

Patient & Family Information Guide

SELF REGIONAL

HEALTHCARE

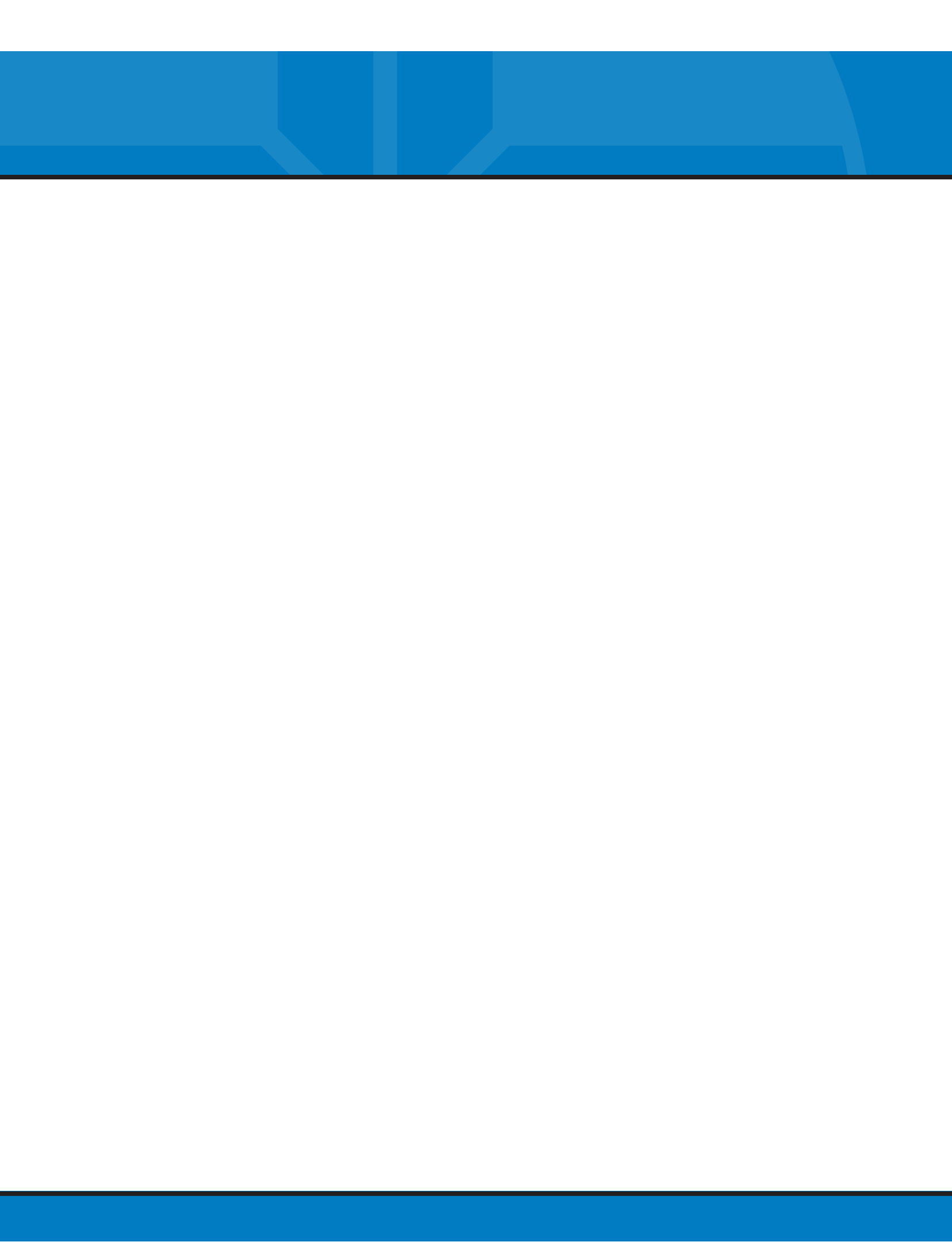


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Patient Rights

Self Regional Healthcare believes that open and honest communication, respect for personal and professional values and sensitivity to differences are important to providing very good patient care. Self Regional Healthcare ensures a healthcare ethic that respects the role of patients in decision making about treatment choices and other aspects of patient care. Self Regional is sensitive to cultural, racial, linguistic, religious, age, gender and other differences, as well as the needs of people with disabilities.

Self Regional Healthcare presents these Patients Rights and Responsibilities with the expectation that they will contribute to more effective patient care and customer satisfaction for the patient, the doctor and our healthcare institution. These Patients Rights and Responsibilities are supported by the Board of Trustees on behalf of the institution, its medical staff, employees and patients.

A designated surrogate can exercise these rights on the patient's behalf or proxy decision-maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

Self Regional Healthcare patients have a right to:

Respect and dignity

As a patient, you have the right to considerate, respectful care, at all times and under all circumstances, with recognition of your personal dignity and to give us feedback about your care.

Access to care

You have the right to receive treatment or accommodations without discrimination as to race, color, religion, sex, national origin or source of payment. To assure the quality of your care, all decisions will be based on your identified care, treatment and service needs.

Decide

You have the right to make informed decisions about your care. This includes being kept informed of your medical condition and treatment options. You have the right either to agree or refuse treatment to the extent permitted by law and SRH policy and to be informed of the medical consequences of such action.

Participate

You have the right to participate in the development and implementation of your plan of care. With your or your surrogate's permission, your family, as appropriate and allowed by law, will be involved in care, treatment, and service decisions. You may participate in available research or educational projects affecting your care and treatment if you wish. You will not receive experimental/investigational treatment without your consent or against your wishes.

Privacy

Doctors and other healthcare providers should discuss your medical history and treatment only with you or other people designated by you and with other providers involved in your care. You have the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of the same gender present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex. Patients also have the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which disrobing is needed.

Identity

You have the right to know the identity and professional status of those involved in your care. You have the right to know if the caregiver is a student or trainee. You have the right to talk with each care provider concerning the aspects of your care and condition for which he or she is responsible. A Self Regional Healthcare employee who refuses to identify himself or herself or to talk with you about his or her responsibilities to you will be removed from your care. You have the right to change your doctor or any other independent practitioner you have engaged.

You have the right to know if Self Regional Healthcare has relationships with other healthcare facilities, educational institutions or other outside parties that may influence your care.

Support

When you must make a difficult decision concerning your treatment or you have a problem or concern, you may talk with our patient advocate. A patient advocate helps make SRH aware of the needs of the patients and may also make referrals or recommendations to help you solve a problem or find outside help. You have the right to participate either directly or through your designated representative in the consideration of ethical issues that may arise during your care here.

Pain management

You can expect your reports of pain will be believed and that you will be given information about pain and pain-relief measures. The staff is concerned and committed to pain prevention and management. Health professionals will respond quickly to reports of pain and provide effective pain management. You have the right to discuss your pain needs.

- Ask your doctor or nurse what to expect regarding your pain management.
- Discuss pain relief-options with your doctors and nurses.
- Work with your doctor and nurse to develop a pain-management plan.
- Ask for pain relief when pain first begins.
- Ask your doctor or nurse for help if your pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication.

Patient Rights (continued)

Continuity of care

If it is necessary for your appropriate medical care to transfer you to another facility, you will receive during transfer the same courteous and complete care you received here. Unless an emergency prevents it, you or someone on your behalf will be given the chance to refuse a transfer. You may not be transferred to another facility unless you have received a complete explanation of the need for the transfer and alternatives to a transfer.

Billing information

You have the right to examine and receive an explanation of your bill, regardless of source of payment. You have the right to request a detailed copy of your bill.

Complaints/grievances

You and your family have the right to make complaints regarding your care or treatment. Presenting a complaint will not, in itself, affect your access to care now or in the future.

Personnel who receive concerns will try to resolve the problem with the most direct action possible at the level closest to the situation. The patient advocate is available to assist with multidisciplinary problems or to provide other assistance as needed.

The patient and/or family members may notify the nurse in charge or the patient advocate at extension 4740 of their concerns. Patients and/or family members may also call the Department of Health and Environmental Control at (803) 898-3432, or The Joint Commission at (800) 994-6610 if the concerns are not addressed.

Advance directives

You have the right to formulate advance directives, such as a living will or durable power of attorney for healthcare. South Carolina law establishes a priority list of relatives who may consent to treatment if you are unable to give consent. You have the right, by formulating a durable power of attorney for healthcare, to both supplant that priority list and to give your agent broader authority to act in your behalf with respect to healthcare matters. Please refer to the additional information about advance directives in this book.

Education

When medical treatment requires that a child or adolescent be absent for long periods of time (11 days or longer) from school, that child has the right to access necessary education.

Consent forms

You may be asked to sign consent forms for certain types of treatment, tests and/or procedures. Your doctor will have explained these tests or procedures. If you do not understand the procedure or test you are asked to consent to, tell your nurse and your doctor will be notified. It is important for you to understand the risks, benefits and alternatives available to you whenever you are undergoing anything other than a minor test (such as having a chest X-ray).

Communications

You have the right to have Self Regional Healthcare promptly notify a family member/representative and your doctor of your admission.

Generally, patients have the right to expect unrestricted access to people outside of SRH by means of visitors and by verbal and/or written communication. Sometimes, however, it may be necessary to restrict visitors, mail, telephone calls or other forms of communication as a component of a patient's care (for example, to prevent injury or deterioration in the patient, damage to the environment or infringement on the rights of others). The patient and/or family member/representative are included in any such decision. If any restrictions are applied, your doctor will explain them.

If you do not speak or understand the predominant language of the community, you will have access to an interpretation service.

Personal safety

You have the right to personal privacy, to receive care in a safe setting, and to be free from all forms of abuse or harassment. You have the right to access protective and advocacy services. You have the right to be free from medical restraints of any type unless, in the judgment of clinical staff and your attending physician, restraints are necessary to protect you or those around you from injury.

Medical information access

You have the right to inspect and copy medical information that may be used to make decisions about your care. This does not include psychotherapy notes. If you feel the medical information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an "accounting of disclosures." This is a list of the disclosures we make of the medical information about you. You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. You have the right to a paper copy of the notice of privacy practices.

To request confidential communications, you must make your request in writing to:

Privacy Officer
Self Regional Healthcare
1325 Spring Street
Greenwood, SC 29646

We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

Patient Rights (continued)

Clinical record confidentiality

You have the right to complete confidentiality and control of your health-related information. Privacy regulations limit the access and use of your confidential health information to staff members directly responsible for your treatment, the processing of payment for your treatment or those who may otherwise need specific health information as a matter of hospital operations. While you may grant specific written permission for the access, use and release of your information, Self Regional Healthcare may also release your confidential health information for specific reasons including public health reporting and when it is required by another specific law. Examples of these include, but are not limited to, cases of suspected abuse and public health hazards. You also have the right to access any of your information as well as have it properly explained and interpreted as necessary.

Healthcare dilemmas (ethics consult)

Self Regional Healthcare and the medical staff support your right to actively participate in decisions regarding your healthcare program, including decisions concerning the right to refuse life-sustaining treatment. Feelings of anxiety and uncertainty often affect both you and your family when you are hospitalized. Sometimes you or your family members may have a dilemma related to your plan of care. If you have a dilemma or conflict with your planned course of treatment, you may request a meeting with Self Regional Healthcare's Ethics Committee. The Ethics Committee provides a consulting service to patients, doctors and Self Regional Healthcare personnel when ethical consideration or personal dilemmas arise, as to the extent of treatment or irreversible or terminal conditions. If you or your family members would like to meet with the Ethics Committee, or if you would like the committee to review your case in terms of planned treatment for your irreversible or terminal condition, inform your nurse. Your nurse will contact the appropriate people, and a meeting with the Ethics Committee will be arranged.

Personal belongings

You have the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment. As we cannot accept responsibility for valuables left in your room, we strongly encourage you to give extra money, medications, credit cards, wallets, jewelry, etc. to a family member or close friend to take home. If this is not possible, ask your nurse to place your valuables of monetary value in the SRH safe. A claim ticket will be provided to you. Other personal items such as glasses, teeth, hearing aids as well as assistive items such as walkers are your responsibility. SRH cannot take responsibility for their safekeeping. The care that a patient receives depends partially on the patient. Therefore, in addition to your rights, you, as a patient, have certain responsibilities as well. These responsibilities are presented to you in the spirit of mutual trust and respect.

Your Responsibilities as a Self Regional Healthcare Patient

1. To provide accurate and complete information about your health, including past illnesses, prior hospital stays, medication use and other matters relating to your health.
2. To ask questions when you do not understand information or instructions.
3. To follow the treatment plan established by your doctors, including following the instructions of your healthcare team as they carry out the doctor's orders.
4. To take responsibility and accept the consequences for your actions should you refuse treatment or not follow your doctor's orders. A patient's health depends not just on his/her hospital care, but in the long term, on decisions made in one's daily life. Be responsible for recognizing the effect that lifestyle has on one's personal health.
5. To report pain-relief needs to your doctor and nurse.
6. To keep appointments and to notify Self Regional Healthcare or your doctor when you are unable to do so.
7. To be timely about paying your healthcare bill, to provide information necessary to process insurance, and to ask questions if you do not understand the bill.
8. To follow Self Regional Healthcare rules and regulations as they are presented to you.
9. To be considerate of the rights of other patients and Self Regional Healthcare personnel.
10. To take an active part in assuring your personal safety as a patient.

Wireless Internet access available

Patients and visitors at Self Regional Healthcare can stay connected to their family, home, office and online information through Self Regional Guest Access, one of the largest wireless “hot spots” in the Lakelands.

Self’s wireless network allows guests to access e-mail, online information and other features available on home computer networks. This state-of-the-art system offers access points in the patient tower, most patient care areas in the main building, dining and waiting areas, and the Nisbet Center.

Laptops equipped with wireless capability can access the Internet from waiting areas, dining areas and patient rooms on the main campus. You can find information about Self Regional at our Web site, www.selfregional.org.

Wireless communication is not always secure

- Private information (ie., banking information, credit card information) should not be transmitted over any wireless network.
- We recommend you protect your computer with security software.
- This network is similar to a “hot spot,” and does not protect the privacy of your information.

How to get connected

- Turn on your wireless device.
- Enter “selfguest” in the ID window.
- Open your Internet browser.
- The Self Regional Wireless Guest Access screen should appear.
- Read the information on the guest access screen.
- Choose “accept” to continue.

Connection issues

Self Regional Healthcare is pleased to provide free wireless access to patients and guests; however, staff cannot provide support for your PC or troubleshoot problems, as privacy and liability issues prevent them from assisting.

If you encounter connection problems, you may wish to contact your Internet service provider or computer retailer for assistance.

The following wireless device specifications are required to access the Internet via the Self Regional Guest Access Network:

- A wireless device with 802.11b or g (802.11a will not work).
- A standard Internet browser (i.e., Explorer, Safari, Netscape).

Television Station Listing

2	WNEH	PBS Greenwood	38	The Golf Ch	Golf
3	WGN	Chicago	39	The History Ch	History
4	WYFF	NBC Greenville	40	NFL	NFL Network
5	Not Available		41	SPIKE TV	SPIKE TV
6	WMYA	MyNetworkTV	42	CNN	News
7	WSPA	CBS Spartanburg	43	Headline News	News
8	WYCW	CW	44	Animal Planet	Animal Planet
9	ETV	Educational Access	45	FOX	FOX Movie Channel
10	WIS	NBC Columbia	46	TCM	Turner Classic Movies
11	WGGS	IND Greenville	47	Hallmark	Hallmark Network
12	WHNS	FOX Greenville	48	Food	Food Network
13	WLOS	ABC Asheville	51	Nick	Nickelodeon
14	Not Available		52	SportsSouth	SportsSouth
15	BET	BET	53	TV Land	TV Land
16	Community	Community Channel	54	FX	FX
17	Nat Geo	National Geographic	55	Court TV	Court TV
18	Lifetime	Lifetime	56	Sci-Fi	Science Fiction
19	Channel Guide	Channel Guide	57	Comedy Central	Comedy
20	Cartoon Network	Cartoon Network	58	VH-1	Music Video Hits
21	FOX	FOX News	59	MTV	Music Television
22	CNBC	CNBC	61	GAC	Country Music Network
23	Weather	Weather Channel	62	QVC Shopping	QVC Shopping Network
24	Insp Network	Inspirational Network	63	HSN	Home Shopping Network
25	C-Span	C-Span	66	Spanish	Discovery En Espanol
26	C-Span 2	C-Span 2	67	Spanish	History Channel En Espanol
27	HGTV	Home & Garden TV	68	Spanish	CNN En Espanol
28	A&E	A&E	69	SREVC	Self Connection
29	Discovery	Discovery Channel	70	SREVCG	Self Regional Education Channel Guide
30	TLC	The Learning Channel	71-77	SREVC	Self Regional Education
31	Outdoor	Outdoor Channel	78	SCETV	S.C. Education TV
32	TBS	Turner Broadcast	80	TIPS TV	Medical Education
33	USA	USA	81	The Patient Ch	Patient Channel
34	TNT	TNT			
35	ESPN	Sports			
36	ESPN-2	Sports			
37	FOX Sports	FOX Sports Net			

To turn the TV on, press TV on/o button on pillow speaker or bedrail control. To change channels, press up and down buttons.

Visiting Hours

NOTE: Any person who is unruly or uncooperative will be asked to leave the area.

General public:

1. 10:00 a.m. – 8:45 p.m. The Medical Center operator will announce that visiting hours are over at 8:45 p.m. The operator will make the initial announcement at 8:40 p.m., then again at 8:45 p.m.
2. Under special circumstances, one adult family member may stay in the room with the patient. This decision will be made by the nurse director or charge nurse based on a doctor's order or family member request.
3. The front entrance of the Medical Center will be the visitor entrance during open visiting hours. Security will lock the main entrance doors at 9:30 p.m.
4. After-hour visitors will be required to be identified using a pass that is visible. Each pass will be dated and will indicate the authorized location for the visitor. "Overnight" will be noted on the pass of any visitor who will be staying through the night.
5. No children less than 10 years of age will be permitted to visit in a patient care area, unless approved by the Nurse Director/designee or nursing supervisor or doctor.
6. Visitors will be required to be appropriately dressed: shirt, shoes, etc.
7. Visitors are limited to two per patient at a time.
8. Visiting hours for members of the clergy staff will be open. They will be asked to wear an identification badge.

Women's Center

1. Father or other support persons – no restrictions.
2. Women's Center visitor restrictions are determined by the patient/family. Children MUST be accompanied by an adult.

Neonatal Intensive Care Unit

1. Parents are allowed to visit except between the hours of 6:30 a.m. – 8:00 a.m. and 6:30 p.m. – 8:00 p.m.
2. Grandparents with parental permission may visit without the parents all hours except 6:30 a.m. – 8:00 a.m. and 6:30 p.m. – 8:00 p.m.
3. Siblings 10 years and older may visit during visitation hours (2:00 p.m. – 4:00 p.m.). Immunizations must be current. They must have no signs or symptoms of colds or other illnesses and must have not been exposed to other illnesses such as chickenpox in the last 14 days. Siblings must be accompanied by the parent or significant other at all times. Children must stay at the infant's bedside and limit excessive noise.

4. All others may visit during the hours of 2:00 p.m. – 4:00 p.m. The mother, father, or significant other may bring visitors into the unit. Only two visitors may visit at a time with a parent or parents at their infant's bedside. Parents should not allow anyone to visit who may be ill or exposed to a contagious illness (fever blisters, chickenpox, flu, colds, viruses, etc.). Parents are to notify the NICU if any infectious symptoms occur in a visitor within three days after the last visit.

Intensive and Coronary Care Units (ICU/CCU)

1. The unit is closed to visitors between 6:30 a.m. – 8:00 a.m. and 6:30 p.m. – 8:00 p.m.
2. Visitors are limited to immediate family/significant other.
3. Only two visitors are allowed at one time.
4. All visitors are expected to leave the patient's room when requested.

Cardiac Intensive Care Unit (CICU)

1. Visiting hours are 8:00 a.m. until 6:30 p.m. and 8:00 p.m. until 9:00 p.m.

Behavioral Health Services

1. Visitors may visit between the hours of 6:30 p.m. – 8:00 p.m. daily. Exceptions will be approved by the BHS staff.
2. Visiting clergy must have knowledge of the patient's room number and wear the appropriate ID badge.

Ambulatory Care Center

1. Visitors in patient care areas are limited to two (2) per patient except in specific and approved circumstances.

Pediatrics

1. Parents and grandparents are allowed to visit 24 hours a day.
2. General visiting hours for all others are from 10:00 a.m. – 8:45 p.m.
3. Isolation patients may be visited by only the parents and grandparents. There will be no other visitation.
4. Children age 10 or older may visit in the patient's room only for up to one hour. In certain circumstances or emergencies, staff may require visitation to be limited. During these times the visitation is at the discretion of the doctor and/or nursing staff.

Visiting Hours (continued)

Emergency Care Center

1. A maximum of two visitors is allowed.
2. Visitors may visit with only the patient they were authorized to see. Visiting with another patient is prohibited.
3. Clinical staff will determine whether the patient's status or need for examination/procedure requires that no visitors be present.
4. In some circumstances, treatment of critical patients in the ECC may require "no visitors" in the treatment area during the course of emergency care.
5. No children under 10 years of age will be permitted to visit in the ECC patient care area unless approved by the doctor, director, assistant nurse manager or charge nurse. This visitation may be for 10 minutes.
6. An ECC visitor pass is required and must be visible at all times. Two passes will be issued for each patient at registration.
7. The passes may be transferred among different visitors. Passes may be revoked or limited by the doctor, ECC charge nurse or security officer, if deemed necessary.
8. Food and/or drink items are not allowed in the ECC treatment and examination room areas.
9. When a patient is admitted to the hospital through the ECC after inpatient visitation hours, an inpatient visitor's pass must be obtained. The ECC staff will direct the patient's visitors to stop by the ECC Visitor's Desk in the waiting room and obtain a color-coded visitor pass indicating: the floor to which the patient is being admitted, the date, the visitor's title (i.e., clergy, overnight, etc.) if indicated. These passes will be handwritten in large, bold letters.

Waiting Areas

Main lobby

This waiting area is located at the main entrance. Family and friends are welcome to wait in this area and browse through Self Regional Healthcare's medical museum, visit the Gift Shop or dine in The Veranda.

Patient Tower

The first floor atrium provides a large, comfortable waiting area. The second through eighth floors each have waiting areas that are reserved for families of patients on the corresponding floors.

Surgery waiting room

This waiting area is located on the first floor at Spring Street entrance 1 (west wing entrance) near the surgery department and is reserved for families of patients undergoing surgery. Families of outpatient surgery patients should check with the staff in the Ambulatory Care Center as to where to wait, as some doctors prefer the family to wait in the patient's room.

Critical care waiting area

This waiting area is located on the third floor on the north wing near the ICU and CCU units and is reserved for families of patients who are being treated in these two units.

CICU waiting area

This waiting area is located on the fourth floor on the north wing near the CICU and is reserved for families of patients who are being treated in the CICU.

The delivery waiting room

This waiting area is located on the second floor near the Women's Center and is reserved for families of expectant mothers.

The emergency waiting area

This waiting area is located on the first floor in the Emergency Care Center and is reserved for families of patients receiving treatment in the ECC.

Telephone Information

Phone use guide

Patient Rooms Dial “8” plus three-digit room number

Local Calls Dial “9” plus seven-digit local number

Toll Free Calls Dial “9” plus 11-digit toll free number
(example: 1-800-CALL-ATT)

Long Distance Dial “9” then “0” plus area code and number

Patients will not be allowed to charge calls to the telephone in the patient’s room. Instead, patients are able to charge phone calls as follows:

- Collect calls
- Charge to home or other third party
- Charge to a credit card
- Use phone card

TDD telephones are available upon request.

Self Regional Medical Center telephone directory

Main number	725-4111
Administration	725-4252
Patient Advocate	725-4740
Advance Directive/Healthcare Power of Attorney/Living Will	725-5023
Patient Financial Services	725-7800
Financial Support	725-4128
Chaplain	725-5023
Corporate Compliance Hotline	1-888-398-2633
Diagnostic Registration Desk	725-4023
Discharge Planning	725-5031
Ethics Committee	725-4680
Gift Shop	725-4153
Lost and Found (Security Office)	725-5075
Medical Records Request	725-5034
Medical Social Work	725-4680
Nursing Administration	725-5003

Community services telephone directory

Adult and child abuse information

Department of Social Services

Abbeville	366-5481
Anderson	224-6576
Edgefield	637-4040
Greenwood	229-5258
Laurens	833-0100
McCormick	465-2129
Newberry	321-2155
Saluda	445-2139 or 445-8151
Bowers-Rodgers Children's Home	229-1240
Greenwood Shelter for Abused Women	227-1890
Sexual Trauma & Counseling Center	227-1623

Alcohol and Drug Abuse Information	1-800-942-3425
Cornerstone	227-1001
Greenwood County Health Department	942-3600
Home Health Services of SRH	725-7600
Life Line	725-7600
Hospice	227-9393
Long Term Care Ombudsman	1-800-868-9095
Local	941-8050
Medicare Fraud Hotline	1-800-942-2056
Hearing Impaired	1-800-820-1202
Medicaid Fraud Hotline	1-888-662-4238
Protection and Advocacy System (for people w/disabilities)	1-866-275-7273
Wellness Works of Self Regional Healthcare	725-4661

For other contact information on community resources, please call the Medical Social Work Department at Self Regional Healthcare at 725-4680.

Food and Nutrition Services

Hostessing

The hostesses of Food and Nutrition Services are available to assist you with most of your non-clinical diet needs. Their main focus is providing healthy, enjoyable and nutritionally appropriate meals for you throughout your stay. Please keep in mind that your doctor may place you on a restricted diet or you may not be able to eat or drink at certain times because of scheduled tests. The hostesses are available from 5:30 a.m. to 10:00 p.m. They are dressed in white slacks and a burgundy top. The Hostessing Program has been designed to be a convenience to you and your family.

Patient room service

Room service is a program that offers a limited selection of snacks and beverages to our patients. Please let your hostess know if you would like to place an order.

The following services are available to both patients and their guests:

Snacks

In the main hospital, vending machines are located on each floor near the stairwells, in the ECC (Emergency Care Center) on the first floor, ICU/CCU on the third floor, in The Veranda and in the surgery waiting area. In the Patient Tower, vending machines are located in the family waiting areas.

The Cafeteria

Our cafeteria, located on the second floor of the main building, offers a hot food buffet (entrees, vegetables), a self-serve salad bar, daily chef's special, grilled items, soup and a deli station (to make your own sandwich), as well as beverages and snacks.

Hours of operation

Breakfast:	6:30 a.m. – 9:00 a.m.
Morning Break:	9:00 a.m. – 10:30 a.m.
Lunch:	11:30 a.m. – 1:30 p.m.
Afternoon Break:	2:30 p.m. – 4:45 p.m.
Dinner:	5:00 p.m. – 6:30 p.m.
Third Shift:	2:00 a.m. – 4:00 a.m.

Call extension 2062 for a recording of daily menu selections.

The Veranda

Located on the first floor, The Veranda offers a selection of cooked-to-order breakfast items, sandwiches, salads and much more, as well as beverages and snacks.

Hours of operation

6:30 a.m. – 9:00 p.m.

Smoking Cessation – Support for Quitting

Self Regional Healthcare became a tobacco-free facility on February 14, 2006. In an effort to promote healthy lifestyles, the use of tobacco products on the hospital premises is not permitted indoors or outdoors.

As a patient you have the right to ask your physician about nicotine replacement products. Please see your nurse or physician for this request.

If you or any of your loved ones smoke, you should seriously consider quitting to avoid the harmful effects of tobacco use. Please talk to your healthcare provider about assistance to help you quit. The hospital offers different programs to help you live tobacco free.

Agencies and community services:

- The Wellness Way – Quit for Life (864) 725-4661
- SRH Pulmonary Rehabilitation (864) 725-5760
- Cornerstone (864) 227-1001
- American Cancer Society 1-800-ACS-2345
- American Heart Association 1-800-242-8721

Self Regional Healthcare offers a variety of videos on Smoking Cessation as well. See below.

Videos made available by Self Regional Healthcare on Channel 70

The following videos and others are available in your room at any time and can be accessed through Video-on-Demand at no charge. See Channel 70 for a complete list.

For example, the following videos to help you quit smoking are available:

- #345 – Guide to Stop Smoking
- #346 – How to Beat Cigarettes
- #387 – Physical Effects of Smoking
- #388 – Smoking - Getting Ready to Quit

Instructions:

1. Using your phone, dial extension 2753.
2. Press the appropriate button regarding whether you would like English or Spanish (some videos are available only in English).
3. Press 1 for being a patient and enter the four-digit telephone extension to your room.
4. The recording will then ask you to enter the three-digit code of the video you would like to watch.
5. Finally, you will be instructed to turn your TV to a specific channel (usually 71-76) and your chosen video will start.

Miscellaneous

Banking

An ATM is located in the main lobby at the entrance. The cafeteria, The Veranda and the Gift Shop take cash, credit cards and debit cards.

Gifts

The Gift Shop, located in the main lobby, offers a wide variety of magazines, flowers and plants, gifts, and personal need items. If time permits, dry-cleaning is also available.

Newspapers

Newspaper stands are located in the courtyard, just outside The Veranda.

Self Excellence

During your stay at Self Regional Healthcare, you may come in contact with a Self Ambassador from the Self Excellence Program. This program is designed to assist our patients, their families and our staff. It is coordinated by two clinically trained leaders. These leaders, along with fellow Self employees who have completed a training program, visit patients to communicate and address needs or concerns they may have. If you have any questions, suggestions or concerns, please contact us immediately. We want to ensure that we meet all of your needs and that you receive very good care.

Phone Number: (864) 554-5192
Remember to dial '9' for outside call

Direct Hospital Ext: 5042 or 725-5042

E-mail: jmcdade@selfregional.org

Community Health Information Center at Self Regional Healthcare

Who we are:

- A one-stop information service to help you understand your medical diagnosis.

What we do:

- Find the information you need to understand and manage your medical condition.

How we do it:

- We have the tools (computer databases, books, videos, pamphlets) to research your medical-related questions.
- We provide medical information in easy-to-understand language.

Cost:

- None

Who may use this service?

- Patients, family members of patients, and friends of patients.
- Anybody within the community in need of easy-to-understand medical information.

Location:

- Sixth floor, main building, inside Medical Library

Hours:

- 9:00 a.m. – 5:00 p.m., Monday through Friday

Telephone:

- (864) 725-4797; Fax (864) 725-4838

E-mail:

- CommunityHealth@selfregional.org

Patient Safety

Our goal at Self Regional Healthcare is to keep you safe while you are under our care. You can help by remembering this safety guide:

- S** peak up
- A** sk questions
- F** ollow up
- E** ducate yourself
- T** alk with your caregivers
- Y** ou are part of the team

Speak up . . .


- Your health is too important to worry about being embarrassed. If you don't understand what your doctor, nurse or other healthcare professional tells you, please speak up.
- If you think your caregiver has confused you with another patient, don't hesitate to speak up.
- Report to your healthcare provider any changes in your physical condition, such as feeling light headed, feverish, nauseated, confused, depressed or notice redness/drainage at injection or wound sites.
- Hand washing is the number one way to stop the spread of infection in hospitals. We always clean our hands before caring for each patient. Please feel free to ask your caregivers if they have washed their hands or used a hand sanitizer.
- To ensure proper identification, we always check the patient's identification bracelet before giving medication or performing procedures. Please feel comfortable asking your caregivers to check your ID bracelet if they haven't already.

Ask questions . . . about your care. Make sure you are getting the right treatment and medications.

- Expect healthcare professionals to introduce themselves when they enter your room. If they don't, ask to see their ID badge.
- If you are unfamiliar with a medication, ask the nurse for the name and purpose of the medication. If you have doubts that a medication is for you, ask the nurse to verify it.

Follow up . . . on all aspects of your care.

- If your healthcare professionals have not provided you with results of your tests, ask them to check on it. Don't assume that no news is good news.
- Ask your healthcare professionals to explain all of the follow-up care that you will need after you leave the hospital and how you can obtain that care.



Educate yourself . . . about your diagnosis, medical procedures and qualifications of your healthcare team.

- You may ask your healthcare provider about the specialized training and experience that qualifies him or her to treat your illness or perform your procedure.
- Gather information about your condition. Good sources include your doctor, library, respected Web sites and support groups.
- 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.
- Learn all you can about your medications, such as names, doses, side effects and interactions with other medications.

Talk with your caregivers . . . about your current and past state of health and the medications you are taking.

- It is important for your healthcare team to know as much about you as possible. Don't leave out anything, even if something seems unimportant.
- Take a list of your medications when you go to the hospital. It is important for your doctors and nurses to know what you are taking.
- If you have surgery, make sure that you and the healthcare professionals treating you agree and are clear on exactly what will be done. As you discuss this with your team, you and your doctor will mark the site of your surgery with a marker if the procedure requires it.
- If possible, have a family member or friend come with you to be your advocate (someone who can speak for you if you are unable).
- Tell your doctor or nurse about all of your allergies and remind them of your allergies when you receive a medication for the first time.

You are part of the team . . .

- Participate in all decisions about your treatment.
- You and your doctor should agree on exactly what will be done during each step of care.
- When you are in the hospital, review your plan of care with your doctor and nurse.

Patient Safety (continued)

Additional safety information:

Please do not attempt to connect or disconnect devices or infusions.

To help prevent a fall, follow these guidelines:

- Ask the nurse what level of activity the doctor has ordered for you.
- If you use a cane or walker at home, you should use it in the hospital.
- Tell your nurse if you feel dizzy when you stand up.
- Alert the staff if you see spilled liquids on the floor.
- Do not hesitate to ask for help.

We have taken steps to assure your security. You and your family or visitors are responsible for:

- Reporting any suspicious or unusual behaviors to your nurse.
- Supervising and controlling minor children who may be visiting you.
- Securing your valuables by sending them home with your family members.
- Keeping dentures, glasses, contact lenses and hearing aids in protective cases.
- Following the nurse's instructions for new mothers.
- Ensuring the newborn is never left alone even for a few seconds.
- The following items are forbidden in all areas:
guns, illegal drugs, alcohol, knives or other sharp objects.

When you pick up your medications at the pharmacy:

- Make sure it is what your doctor wanted you to have.
- Ask what the medicine is used for, how to take it and how often.
- Ask what side effects are important to know about.

Your safety as our patient is very important. This information was designed with your safety in mind. If you would like more information about patient safety, please ask to speak to the supervisor of the area where you are being treated.

Lewis Blackman Hospital Patient Safety Act

1. Each patient/lawful representative has the right to be able to identify care providers.
 - a. All staff, students, interns, trainees, doctors and doctor assistants shall wear a picture ID badge that clearly states their name, department and job or trainee title so that it is clearly visible to the patient/family.

2. Each patient will receive, at registration, written information describing the role of trainees, medical students and resident doctors and any contract doctor groups used by SRH.
3. Each patient has the right to access his or her attending doctor regarding any concern with medical care.
4. Each patient has the right to expect the nursing staff to assist in accessing the attending doctor/designee.
5. Each patient has the right to initiate contact with administrative or supervisory clinical staff.
6. Each patient has the right to obtain information on the general role of the doctor assigned to his or her care.

Patients requesting communication with doctor(s)

According to the Lewis Blackman Hospital Patient Safety Act, the following assistance is to be provided to the patient:

1. If the patient or lawful representative makes a request to contact the attending doctor/designee regarding his or her medical care, the nurse will place a call to the attending doctor/designee and inform them of the patient's concern.
2. If the patient or lawful representative makes requests to call his or her attending doctor, the nurse must:
 - a. Provide the patient with a telephone and number.
 - b. Offer assistance in placing the call.
 - c. Notify the nursing supervisor for assistance.
3. If the nursing supervisor is called by the patient, the lawful representative, or the clinical staff member for assistance:
 - a. The nursing supervisor will evaluate the medical care concern with the patient or the lawful representative.
 - b. The nursing supervisor will assist the patient or the lawful representative with the medical care concern and assist with contacting the doctor (if applicable).
 - c. If necessary, the nursing supervisor will contact the chief nursing officer (CNO) for assistance.
4. The nursing supervisor will document the patient's or the lawful representative's medical care concern, issue(s) and solutions on the Supervisor's Shift Report and forward to the CNO for documentation purposes.

Patient Safety (continued)

Patient notification

The Lewis Blackman Hospital Patient Safety Act requires hospitals to provide specific information to patients who require inpatient care or outpatient surgery.

You have a right to know the identity and professional status of those who care for you. All staff will wear name badges with their name, department, job title or trainee title. All clinical trainees, medical students, interns and resident physicians will be identified as such on their name badges. Credential abbreviations are listed on the following pages. Definitions include, but are not limited to:

- **Clinical staff:** people who work in a hospital whose duties include the personal care or medical treatment of patients. It includes, but is not limited to, credentialed physicians, physicians' assistants, nurses, nursing aides, medical technicians and therapists.
- **Clinical trainees:** people who are receiving healthcare training in a hospital, either paid or unpaid, and students or licensed professionals whose training includes the personal care or medical treatment of patients. It includes, but is not limited to, resident physicians, medical students, nursing students and other students and individuals in healthcare professional training in a hospital.
- **Credentialed caregiver:** a nurse practitioner or physician's assistant who is licensed to care for patients within his or her scope of practice.
- **Credentialed physician:** a licensed physician who has completed his or her postgraduate medical training and has medical staff privileges at a hospital.
- **Attending physician:** a licensed physician who has completed his or her postgraduate medical training, has medical staff privileges at a hospital and has primary responsibility for a patient's care while the patient is in the hospital.
- **Designee:** a credentialed physician or a credentialed caregiver whom a patient's attending physician has designated to care for the patient in the absence of the attending physician.
- **Medical student:** a person enrolled in a program culminating in a degree in medicine.
- **Resident physician:** a person who is participating in any graduate medical education program, and whose relationship to the patient is under the auspices of the medical education program.
- **Intern:** a person who is an advanced student or graduate in medicine gaining supervised practical experience.

Self Regional Healthcare has trainees, medical students, interns and resident physicians. Some of these may be participating in your care and making treatment decisions. These people have been trained to treat you and are supervised by fully trained individuals. You have a right to know who the supervising person is and to ask to speak with that person. While they are providing patient care, these individuals must wear picture identification that designates them as trainees, students, interns or residents. If you have questions regarding these individuals, please use the numbers listed in this section to contact the supervisor for questions.

Your attending physician is the person responsible for your care. The attending physician may change while you are in the hospital, depending on the type of care or service you require. If you wish to know the name of your attending physician, please ask a staff member.

Self Regional Healthcare contracts with some physician groups. These independent contractors are the Emergency Care Center physicians, anesthesiologists, radiologists, pathologists, physicians in the Pain Management Center and the radiation oncologist. These contract physicians have separate staff and billing practices. Basic clinical qualification information can be found on our Web site www.selfregional.org or by calling (864) 725-6058. If you have a personal medical care concern and need prompt assistance, please call the number associated with your unit, which is listed on page 28. If your problem is still not resolved, please call the nursing supervisor at 2412. If you need assistance with this procedure, a clinical staff member will assist you.

Professional status and abbreviations

General	Abbreviaton	General	Abbreviaton
Administrator	Adm.	Health	Hlth.
Assistant Vice President ...	Asst. VP, AVP.	Home	Hm.
Assistant	Asst.	Medical	Med.
Associate	Assoc., Assc.	Manager	Mgr.
Certi ed	Cert.	Outpatient	OP, outpt.
Clinical	Clin.	Patient	Pt.
Coordinator	Coord.	Procedure	Proc.
Counselor	Coun.	Registered	Reg.
Director	Dir.	Representative	Rep.

Patient Safety (continued)

General	Abbreviaton
Specialist	Spec.
Senior	Sr.
Supervisor	Supr, Supv.
Surgical, Surgery	Surg.
Services	Svcs.
Technician, Technologist	Tech.
Therapy	Ther.
Vice President	VP.
Volunteer	Vol.

DEPARTMENTS

Cardiology Service and Neurophysiology Services

Cardiac	Cardio.
Cardiovascular	CV.
Cardiovascular Registered Nurse	CVRN.
Cardiovascular Technician	CV Tech, CVT.
Echocardiogram Technologist	Echo Tech.
Electroencephalogram Tech	EEG Tech.
Electrocardiogram Tech	EKG Tech.
Electromyogram Tech	EMG Tech.
Monitor Tech	MT.
Registered Cardiovascular Specialist	RCIS.

General	Abbreviaton
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Laboratory Services

American Society of Clinical Pathologist	ASCP.
Clinical Trainee – Medical Lab Student	MLT Student.
Clinical Trainee – Phlebotomy Student	Phleb Student.
Cytotechnologist	Cyto Tech, CT.
Cytotechnologist Summer Extern	CT.
Histology Technician, Technologist	Histo Tech, HT.
Laboratory	Lab.
Laboratory Technician Specialist	Lab Tech Spec.
Medical Laboratory Technician	Med Lab Tech, MLT, CLT.
Medical Technologist	Med Tech, MT, CLS.
Pathology Assistant	Path Asst.
Phlebotomist, Venipuncture I & II	Phleb, PBT.
Specimen, Procurement and Procedure Technician	SP, P Tech.

Nursing, Surgical and Related Services

Anesthesia	Anes, Anest, Anesth.
Adult Nurse Practitioner	Adult, NP, ANP.
Assistant Nurse Manager	ANM, RN.

General Abbreviaton

Behavioral Health TechnicianBHT.
 Care Team Technician.
Care Team Tech, CTT.
 Certi ed Medical Assistant.
Cert Med Asst, CMA.
 Certi ed Nursing Assistant.
Cert Nursing Asst, CNA.
 Certi ed Registered Nurse Anesthetist
CRNA.
 Certi ed Surgical Technologist
Cert Surg Tech, CST.
 Clinical Nurse Specialist.
Clin Nurse Spec, CNS.
 Clinical Trainee – Licensed Practical
 Nurse Nursing Student – LPN.
 Clinical Trainee – Nursing Student.
 Nursing Student – RN.
 Clinical Trainee – Physician’s Assistant
 Student . Physician’s Assistant Student.
 Clinical Trainee – Surgical Tech Student
 Surgical Tech Student.
 Employee Health Nurse.
Emp Hlth Nurse.
 Endoscopy TechnicianEndo Tech.
 Licensed Practical NurseLPN.
 Neonatal Nurse Practitioner.NNP.
 Nurse Practitioner NP.
 Nurse Technician NT or Nurse Tech.
 Nurse Technician Orthopedic
Ortho NT.

General Abbreviaton

Nursing Assistant. . . . Nursing Asst, NA.
 Operating Room (surgery) Tech
OR Tech.
 Patient Care Administrator.
Pt. Care Adm.
 Patient Care Associate
 Pt Care Assoc, PCA.
 Patient Care Technician
T Care Tech, PCT.
 Registered NurseRN.
 Surgical Technician, Technologist
 Surg Tech, ST.
 Student Registered Nurse Assistant
 SRNA.
 Ward SecretaryWS.

Pharmacy Services

Board Certi ed in Nutritional Support
 Pharmacy BCNSP.
 Certi ed Pharmacy Technician
Cert Pharm Tech, CPT.
 Clinical PharmacistClin Pharm.
 Doctor of PharmacyPharmD.
 Intravenous Pharmacist . . . IV Pharmacist.
 Intravenous Pharmacy Tech.
IV Tech, IV Pharm Tech.
 Pharmacy Pharm.
 Registered Pharmacist.RPh.

Physician and Physician Extenders

Doctor of OsteopathyDO.

Patient Safety (continued)

General	Abbreviation
Medical Doctor	MD.
Physician Assistant	PA.
Resident Physician	Resident, PPG1, PPG2, PPG3.
Radiology Services	
Dosimetrist	MS RT (R) (T).
Computerized Tomography Technologist	CT Tech.
Magnetic Resonance Imaging Technician	MRI Tech.
Mammography Technician	MMO Tech, Mammo Tech.
Nuclear Medicine Technologist	Nuc Med Tech, NM Tech.
Registered Radiation Therapist	RT (R) (T).
Registered Radiology Technician	RT(R) (AART).
Radiation, Radiologic, Radiological Technician or Technologist	Rad Tech, RT
Special Procedures Technologist	Spec Proc Tech.
Ultrasound Technologist	US Tech, RT.
Radiology Assistant	Rad Asst.
Radiology Student	Radiology Student
Radiology Technology Assistant	CLR (Certified Limited Practice Radiographer).
Rehabilitative Services	
Athletic Trainer	AT.

General	Abbreviation
Certified Occupational Therapist Assistant	Cert OT Asst, COTA, OTA, OTAC.
Occupational	Occ.
Occupational Therapist Registered	OTR, OT.
Physical Therapist	PT, RPT.
Physical Therapist Assistant	PTA.
Speech Language Pathologist/Speech Therapist	SLP.
Respiratory Therapy Services	
Certified Respiratory Therapist/Technician	Cert Resp Ther/Tech, CRTT.
Respiratory	Resp.
Registered Respiratory Therapist	Reg Resp Ther, RRT.
Social Services	
Licensed Bachelor Social Worker	LBSW, BSW.
Licensed Independent Social Worker	LISW.
Licensed Master Social Worker	LMSW, MSW.
Licensed Professional Counselor	LPC.
Social Worker	SW.
Other Departmental Abbreviations	
Behavioral	Behav.
Emergency Department, Emergency Care Center	ED, ECC.

General	Abbreviaton
Emergency Trauma Center.....	ETC.
Endoscopy	Endo.
Home Health.....	HH.
Neurophysiology	Neuro.
Occupational Health.....	Occ Hlth.
Oncology	Onc.
Operating Room	OR.
Orthopedic.....	Ortho.
Pathology	Path.
Pediatric	Ped.
Pulmonary	Pulm.
Rehabilitative	Rehab.
Respiratory.....	Resp.

Departmental numbers to contact for assistance

Cardio Lab	5042
Endoscopy	4750
Cardiac Cath Lab	7002
Intensive Care Unit (ICU).....	4950
Coronary Care Unit (CCU).....	4957
Cardiac Intensive Care Unit (CICU)	7022
Emergency Care Center.....	5718
Women's Center	6200
LDRP.....	4921
Neonatal Intensive Care Unit.....	4948
Outpatient Infusion/Chemotherapy...	
..... (4th oor)	4460
..... (1st oor)	7180
Transitional Care Unit (TCU).....	4097
Behavioral Health Unit (BHU)	4397
Pediatrics – 2nd Floor Tower	6220
3rd Floor Tower – Vascular	6320
3rd Floor Tower – Ortho	6300
4th Floor Tower – Surgery.....	6400
5th Floor Tower – Medical.....	6500
6th Floor Tower – Medical.....	6600
7th Floor Tower – Telemetry.....	6700
8th Floor Tower – PCU	6800
Pain Management Center.....	4095
Ambulatory Care Center	4001
Radiation Oncology	4744
Radiological Services	5081
Imaging Center.....	7150
Medical Oncology.....	7145

From outside the hospital, dial 725 and then the internal telephone number above.

Preventing Infections

Infections can occur after many types of medical procedures. As a part of your healthcare team, there are several things you can do to help protect yourself.

Plan ahead

- Don't be afraid to ask questions about your care so that you will fully understand your treatment plan and expected outcomes. You and your family/friends will be able to better facilitate your recovery.
- If you are having surgery, follow directions for bathing prior to surgery.
- If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during and after your hospital stay. High blood sugar increases the risk of infection.
- If you are overweight, losing weight will reduce the risk of infection following surgery.
- If you are a smoker, you should consider a smoking-cessation program. This will reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.

Protect yourself while in the hospital

Hand washing is the most effective means to prevent the spread of infection.

- Wash your hands after using the bathroom, touching something that is soiled, bloody or draining.
- Wash your hands before leaving your room.
- Remind staff and visitors to wash before and after caring for you. Since you are part of your healthcare team, do not be afraid to remind doctors and nurses about washing their hands before working with you.

To wash:

- Use the waterless hand cleanser on the wall in your room.
- If hands are visibly soiled, wash with soap and water.

Intravenous catheter:

- If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if the dressing becomes loose or gets wet.

Wound bandages:

- If you have a dressing on a wound, let your nurse know promptly if it becomes loose or gets wet.

Drainage tubes:

- If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.

Breathing treatments:

- Carefully follow your doctor's instructions regarding breathing treatments and getting out of bed.

Get vaccinated:

- The flu and pneumonia vaccines are available for patients at risk for these illnesses. Ask your doctor or nurse if you should receive the vaccine.

Protect others while in hospital

- Cough into a tissue or in the bend of your arm. If you must cough into your hands, wash them as soon as possible.
- Observe isolation precautions if you are placed in precautions. The precautions are listed on a sign on the outside of your room door. Remind visitors to observe precautions.

Special precautions are posted when patients are being screened for suspected germs that may be spread by contact with clothing, hands and equipment or through the air. Not all patients in special precautions will actually have the suspected germ, but precautions must be observed until the germ is ruled out.

Planning Your Recovery

Find out about your condition

- Ask your doctor or caregivers about your ability to do everyday activities such as walk, climb stairs, go to the bathroom, prepare meals, drive, return to work, and other activities that are important to you.
- Ask your doctor or caregivers about any special instructions for daily activities. For example, most patients should use the shower instead of the bathtub.
- Ask your doctor or caregivers how much help you will need during your recovery (for example, if someone should be with you 24 hours a day).
- Ask about any signs and symptoms that you should watch for. Find out what you should do if you have these signs or symptoms.
- Make sure your home is set up to help with any physical limitations you may have. Make sure any equipment you need is set up before you return home. The hospital can provide information about where to get equipment.
- Write down any questions you have and ask them before you leave the hospital. It's helpful to keep a notebook for your questions, the answers, and who answered your questions in case you need to get more information. If needed, ask a family member or friend to help. You can use the notes section in the back of this guide to write down questions you may have or information you may want to remember.
- Ask a family member or friend to be with you when discharge plans are being made, or to go through the discharge process with you. He or she can help get written instructions and ask questions.
- Ask for the phone number of a person to call at the hospital for any problems you may have after leaving the hospital, or call your doctor's office.
- Ask a family member, friend or neighbor to stay with you when you first get home and then to check on you at your home for a few days.
- If you are not confident about how to care for yourself after leaving the hospital, or if you have any doubts about getting the care you need at home, speak up. Ask to speak to the nurse in charge, or ask your nurse, social worker or discharge planner if you could be referred to a home health agency that could come to your home to make sure your needs are being met.

Find out about your new medicines

- Ask for a list of all the medicines you will be taking at home. The list should include all of your medicines, not just new ones started in the hospital. Check the list for accuracy. You or your doctor should also share the list with anyone providing you with follow-up care.
- Ask for written directions about your medicines. Read the directions and make sure you understand them. Ask any questions you have before leaving the hospital.
- Tell your doctors, nurses and pharmacists about all the medicines, vitamins and herbs you usually take. Ask if there are any of these that you should not take with your medicines.
- Ask if there are any foods and drinks – including alcohol – that you should avoid.
- Ask about side effects of your new medicines. Find out what you should do if you experience any of them.
- Find out if your new medicines can make you sleepy or forgetful, which could make it difficult for you to take your medicines on time.
- Find out if your new medicines can make you dizzy or confused, which could cause you to fall.

Find out about your follow-up care

- Ask for directions about physical exercises you may need to do. Ask your doctor, nurse or physical therapist to write down the directions.
- If you have a wound, ask for directions on how you should take care of it.
- If you need special equipment, make sure you know how to use it, where you can get it, and if it's covered by insurance, Medicare or another health plan.
- Ask about any tests that need to be followed up on after you leave the hospital and who you should contact to get the results.
- Find out about any follow-up visits with your doctor or other caregiver. Make sure you have transportation to get there.
- Review your insurance to find out what costs are covered and not covered after you are discharged (such as medicines and equipment).
- If you need to receive home care services or you need to be sent to a nursing home or assisted living center for follow-up care, make sure that the facility or service is covered by your insurance, Medicare or other health plan; and that it is licensed or accredited. Organizations and programs surveyed and approved by The Joint Commission are listed at www.qualitycheck.org.

Planning Your Recovery (continued)

An important part of your recovery is making sure that after you leave the hospital you get the care you need to get better. A nurse, social worker or discharge planner should help plan your follow-up care. The Discharge Planning Department is available to assist patients and family members with any complications that may interfere with a patient's discharge to home. Discharge planners offer services to assist with extended care placement, community resources available for home needs or other assistance. For more information, ask your nurse or doctor.

If you have trouble understanding the language being used, you should be provided with translated documents or an interpreter. If you have trouble hearing, you should ask for instructions in writing.

For more information, contact:

National Alliance for Caregiving

Bethesda, Maryland 20814

www.caregiving.org

(301) 718-8444

Get the Facts – Healthcare Power of Attorney and Living Will

General information

Should I consider signing both a healthcare power of attorney and a living will?

Yes, because each document has advantages that are not available from the other. A healthcare power of attorney allows the agent of your choice to decide, after considering all the facts, what you would want under the circumstances. A healthcare power of attorney applies to all healthcare decisions, including those covered by a living will. However, the living will (declaration) is a form that has been authorized by the South Carolina Legislature and is routinely recognized by doctors.

If I do not have a healthcare power of attorney or a living will, who will make healthcare decisions for me?

If you are unable to make healthcare decisions, South Carolina law designates persons who can make those decisions for you, or the courts may be called upon to make the decisions or to appoint someone else to make them. If you want to be sure the person who makes decisions for you is familiar with your wishes, you should appoint an agent in a healthcare power of attorney.

Who determines that I am unable to make healthcare decisions?

It is normally determined by your doctor and one other doctor.

Where should I keep my healthcare power of attorney and living will?

Keep the original in a safe place where your family members can get to it. You should also give a copy to as many of the following persons as you are comfortable with: your family members, doctor, lawyer, minister or priest or agent. Do not put your only copy of these documents in your safe deposit box.

If a healthcare power of attorney and a living will are signed in another state, are they valid in South Carolina?

If you have a healthcare power of attorney that has been signed in another state, you should have it reviewed to be sure it is valid in South Carolina. A living will that is valid in another state will probably be accepted in South Carolina. To be safe, though, you should sign the living will form approved by the South Carolina Legislature.

What if I have an old healthcare power of attorney and living will?

On June 12, 1999, South Carolina adopted a new living will form. If you signed a living will in South Carolina prior to that time, it is still valid. However, the old form does not say anything about permanent unconsciousness and does not allow tube feeding to be withheld in most situations.

Get the Facts – Healthcare Power of Attorney and Living Will (continued)

If you signed a living will in South Carolina prior to June 12, 1999, you should consider signing a new living will. If you signed a living will after that date, you should check to see whether it was the new form.

The law has not changed in regard to a healthcare power of attorney, and, therefore, you do not need to sign a new one.

The decision to sign a healthcare power of attorney or living will is very personal and very important.

These documents will not be in effect unless you become incompetent. In other words, your living will or healthcare power of attorney will not affect the healthcare you receive while you are still able to make decisions for yourself.

If you have questions about signing a healthcare power of attorney or living will, you should discuss them with your doctor, your minister, priest, rabbi or other religious counselors and/or attorney. Finally, it is very important that you discuss your feelings about life support with family members.

Healthcare Power of Attorney

What is a healthcare power of attorney and how is it different from a normal power of attorney?

A healthcare power of attorney is a document in which you give another person (your “agent”) the power to make decisions related to your healthcare.

A normal power of attorney gives your agent the power to make decisions about money, property or business transactions. A normal power of attorney, however, will not necessarily allow your agent to make healthcare decisions for you.

If you want an agent to be able to make healthcare decisions for you, you should sign a healthcare power of attorney no matter what other documents you have. If you want an agent to make decisions about money, property or business transactions, you will need a different power of attorney.

Whom should I appoint as my agent? What if my agent cannot serve?

You should appoint a person you trust and who knows how you feel about healthcare.

You should also name an alternate in case your agent is unwilling or unable to serve. You should talk to the person you choose as your agent and alternate to be sure they are willing to serve and that they know how you feel about healthcare.

What if I change my mind?

You can revoke your healthcare power of attorney at any time while you are competent by informing your agent or doctor you have changed your mind.

Why should I sign a healthcare power of attorney?

You may become unable to make healthcare decisions for yourself. You can name the person who will make these decisions for you by signing a healthcare power of attorney. Through this agent, you can continue to control your own healthcare. Without such a document, the courts may be called upon to make the decisions or to appoint another person to make them.

What can I authorize an agent to do for me in a healthcare power of attorney?

You can authorize your agent to make healthcare decisions for you in case you become unable to make decisions for yourself. In your healthcare power of attorney, you may tell your agent what you do or do not want. For example, you may tell your agent that you do or do not want blood transfusions or life support.

What are the requirements for signing a healthcare power of attorney?

At least two persons must sign the document as witnesses when you sign it. You do not have to record your healthcare power of attorney for it to be valid.

Living wills

What is a living will and how is it different from an ordinary will?

A living will is a document stating that you want to be allowed to die a natural death and not be kept alive by medical treatment, heroic measures or artificial means that will not improve your health. Your will is a separate document that tells your survivors what to do with your property after your death.

Is there a form for living wills in South Carolina?

Yes.

The living will form most commonly used in South Carolina is called a “Declaration of a Desire for a Natural Death.” If the hospital does not have forms, you can obtain one from the South Carolina Commission on Aging or your local Council on Aging, The Joint Legislative Committee on Aging, or the Ombudsman Division of the Governor’s Office.

You may contact these organizations at the following telephone numbers:

Lt. Governor’s Office, South Carolina Commission on Aging, 1-800-868-9095

Lt. Governor’s Office, Ombudsman Divisions, 1-800-868-9095

Get the Facts – Healthcare Power of Attorney and Living Will (continued)

When would my living will become effective?

It would become effective when two doctors determine that you are permanently unconscious or that your death will occur in a relatively short period of time. In South Carolina, “permanently unconscious” means that you are in a permanent vegetative state in which your body functions, but your mind does not. This is different from a coma, because a person in a coma usually wakes up, while a permanently unconscious person will not.

What effect will be given to my living will if I am pregnant?

South Carolina law provides that your living will is not effective while you are pregnant.

What are the requirements for signing a living will?

You must be at least 18 years old and must be competent. At least two people, including a notary public, must act as witnesses when you sign the document. If you sign a living will after being admitted to a hospital or a nursing home, a representative from the Governor’s Office (the Ombudsman) must be present when you sign. There are certain people who cannot witness your living will. The living will form tells you who cannot act as a witness. You should read the living will form carefully to be sure your witnesses are acceptable.

Is there anything else I need to know about completing the living will form?

You should be sure to indicate on the form whether you want tube feeding. There are spaces provided for this purpose.

If you would like to name someone who can revoke or enforce your living will, there are spaces on the form where you can do so.

Be sure to read the form carefully and follow the instructions.

What if I change my mind after I signed a living will?

You may revoke a living will at any time while you are competent. There are five simple ways to do so, all of which are explained on the living will form. You must also tell your doctor that you have revoked your living will.

Donation of Organs and Tissue

“Each day, about 74 people receive organ transplants; however, 18 people die each day waiting for transplants that can’t take place because of the shortage of donated organs.” *

Organ and tissue donation is a matter of life and death; therefore, it is understandable that the subject can make one feel afraid, uncomfortable and uncertain. Our goal is to present the facts so that you can make an informed decision regarding donation.

Almost everyone can become an organ donor.

There is no age limitation on who can donate. Plus, many of today’s donors have pre-existing medical conditions that do not rule them out as a potential donor. Whatever your age or health, if you want to be a donor, sign a donor card and let your family know you want to help others by becoming an organ and tissue donor.

Signing a donor card will not affect your medical treatment if you become ill or injured.

Every effort is made to save your life before donation is considered. A transplant team is not contacted until a patient has died and the family has consented to donation. No organs are removed before a person is pronounced dead – this includes brain dead. Brain death is when the brain dies due to a lack of blood and oxygen and is a medically, legally and morally accepted determination of death. In South Carolina, a licensed doctor makes the diagnosis of brain death before the potential donor’s family is presented with the opportunity to donate.

Donation is not visible and is a gift.

The body of a donor is treated with great respect throughout the donation process. Families of donors can make normal burial plans and have an open casket viewing if they wish. There is no charge to the donor’s family or estate for any procedure, test or medical supplies associated with the donation process.

Religions support organ and tissue donation.

All organized religions support donation – typically considering it as a gift and as a matter of individual choice. We encourage you to seek the advice of your clergy if you have questions regarding your religion’s support of donation.

Donation of Organs and Tissue

(continued)

Donation is private.

Information about the donor is released to the recipient only if the family of the donor requests it. Otherwise, the strictest confidence of patient privacy is maintained.

What is LifePoint?

LifePoint, Inc. is an independent, nonprofit corporation dedicated to advancing organ, eye and tissue donation in South Carolina for transplantation and research. It provides professional education regarding donations, educational and emotional support to the families of potential donors, and is an organ, eye and tissue recovery organization. In January 2003, LifePoint and the South Carolina Lions Eye Bank merged services to provide a more efficient donor program for the state. The Ocular Division of LifePoint was first established by the Lions of South Carolina in 1957. Through the merger, the Lions continue to play an integral role in the donor program by serving on LifePoint's Board of Directors.

Become a hero – become an organ and tissue donor.

For more information, call Lifepoint Inc. at 1-800-462-0755

* Statistic received from Donate Life: <http://organdonor.gov>

General Information

Billing information

The billing office may want to make copies of your insurance cards and other documents detailing your coverage. We must have this information to file your claims and help determine what portions of your bill will be paid by insurance.

If you have more than one policy, it allows us to determine your primary and secondary payers. Even though you may have insurance, and the hospital files the claim for you, your bill is still your responsibility.

Doctors involved in your care may bill you separately from the hospital. These doctors might include anesthesiologists, surgeons, cardiologists, radiologists, pathologists and other specialists. If you have any questions regarding these bills, you should call their billing office directly.

IMPORTANT BILLING FACTS

- After your medical records have been completed, the billing office will submit a claim to your insurance company.
- You will receive a summary bill of services.
- A monthly statement will be sent to you with an estimated payment amount expected from your insurance company. After your insurance company processes your claim, you will receive a letter explaining your financial obligation.
- Patients who have no insurance coverage should present payment when services are rendered unless acceptable arrangements have been made.
- Each visit to the hospital results in a new account number being generated. You will receive a statement with all of your open accounts listed. Although several accounts are displayed on the statement, you will be kept informed separately by a letter explaining the status of each account.

Our office will file all insurance claims for you. Please understand that most secondary payers will not consider a claim without proof of what the primary insurance company paid. We may also ask for your assistance in securing insurance payment when needed.

FINANCIAL ASSISTANCE

If you are unable to pay your balance in full, we can arrange a payment plan. If you are uninsured and do not qualify for financial assistance, you may receive a 7.5 percent discount on your Self Regional Healthcare account when you pay total charges within 45 days from the date of your first bill.

Some patients who are uninsured may need help in paying their hospital bill and may qualify for financial assistance. For more financial assistance information, please call (864) 725-4128.

FOR MORE INFORMATION

Sometimes there are questions that may arise concerning a patient's bill. If you have questions, call Patient Financial Services at (864) 725-7800.

Medical records – obtaining a copy

Patient medical records may be obtained from Health Information Management (HIM) located on the second floor of the main hospital building.

Requests may be made between 8:00 a.m. and 5:00 p.m., Monday through Friday. Call 725-5034 during these hours for more information.

A Release of Information Authorization form (available from the HIM Department) needs to be completely filled out and signed by the patient before the request can be processed. The patient may then submit the authorization form to the Health Information Management Department along with photo ID for privacy regulations.

A family representative who has Healthcare Power of Attorney may also obtain a copy of the records. The Healthcare Power of Attorney must be presented to the clerk along with photo ID.

A charge for copying medical records will apply unless the records are being sent directly to another doctor for continued care of the patient. The clerk will explain the charges to you upon your arrival in the department.

Requests for medical records will take approximately three to five days to complete.

Pastoral Services

Chaplains are on call on a seven-day, 24-hour basis for requests and referrals for pastoral ministry. Patients, families and staff may contact the Department of Pastoral Services by calling extension 4680 during business hours or contacting the hospital operator, who can contact chaplains at any hour.

The chapel is located near the staff elevators on the first floor and is open at all times. A chaplain is available to assist with spiritual needs. Please call 725-5023 to reach a chaplain. A worship service is conducted in the chapel at 10:00 a.m. every Sunday.

SELF REGIONAL

HEALTHCARE

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