includes languages commonly spoken in your community, additional languages are available.

English: Do you speak [language]?

We will provide an interpreter at no personal cost to you.

<p>Spanish ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.</p> <p>Español</p>	<p>Amharic አማርኛ ይናገሩሉ? እርስዎ በግልጽ ምንም ወጪ ሳያወጡ አስተርጓሚ እናቀርባለን።</p> <p>አማርኛ</p>
<p>Arabic هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك.</p> <p>اللغة العربية</p>	<p>German Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.</p> <p>Deutsch</p>
<p>Cantonese 您講粵語嗎？我們將免費為您提供翻譯。</p> <p>粵語</p>	<p>Gujarati તમે ગુજરાતી બોલો છો? અમે ઈન્ટરપ્રીટર દુભાષિયો પૂરો પાડીશું, જેનો ખર્ચ તમારે ઉપાડવાનો રહેશે નહીં.</p> <p>ગુજરાતી</p>
<p>Mandarin 您讲国语吗？我们将免费为您提供翻译。</p> <p>中文</p>	<p>Japanese 日本語を話しますか？個人的な負担なしで通訳を提供致します。</p> <p>日本語</p>
<p>Vietnamese Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.</p> <p>Tiếng Việt</p>	<p>Tagalog Nakapagsasalita ka ba ng Tagalog? Magbibigay kami ng tagasalin nang wala kang personal na babayaran.</p> <p>Tagalog</p>
<p>Korean 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.</p> <p>한국어</p>	<p>Hindi क्या आप हिन्दी बोलते हैं? हम आपके लिए बिना किसी निजी लागत के एक दुभाषिया को उपलब्ध कराएंगे।</p> <p>हिन्दी</p>
<p>French Parlez-vous français ? Nous vous fournirons gratuitement un interprète.</p> <p>Français</p>	<p>Russian Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.</p> <p>Русский</p>
<p>Lao ເຈົ້າເວົ້າພາສາລາວບໍ່? ພວກເຮົາຈະຈັດຜູ້ແປພາສາໃຫ້ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າ.</p> <p>ພາສາລາວ</p>	<p>Persian رایگان در اختیار شما قرار خواهیم داد.</p> <p>پارسی</p>

For assistance, call:

1-844-805-3092

1-844-805-3091 (TTY for hearing impaired)





PLANNING FOR DISCHARGE AND TRANSITIONING TO THE NEXT CARE SETTING

We begin planning for your discharge on the day of admission and continue this work throughout your stay to safely transition you to the next care setting. Members of the care coordination team will assist you in understanding your needs related to discharge and will provide information in order to help you choose the best options and resources for you and your family. The care coordination team members are registered nurses and social workers who specialize in your care management. This team can assist you with understanding insurance regulations and will help explain your benefits, coverage and limitations to you and your family. We encourage you to discuss any concerns or questions with your assigned care coordination team members.

Social workers are available to help with complex discharge needs and psychosocial concerns patients and families may have. Assistance from social services can be requested through your physician or nursing staff.

We utilize the word **IDEAL** to effectively plan your transition to the next care setting. The key elements are as follows:

Include you, the patient, and your family in the discharge process.

Discuss with you, the patient, and your family five key areas to prevent difficulty after leaving the hospital and to prevent needing to come back quickly:

- Describe and equip you for what it will be like at home
- Review medications and ability to take as prescribed
- Highlight warning signs and problems to monitor at home
- Explain test results
- Make follow-up appointments

Educate you, the patient, and your family about your condition, the discharge process and next steps at every opportunity throughout the hospital stay.

Assess how well we are explaining your diagnosis, condition and next steps in your care by asking you about your understanding and working through any barriers to carrying out a successful plan.

Listen and honor you, the patient, and your family's goals, preferences, observations and concerns.

For your discharge to be most effective, communication between your care team, your family and you needs to happen throughout your stay. You and your family need to learn from clinicians about your condition and next steps. We encourage you to ask questions about your care and condition as needed. Clinicians need to learn from the patient and family about the home situation (both what help and support can be counted on and the barriers that may be faced).

Discharge Assistance

Our goal is for you to have a smooth discharge transition by planning ahead.

To request assistance with discharge needs, transitions of care and social services, call 931.380.4043 or ask a member of your care team to contact a coordination of care team member (registered nurse or social worker).



BE PREPARED TO GO HOME CHECKLIST

Before you leave the hospital, we want to make sure you feel ready to go home. During your hospital stay, your doctors and nurses will make sure to answer your questions and talk to you about your concerns. We want you to have all the information you need.

Use this checklist to see what information you still need from us as you or your family member prepare to go home. If you cannot check a box, use the questions listed to ask your doctor or nurse about the information you need.

I feel confident that I or someone close to me can take care of me at home.

Ask:

- How do I take care of any wounds, cuts or incisions? Can you show me how to do this?
- What foods or drinks should I avoid? For how long?
- Are there any activities I should avoid like driving, sex, heavy lifting or climbing stairs? For how long?
- What exercises are good for me? When and how often should I do them?
- What do I need to do to make my home safer?

My family or someone close to me knows I am coming home and knows the next steps in my care.

Ask:

- Will I need help when I get home? If so, who will help me? What do they need to do to get ready?
- What should I do if there is no one at home who can help me?

I know what my medicines are and how to take them.

Ask:

- What medicine(s) do I need to take when I leave the hospital? Do I take the same medicines that I took before I went into the hospital?
- What is the name of this medicine? Is this the generic or brand name?
- Why do I take this medicine?
- When and how do I take this medicine?
- How much do I take?
- What does this medicine look like?
- What are potential side effects of this medicine? What problems do I need to look out for?
- Will this medicine interfere with other medicines, foods, vitamins or other herbal supplements I take?
- Where and how do I get this medicine?
- What medicines can I take for pain? Upset stomach? Headaches? Allergies?

(continued on next page)

BE PREPARED TO GO HOME CHECKLIST

(continued from previous page)

I know what problems to look for and who to call if I have problems at home.

Ask:

- What problems do I need to watch for when I get home? If I have problems, how do I know when I should call?
- Who do I call if I have questions or problems when I get home?
- If I have questions about my care after I leave the hospital, I should call _____
at _____.

I know when my follow-up appointments are and how to get there.

Ask:

- What appointments do I need after I leave the hospital? Can the hospital help me make these appointments?
- Am I waiting on results of any tests? When should I get the results?
- Are there tests I need after I leave the hospital?

Tips for Going Home

Below are a few tips to help you get ready to go home:

- Write down what your doctors and nurses say.
- Ask questions until you understand and get the answers you need.
- Make lists of what needs to be done, who can do it, and who can help.
- Talk with someone who has been in your situation to help you prepare and know what to expect.
- Talk to other people in the hospital, such as social workers, chaplains, and other patients, about your care or other help you may need.

Going Home Too Soon?

If you feel that you are going home before you are ready, contact a coordination of care team member at 931.380.4043.