

Patient Information



**MAURY REGIONAL
MEDICAL CENTER**

CONTENTS

WELCOME

Message from CEO.....2

A COMMITMENT TO EXCELLENCE

Top Health System.....3
Mission, Vision, Values, Strategic Keys4

GENERAL INFORMATION

Your Care Team5
Hospital Medicine Physicians.....5
Care Team Conference5
Care Rounding.....5
Bedside Shift Reporting.....5
Meals & Refreshments5
Cafeteria.....6
Java Junction/Starbucks®6
Visitors6
Parking & Shuttle Service6
Gift Shop.....6
ATM6
Telephones.....7
WiFi.....7
Communication Services7
Valuables.....7
Dentures, Eyeglasses & Hearing Aides7
Lost & Found7
Personal Electrical Appliances &
Home Medical Equipment7
Spiritual Care8
Compassionate Hearts Program.....8
Recognizing Caregivers8
Advance Directives.....8

PATIENT-CENTERED CARE

Patient Satisfaction Survey9
Patient Advocate9

PAIN MANAGEMENT

Pain Scales10
Facts About Pain & Medication.....11
When Medication is Needed.....11
Pain Comfort Options11
Narcotic Pain Medication (Opioid) Management12

PLANNING FOR DISCHARGE.....14

BILLING, INSURANCE & LEVELS OF CARE

Billing.....15
Insurance15
Levels of Care16

BE OUR PARTNER IN CARE

Patient Support Partner Program.....17
Family Activated Care Team17

PATIENT EDUCATION CHANNELS.....18

PROTECTING YOURSELF & OTHERS FROM INFECTION

Hand Hygiene20
Respiratory Hygiene/Cough Etiquette20
Targeting Infection Prevention.....21
Active Surveillance Cultures21
Isolation Precautions.....21

FALL SAFETY22

PATIENT SAFETY24

MANAGE YOUR HEALTH ONLINE.....27

PATIENT RIGHTS & RESPONSIBILITIES28

VOLUNTEER SERVICES30

FOUNDATION31

SUPPORT SERVICES

Support Groups & Services32
Notice of Non-Discrimination33
Interpreters34

NOTES35

IMPORTANT PHONE NUMBERS.....Back Cover



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, we 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.

H. Alan Watson, FACHE, CEO
Maury Regional Health



A COMMITMENT TO EXCELLENCE

Maury Regional Health serves more than 200,000 people across southern Middle Tennessee and is a five-time Watson Health 15 Top U.S. Health System. 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 has been evaluated by outside organizations and compared to some of the most respected medical centers in the country. For 2019, Maury Regional Medical Center was ranked number one in Tennessee for overall hospital care in the area of medical excellence by CareChex.com®, an information service of Quantros, Inc.



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:

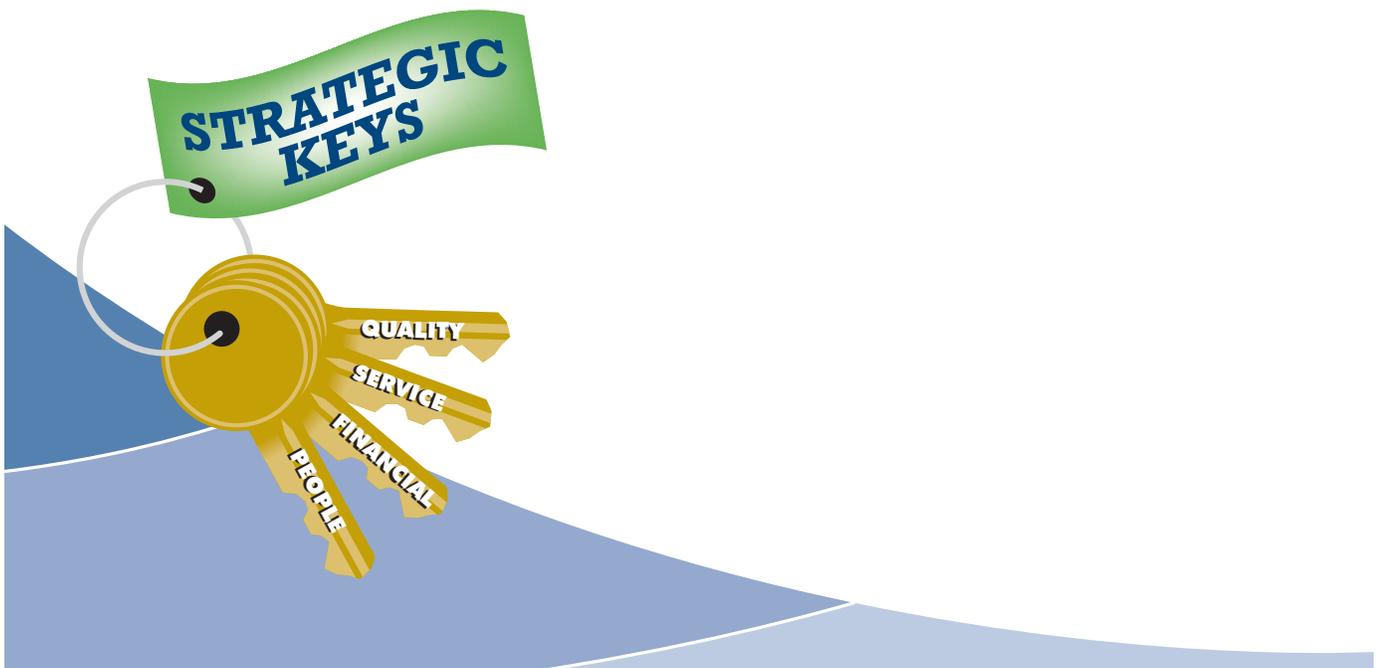
To serve our region with clinical excellence and compassionate care.

Vision:

Maury Regional Health will be southern Middle Tennessee's essential, independent health care leader among patients and insurers by 2030.

Core Values:

- P** Patient-centered Provide care with empathy, understanding and compassion
- R** Respect Treat everyone as they wish to be treated
- I** Integrity Do the right thing for the right reason
- D** Dedication Be committed to achieving excellence
- E** Enthusiasm Be positive and friendly



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 a vast array of 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.

Meals & Refreshments

We strive to provide flavorful, healthy meals. Your catering associate will visit you prior to your meal period. Please acknowledge any 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:

Breakfast7 a.m. – 8:30 a.m.
Lunch 11:30 a.m. – 12:30 p.m.
Dinner 4:30 p.m. – 5:30 p.m.

(continued on next page)

GENERAL INFORMATION

(continued from previous page)

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:

Breakfast 6:30 a.m. – 9:30 a.m.
Lunch 11:00 a.m. – 1:30 p.m.
Dinner..... 4:30 p.m. – 6:00 p.m.

SATURDAY – SUNDAY:

Breakfast 6:30 a.m. – 9:30 a.m.
Lunch 11:00 a.m. – 1:00 p.m.
No Dinner

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 a.m. – 2 a.m.
Saturday – Sunday 9 a.m. – 2 a.m.

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

Visitors of your choice are welcome to visit and are an important part of your stay. If you have a family member or friend who is assisting with your health care needs and requires overnight accommodations, please ask a member of our staff for assistance. Remember, though: you need plenty of rest so your visitors should not overtire you or interfere with your treatment.

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 will provide free and convenient transportation for visitors and patients to their vehicles. The hours for this service are 7 a.m. to 4:30 p.m., Monday through Friday. The driver may be contacted directly at 931.698.5928.

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)

Automatic teller machines are located on the first floor near the B elevators and the Cardiac Catheterization Lab.

(continued on next page)

GENERAL INFORMATION

(continued from previous page)

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

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.

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. 34) 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.

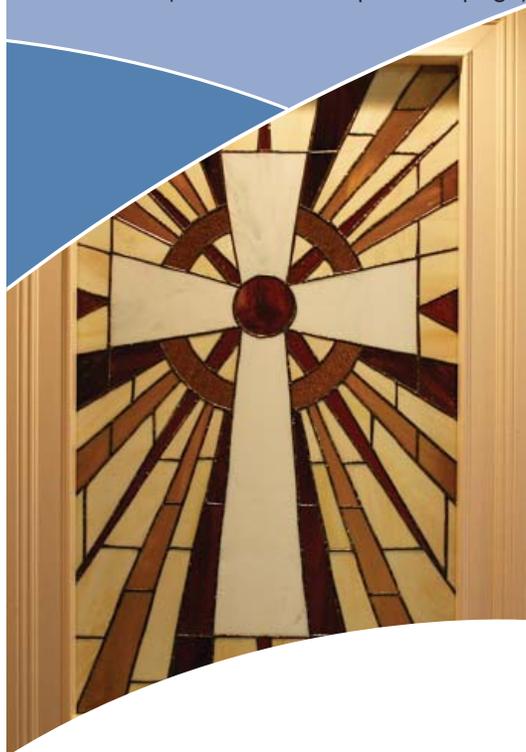
Personal Electrical Appliances & Home Medical Equipment

- 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.

(continued on next page)

GENERAL INFORMATION

(continued from previous page)



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.

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 are 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.

Compassionate Hearts Program

The Compassionate Hearts Program utilizes volunteers to provide spiritual and emotional support to patients and their family members during their hospital stay. This program is coordinated by Volunteer Services in collaboration with nursing staff, pastoral care, social workers and volunteers. Assistance may be provided when:

- A patient is near the end of life, is alone and has no local family or friends
- A patient's family members are in need of respite
- A patient feels alone or is experiencing anxiety

More information on this program is available by contacting the nursing supervisor at extension 4162 or the nursing staff.

Recognizing Caregivers

There are times when patients and their loved ones would like to express gratitude by providing gifts to caregivers. In general, staff cannot accept gifts. If you would like to recognize a caregiver, we encourage you to write a thank you note and send it to the attention of the patient advocate or the unit/department that provided care. We also have an Extraordinary Hero program through the Maury Regional Health Care Foundation (see pg. 31) for those interested in participating.

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:

tn.gov/health/health-program-areas/health-professional-boards/hcf-board/hcf-board/advance-directives/advance-directives-faq.html

PATIENT-CENTERED CARE

In February 2015, Maury Regional Medical Center was awarded Planetree designation, becoming the first hospital in Tennessee and the 28th nationwide. Planetree designation represents the highest level of achievement in patient-centered care. Our patient-centered care offerings include spaces designed as healing environments, music and pet therapy programs, spiritual support, a patient advocate and more. For more information about Planetree at Maury Regional Medical Center, visit MauryRegional.com.



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.

Patient Advocate

Our patient advocate is here to ensure that any patient or family issues or concerns are addressed appropriately. She 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. She may be reached during normal business hours at extension 4884 or via email at MyExperience@MauryRegional.com. 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.

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.

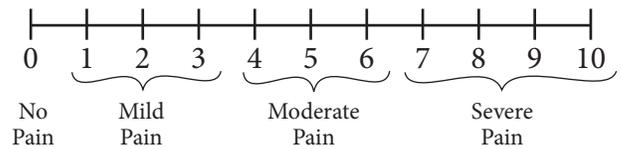
The goal of pain management is to control the pain. It is unrealistic to achieve “zero” pain; however, the goal is to have pain controlled for comfort. With adequate pain control, you can participate in your care and daily activities (bathing, walking, coughing and deep breathing). Staff will be asking 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



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.

(continued on next page)

PAIN MANAGEMENT

(continued from previous page)

Mild pain is usually treated with measures such as a heating pad, ice pack, massage, stretching and/or nonprescription pain relievers, such as acetaminophen or ibuprofen.

Moderate pain may be treated with a mild pain medication as ordered by your doctor along with the measures described above.

Severe pain is usually treated with strong pain medications as ordered by your doctor.

Facts About Pain and Medication:

- Pain medications, when given short-term with supervision, are safe and effective and help to reduce the risk of addiction to certain medications.
- Medications may be prescribed by your doctor that can help relieve any side effects.
- 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

(continued from previous page)

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.



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).



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 may include services from the following locations: Maury Regional Medical Center, Maury Regional Emergency Medical Services (ambulance), Lewis Health Center or for specimens referred to our laboratory.

You may also receive separate bills for services rendered by your physician, anesthesiologist, radiologist, pathologist or Emergency Department physician. These bills are not generated by Maury Regional Health; therefore, you should contact the appropriate entity for inquiries.

Should you have any questions, please contact Patient Accounts at 931.380.4084. The Patient Accounts Office is located inside the Annex, across from the medical center at 1223 Trotwood Avenue near McDonald's. Office and drive-through hours are Monday through Friday, 8 a.m. until 4:30 p.m. Online bill payment is also available by visiting *MauryRegional.com*.

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.

(continued on next page)

BILLING, INSURANCE & LEVELS OF CARE

(continued from previous page)



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 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.

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.

Patient Support Partner Program

Health concerns can be overwhelming. Many of us want and need help managing our health in the hospital and/or at home. At Maury Regional Medical Center, we call those people who assist our patients “patient support partners.”

During the nursing admission assessment, patients will be asked to identify a family member or friend to be their patient support partner and this person will then receive information and education on his/her role. Patient support partners learn how to help others build confidence in their ability to manage and control their health concerns. In some cases, patient support partners may be the person providing direct care, such as helping with medications, meals, bathing and other care activities. The most important role of a patient support partner is to serve as an extra set of eyes and ears, ask questions and address issues with schedules and transportation.

Family Activated Care Team

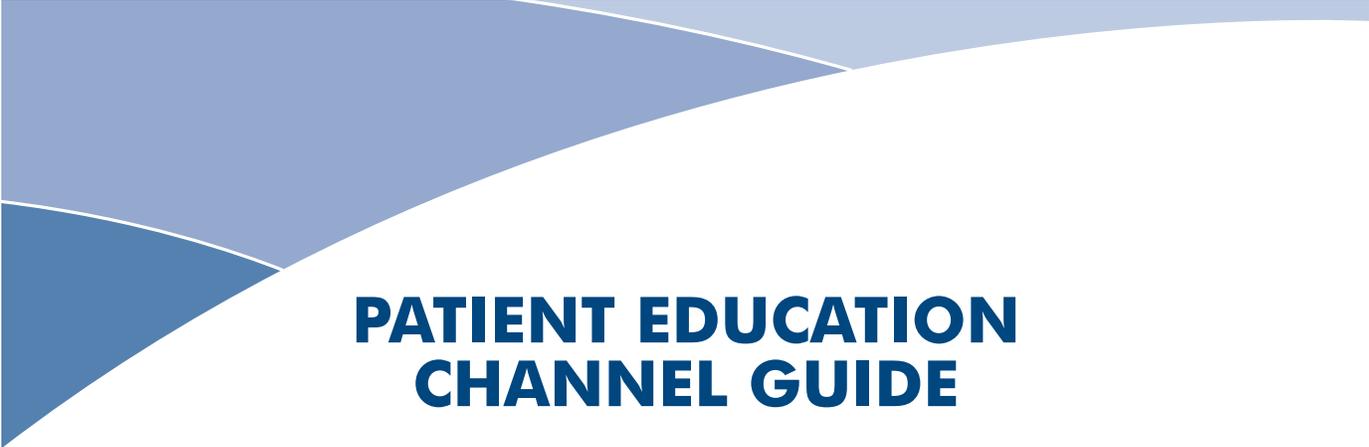
Because we want you to be our partner in care, we have created the Family Activated Care Team (FACT) CODE. If you have shared your thoughts with the patient’s caregiver and still feel that something is “just not right” or that your concerns are not being recognized, please activate the FACT CODE.

FACT CODE:

- Dial extension 5500 from any phone within the medical center.
- Provide your name, the patient’s name and his/her 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 resources available 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.

Channel 98 – Patient Education Channel



Title of Program	Program airs at these times				
On Your Behalf: Your Right to Refuse Medical Treatment	8:00 AM	2:06 PM	8:12 PM		
Coumadin Therapy and You	8:14 AM	2:20 PM	8:26 PM	2:18 AM	5:47 AM
Coronary Angiography and Angioplasty	8:25 AM	2:31 PM	8:37 PM		
Congestive Heart Failure	8:40 AM	2:46 PM	8:52 PM	5:58 AM	
Heart Disease Risk Factors: Secondary Prevention	8:54 AM	3:00 PM	9:06 PM	3:27AM	
Heart Health Diet	9:09 AM	3:15 PM	9:21 PM		
The Stages of Quitting Nicotine and Tobacco	9:21 AM	3:27 PM	9:33 PM		
High Blood Pressure: An Intro to Treatment	9:34 AM	3:40 PM	9:46 PM	6:12 AM	
Menopause	9:48 AM	3:54 PM	10:00 PM	7:45 AM	
Osteoporosis	10:05 AM	4:11 PM	10:17 PM		
What is home care?	10:23 AM	4:29 PM	10:35 PM		
TN Paternity Acknowledgement Program (English)	10:46 AM	4:52 PM	10:58 PM	3:07 AM	
TN Paternity Acknowledgement Program (Spanish)	10:55 AM	5:01 PM	11:07 PM	3:16 AM	
Infant CPR (English)	11:06 AM	5:12 PM	11:18 PM	2:51 AM	
Infant CPR (Spanish)	11:22 AM	5:28 PM	11:34 PM	2:29 AM	
COPD: Take Control	11:44 AM	5:50 PM	11:56 PM	3:42 AM	5:16 AM 6:58 AM
Healthy Choices for Managing your Pulmonary Illness	11:58 AM	6:04 PM	12:10 AM	6:26 AM	
Stroke: Reducing Your Risk	12:13 PM	6:19 PM	12:25 AM	3:56 AM	7:12 AM
After A Stroke	12:27 PM	6:33 PM	12:39 AM	5:30 AM	
Patient Safety: Stay Safe While You are in the Hospital	12:44 PM	6:50 PM	12:56 AM	7:26 AM	
Living with Asthma	1:00 PM	7:06 PM	1:12 AM	4:59 AM	6:41 AM
Car Seat Safety (English)	1:17 PM	7:23 PM	1:29 AM	4:35 AM	
Car Seat Safety (Spanish)	1:41 PM	7:47 PM	1:53 AM	4:10 AM	

Channel 99 – Diabetes Channel



Title of Program	Program airs at these times					
What is Diabetes? (Type 2)	8:00 AM	10:00 AM	12:00 PM	2:00 PM	4:00 PM	6:00 PM
	8:00 PM	10:00 PM	12:00 AM	2:00 AM	4:00 AM	6:00 AM
Monitoring Your Blood Glucose: Key Concepts	8:15 AM	10:15 AM	12:15 PM	2:15 PM	4:15 PM	6:15 PM
	8:15 PM	10:15 PM	12:15 AM	2:15 AM	4:15 AM	6:15 AM
Diabetes and Nutrition: Eating for Health	8:40 AM	10: 40 AM	12:40 PM	2:40 PM	4:40 PM	6:40 PM
	8:40 PM	10:40 PM	12:40 AM	2:40 AM	4:40 AM	6:40 AM
Carbohydrate Counting: Skills into Practice	8:57 AM	10:57 AM	12:57 PM	2:57 PM	4:57 PM	6:57 PM
	8:57 PM	10:57 PM	12:57 AM	2:57 AM	4:57 AM	6:57 AM
Diabetes: Being Prepared for Sick Days and Emergencies	9:21 AM	11:21 AM	1:21 PM	3:21 PM	5:21 PM	7:21 PM
	9:21 PM	11:21 PM	1:21 AM	3:21 AM	5:21 AM	7:21 AM
Preventing Long-term Complications of Diabetes	9:38 AM	11:38 AM	1:38 PM	3:38 PM	5:38 PM	7:38 PM
	9:38 PM	11:38 PM	1:38 AM	3:38 AM	5:38 AM	7:38 AM

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 germs, such as the flu bug, 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.

(continued on next page)

PROTECTING YOURSELF AND OTHERS FROM INFECTION

(continued from previous page)



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.

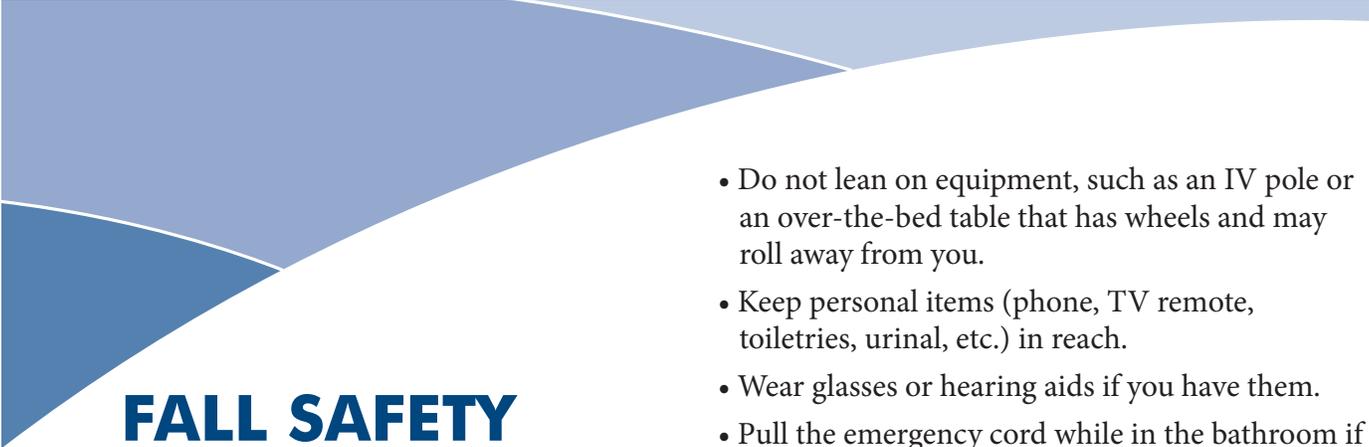
Active Surveillance Cultures

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.

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.
- 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.

(continued on next page)

FALL SAFETY

(continued from previous page)

- 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.**

Date: _____ Name: _____

Rearm the Alarm

Bed alarm Chair alarm

Zone: _____

1 Person Assist <input type="checkbox"/>	2 Person Assist <input type="checkbox"/>	Lift Team <input type="checkbox"/>
---	---	---------------------------------------

Safety Stop

Risk: Medium High

<input type="checkbox"/> Bathroom	<input type="checkbox"/> Bedside Commode	<input type="checkbox"/> Bedpan
--------------------------------------	---	------------------------------------

Stay w/in arms length when toileting

Mobility Aid: _____

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.

(continued on next page)

PATIENT SAFETY

(continued from previous page)

- 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.

(continued on next page)

PATIENT SAFETY

(continued from previous page)



- 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.



MANAGE YOUR HEALTH ONLINE

Maury Regional Health offers a free patient portal that provides convenient access to your personal health care information in a secure online environment. The portal is designed to help patients manage their health by creating a one-stop location for medical information and test results, including:

- Health conditions
- Medications
- Allergies
- Procedures
- Immunizations
- Lab, diagnostic and other test results

Information may include services provided at Maury Regional Medical Center and/or its affiliate facilities of Lewis Health Center, Marshall Medical Center, Wayne Medical Center, Maury Regional Spring Hill (laboratory and diagnostic imaging) and many Maury Regional Medical Group (MRMG) practices.

The portal uses encryption (security measures) to keep unauthorized persons from reading communications, information or attachments.

For more information about utilizing the portal, ask your health provider or visit *MauryRegional.com*.

PATIENT RIGHTS AND RESPONSIBILITIES

Effective 11/16

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.

(continued on next page)

PATIENT RIGHTS AND RESPONSIBILITIES

(continued from previous page)

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
- Total Joint visits to joint surgery 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*.



MAURY REGIONAL HEALTH CARE FOUNDATION

The Maury Regional Health Care Foundation assists Maury Regional Health in expanding health care services and community outreach programs targeting 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

Breast Cancer Support Group

Women who have experienced breast cancer, guest speakers and trained professionals provide support and solutions to problems. Meetings take place on the third Monday at 5:30 p.m. in the Women's Center at Maury Regional's Pavilion. (The group does not meet in July, August or December.) For more information, call 931.540.4166.

Cancer Support Group

The mission of the group is to support those who are diagnosed with cancer and to provide them with an opportunity to share their frustrations, fears and feelings. Meetings are held the second Tuesday of each month at 1 p.m. at the MRMC Cancer Center. For more information, call 931.490.7192.

Celiac Support Group

The Celiac Support Group helps people learn about products and recipes that help to maintain a gluten-free diet for those with Celiac disease, a condition that makes them unable to tolerate wheat, rye and barley. Meetings are held quarterly. For more information, call 931.381.1111, extension 1275.

Diabetes Education Group

Persons diagnosed with diabetes and their family members join together to learn more about the disease and its treatments. Meetings are held on the first Thursday of each month at 11 a.m. at the Maury Regional Annex. For more information, call 931.540.4324.

Feeling Fabulous

The Feeling Fabulous program helps women with cancer look and feel better as their body experiences changes as a result of cancer treatment. The program brings together stylists, nutritionists and exercise specialists to help women facing cancer look and feel their best during a difficult time. Topics addressed include makeup techniques for hair loss and skin changes (includes a free makeup kit), skin and nail care, wigs and other head coverings and nutrition. The Feeling Fabulous program is held quarterly at the MRMC Cancer Center. Stylists volunteer their time and all supplies are made possible by the Women's Center Fund of the Maury Regional Health Care Foundation. Class size is limited. Advance registration is required. For more information or to register for an upcoming class, call 931.490.7192.

Grief Support Group

Grief support group meetings, facilitated by Maury Regional Chaplain Lyndall Propst, are held in the chapel located near the main entrance to the medical center at 5:30 p.m. on the second Tuesday of each month. Meetings are also held at Marshall Medical Center on the fourth Thursday of each month at noon in the Main Entrance Conference Room. Registration is not required. For more information, call 931.540.4243.

Ostomy Partners

The Ostomy Partners Support Group is for persons with an ileostomy, colostomy, or urostomy and meets on the fourth Thursday of each month at 10 a.m. at MRMC. Family members and friends are also invited. Contact 931.490.4600 for more information.

Stroke Support Group

The Stroke Support Group meets on the fourth Thursday of each month at 6 p.m. at the Maury Regional Annex. This support group is for those who have experienced a stroke, as well as their family and friends. For more information, call 931.840.4446.

Surgical Weight Loss Support Group

Individuals who are preparing for weight loss (bariatric) surgery or who have completed bariatric surgery are invited to attend this monthly support group. Meetings are led by a registered nurse with programs that focus on dietary management, exercise, lifestyle changes and other topics to help patients achieve and maintain their goals. The group meets in the conference room on the first floor of the Medical Office Building on the campus of MRMC on the second Tuesday of each month at 6 p.m. For more information, call 931.381.1111, extension 1748.

NOTE: This information is subject to change. Participants are encouraged to call the appropriate number prior to attending.

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

MauryRegional.com

HEALTH_eLink

Be among the first to know about upcoming programs and services offered by Maury Regional Health. You will receive email information based upon the health topics of interest to you and your family. To join HEALTHeLink online, 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.

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:

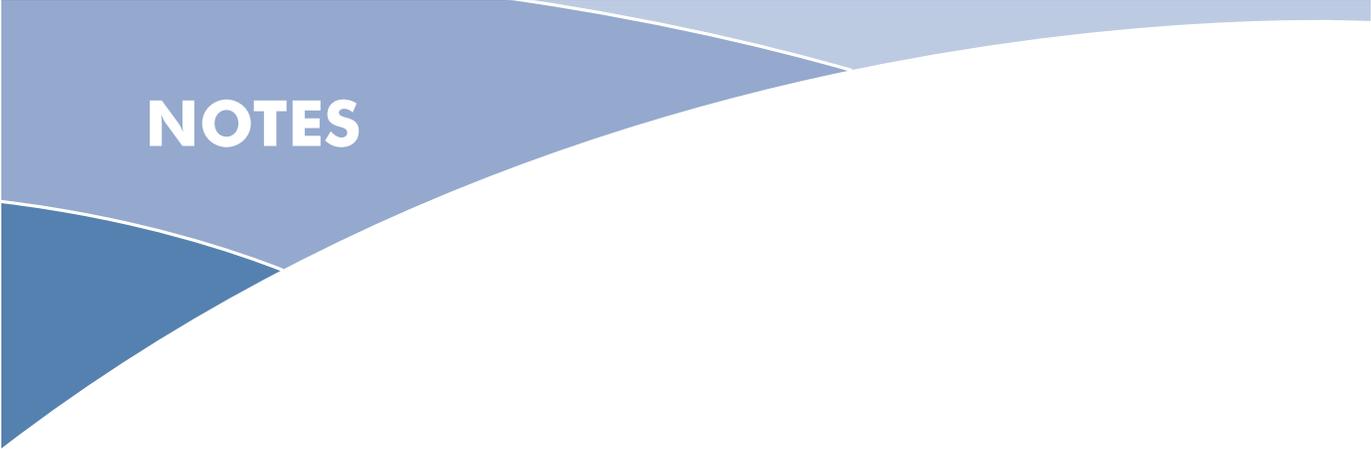
1-844-805-3092

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





NOTES



NOTES

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)	4085
Discharge/Transition Planning.....	4043	Patient Advocate.....	4884
Environmental Services.....	1235	Social Services.....	4043
Gift Shop.....	1168	TennCare Counselors	4086
Home Services	4600		
Insurance Pre-Certification.....	1161		

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