

Patient Information



**MARSHALL
MEDICAL CENTER**

An affiliate of Maury Regional Health

Welcome to Marshall Medical Center

On behalf of the entire staff, we want to thank you for choosing Marshall Medical Center for your health care needs. We are honored that you have entrusted us with your care and hope to make your stay with us as pleasant as possible.

This book 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 as we work toward our mission of serving our region with clinical excellence and compassionate care. Please feel free to share your comments with a member of our staff. In addition, you may receive a letter or email following your visit, asking that you answer a few questions about your stay. We encourage you to participate so that we can gain valuable feedback about your visit with us. Again, thank you for choosing Marshall Medical Center and allowing us to serve your health care needs.



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931.359.6241

Mission:

Clinical excellence. Compassionate care. *Always.*

Vision:

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

Values:

W — Wholeness
E — Empathy

C — Community
A — Advocacy
R — Respect
E — Equity

Strategic Pillars



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YOUR ADMISSION



Welcome. We hope this book will answer many of your questions during your stay. Please feel free to take it home with you. Thank you for choosing Marshall Medical Center for your health care needs.

Your Stay

We hope to make your stay with us as comfortable as possible. Upon registration, you may be asked questions by registrars to ensure that we obtain complete medical records, including certain personal and financial information. Many of the questions you will be asked are required by law or are necessary information for the medical center, your physician or insurance company. *This information is confidential.* If the routine seems unnecessary at times, we appreciate your patience and apologize for any inconvenience.

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 Web site at

<http://health.state.tn.us/AdvanceDirectives/index.htm>

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 by members of your family. If that is not possible, you may give valuables to your nurse who will deposit them in a safe.

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 which may accidentally be thrown away.

Visitors

Visitation guidelines may vary based on respiratory illnesses in our community. Visit MauryRegional.com for current visitation guidelines and hours for entry.

Parking

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 to take you home.

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YOUR ADMISSION

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Personal Electrical Appliances and Home Medical Equipment

Personal electrical appliances (hair dryers, electric shavers, etc.) that are in good, safe condition, 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.

Marshall 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.

Spiritual Services

We encourage clergy of all denominations to visit members of their congregations who are being cared for at Marshall Medical Center. We have a chaplain program that visits the medical center daily. Please ask the nursing staff for assistance.

Tobacco Use

Marshall Medical Center is a tobacco-free campus. We respectfully ask that patients, visitors and employees refrain from using tobacco products.



Patient Satisfaction

Your feedback and opinions regarding the care you receive are extremely important to us.

Marshall Medical Center partners with Press Ganey, an independent research firm, to conduct our patient satisfaction surveys. You may receive a survey in the mail or 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.

Google Review

We are pleased that you have chosen Marshall Medical Center for your health care needs. We value our patients and our goal is to provide the best possible experience. If you would like to provide a public review regarding the services we provide, please Google "Marshall Medical Center" and click on the review link.



FOOD AND NUTRITION

The Cafeteria is located near the main entrance of the medical center and offers a wide selection of hot entrees, vegetables, deli sandwiches, desserts and beverages.

Hours of Operation

Monday – Friday:

Breakfast.....7:00 a.m. – 8:00 a.m.

Lunch..... 11:00 a.m. – 12:30 p.m.

Vending Machines offering soft drinks and snacks are located in the waiting room by the Emergency Room and near the main entrance. Items are also available for purchase in the cafeteria during business hours.

Visitor Trays are available for a family member who cannot leave the patient room. There is an additional charge for this service. Please contact your nurse for more information.

Patient Meals

Your trays will be delivered at the following times:

Breakfast 7:30 a.m.

Lunch 11:30 a.m.

Dinner 4:30 p.m.

A registered dietitian is available upon your request to answer any questions concerning your nutritional needs. We will do our best to meet your needs and preferences.



GETTING ACQUAINTED WITH YOUR ROOM

Marshall Medical Center offers both private and semi-private rooms. Every attempt will be made to provide you with the accommodations you request. However, private rooms are assigned on a first-come, first-served basis, or according to medical necessity.

Patient rooms are equipped with a bed, visitor seating, television, bathroom, phone and a call light communicator to contact the nursing staff. A shower is available for your use as your physician directs.

The patient bed has remote functions on either side of the bed rail that allow you to control the position of the bed. You will notice that your bed is equipped with side rails for your safety. Do not get out of bed unless your doctor permits you to do so. Never attempt to lower the rails yourself or climb over them. If the rails on your bed are raised, it is for your protection and to assist you in turning. Please notify nursing for assistance if your side rails are up and it is necessary for you to get out of bed.

The television has a separate remote control. A call light communicator that has a red button will notify nursing personnel when pressed. Staff will assure that it is readily accessible. A call button is also located in each bathroom. Please use these to call a nurse if you need assistance.

Individual controls are provided in each room to adjust the temperature.

Environmental/Housekeeping Services

Environmental Services strives to always keep your room and bathroom clean. Your room has been thoroughly cleaned and sanitized. While you are in our care, the Environmental Services Department will provide the following tasks in your room daily:

- Remove trash
- Disinfect surfaces
- Clean and disinfect the bathroom
- Mop the floor
- Inspect the room

If there is anything that we can do to make you more comfortable, please contact an Environmental Service team member or call extension 3349. Your concerns will be addressed immediately.

GENERAL INFORMATION

Identification (ID) Band

At the time of admission, an ID band will be attached to your wrist. It is important that this band not be removed during your stay. This band identifies you to all those who care for you. Also, if you have allergies or are considered a risk for falls, additional bands will be given.

What to Bring

You should only bring a few personal items such as bathrobe, pajamas or gown, slippers and toiletry items.

Home Medications

It is very important for our health care team to know the medications you are currently taking at home. You should bring the medications with you, in their original bottles, so that accurate names and dosages can be obtained. These medications should be given to the nursing staff so they can document them in your medical record. Your home medications will be returned to you to be taken home by a family member or if that is not a possibility, then they will be secured in our pharmacy and returned to you upon discharge. Please do not take any medication other than what your nurse gives you. If you feel you need a medication that you are not being given, contact your nurse, who will contact your doctor for instructions.

What Not to Bring

Please do not bring valuables such as jewelry and money with you to our facility. The hospital will not be responsible for any personal property kept in your room. If you bring valuables with you, you may send them home with a family member or you may ask your nurse to place them in the facility's safe or other locked storage.

Communication Services

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

Telephones

You are welcome to use your cell phone during your stay; however, 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. After 10 p.m., they will be directed to the nursing staff. Please notify your family and friends of these hours. Visitors may call directly to your room by dialing the main hospital line of 931.359.6241, then entering 1 plus the 3-digit room number.

To make calls from your room:

Local calls: press 9 + phone number.

If you need assistance placing your call, press "0" for the operator.

GENERAL INFORMATION

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Floral Deliveries

When flowers and gifts are delivered to the hospital for you, they will be brought to your room.

Mail

Mail is delivered to patient rooms daily, Monday – Friday. Should you have any outgoing mail, please give it to a nurse to mail for you.

WiFi

Marshall Medical Center offers free guest Wifi. Patients and guests are responsible for technical support of their own personal wireless devices.

Lost and Found

Lost and found items are held by the cashier's office. If you have lost or found an item, please ask a staff member to contact the cashier. When possible, the medical center will notify patients of found items. Items are held 60 days.

Emergency Drills

For the safety of our patients, visitors and staff, fire drills and other emergency drills are performed regularly. Visitors may be asked to remain in a specific area for a short time until the drill is completed. These activities ensure that our staff responds quickly and appropriately should a real emergency occur. Caregivers will provide assistance for those who have special needs.

Patient Portal

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

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

Enrolling is easy

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

PATIENT SAFETY

Marshall Medical Center 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, and 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 Web sites 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.

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

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PATIENT SAFETY

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

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

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

- If you receive intravenous (IV) fluids, read the contents of the bags of IV fluids. If you're not well enough to do this, ask a relative or friend to do it.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs too.
- Ask for a copy of your medication administration record. This lists all of the drugs you should be taking. Check it for accuracy. If you're not well enough to do this, ask a friend or relative to help.
- Before you leave the medical center or clinic, make sure that you understand all of the instructions for the medicines you will need to keep taking, and ask any questions you may have about any of your medicines.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

At the doctor's office and pharmacy

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements.
- Whenever you get a new medicine, remind your doctor about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, ask your doctor if it is safe to take those medicines together. Do the same thing with vitamins, herbs and other supplements.
- Understand that more medications may not always be better for you. Ask your doctor how a new medication will help.
- Make sure you can read the handwriting on prescriptions. If you can't read it, the pharmacist may not be able to either. You can ask to have the prescription printed.
- Read the label on your prescription medicine. Make sure it has your name on it and the correct medicine name. Some medicines have similar names that can be confused.
- If you're not sure whether you are supposed to swallow or chew your medicine, ask your doctor or pharmacist. Also, ask your doctor or pharmacist whether you can cut or crush a medicine.
- Ask your doctor or pharmacist if it's safe to drink alcohol with your medicine.
- Take your medicine as it is prescribed and do not stop taking it without asking your doctor.
- Whenever you are in doubt about a medicine, ask your doctor or pharmacist about it.

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PATIENT SAFETY

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Use a hospital, clinic, surgery center, or other type of health care organization that 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.

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.

Because we want you to be our partner in care, we have created the Rapid Response Team (RRT). 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 RRT CODE:

- Dial 0 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!

PROTECTING YOURSELF AND OTHERS FROM INFECTION

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

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

Hand Hygiene

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

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

Respiratory Hygiene and Cough Etiquette

Some illnesses, such as COVID-19 and flu, are spread by 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:

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

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

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PROTECTING YOURSELF AND OTHERS FROM INFECTION

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Targeting Infection Prevention

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

Active Surveillance Cultures

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

Isolation Precautions

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

- Health care staff will wear special protective gear, such as a mask, gown and gloves when they enter the room.
- Staff will decontaminate their hands before donning and after removing this gear.
- Visitors are also asked to wear the same protective gear and wash their hands or use the alcohol hand rub, so that they don't spread germs around the medical center common areas or take a germ home. Visitors should always perform hand hygiene before entering the patient's room and upon leaving.
- Some germs that cause infectious diarrhea are not destroyed by alcohol hand rub and are eliminated with hand washing only. Your nurse or physician will let you know if you should not use alcohol hand rub.
- Patients on isolation status should not leave the room except for special circumstances. Staff members will assist in such cases.
- We may also restrict visitation to reduce the risk of infection from persons coming into the building, especially during community outbreaks such as influenza season or peaks in COVID-19 activity.

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.

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FALL SAFETY

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- 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.**

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

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

Stay w/in arms length when toileting

Mobility Aid: _____

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

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

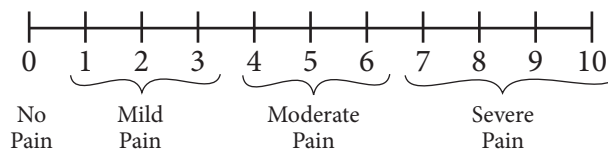
The goal of pain management is to control the pain. It is unrealistic to achieve “zero” pain; however, the goal is to have pain controlled for comfort. With adequate pain control, you can participate in your care and daily activities (bathing, walking, coughing and deep breathing). Staff will be asking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

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

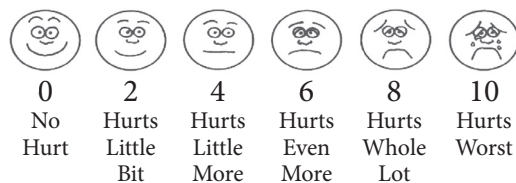
- Pay close attention to changes in your level of pain and report to your caregiver. It will help you eat better, sleep better, move around more easily and visit with your family and friends.
- Uncontrolled pain can lead to a decrease in strength and endurance, lack of sleep, decrease in appetite and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



0 - 10 Likert Pain Intensity Scale



Wong-Baker FACES Pain Rating Scale



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

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PAIN MANAGEMENT

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

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

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

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

Facts About Pain and Medication:

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

When Medication is Needed:

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

Pain Comfort Options

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

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

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

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

NARCOTIC PAIN MEDICATION (OPIOID) MANAGEMENT

Prescription Opioids: What You Need to Know

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

What are the risks and side effects of opioid use?

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

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

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

Risks are greater with:

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

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

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

NARCOTIC PAIN MEDICATION (OPIOID) MANAGEMENT

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Know Your Options

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

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

If you are prescribed opioids for pain:

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

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

BILLING, INSURANCE & LEVELS OF CARE

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

Billing

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

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

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

Surprise Medical Bills

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

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

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

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

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

You're protected from balance billing for:

EMERGENCY SERVICES

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

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

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

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BILLING, INSURANCE & LEVELS OF CARE

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

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

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

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

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

Generally, your health plan must:

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

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

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

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

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

Insurance

MEDICARE

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

COMMERCIAL & OTHER INSURANCE

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

COVERAGE GUIDELINES

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

MEDICARE NOTICE OF NON-COVERAGE

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

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BILLING, INSURANCE & LEVELS OF CARE

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

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

Financial Assistance

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

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

ELIGIBILITY

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

TYPE OF ASSISTANCE

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

FEES CHARGED PATIENTS ELIGIBLE FOR FINANCIAL ASSISTANCE

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

HOW TO APPLY

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

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BILLING, INSURANCE & LEVELS OF CARE

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HOW TO OBTAIN COPIES OF THE POLICY AND/ OR APPLICATION

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

FOR MORE INFORMATION AND ASSISTANCE

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

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

EN ESPAÑOL:

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

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

Levels of Care

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

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

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

PATIENT RIGHTS AND RESPONSIBILITIES

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.

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.

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PATIENT RIGHTS AND RESPONSIBILITIES

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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:

Marshall Medical Center
1080 North Ellington Parkway
Lewisburg, TN 37091
931.359.6241

- You may contact The Joint Commission at 630.792.5800, or <http://www.jointcommission.org>
- You may contact the Medicare Beneficiary Ombudsman at 1.800.MEDICARE; or <http://www.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 <https://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.)*

PLANNING FOR DISCHARGE

Care managers will assist you in planning for your discharge from the medical center and provide information on the options and resources available to you and your family. We begin planning for discharge on the day of admission and follow your care throughout your stay. The care managers understand insurance regulations and can help explain benefits and coverage limitations to you and your family. We encourage you to discuss any concerns or questions with the care manager assigned to your case.

How to contact a care manager:

**Monday through Friday
8 a.m.-4:30 p.m.**

Call 931.359.6241, extension 3283.

**An operator will connect you with
Utilization Review.**

**Saturday and Sunday
Ask to be connected
with the charge nurse.**

Insurance Coverage

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.

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 Mandates

When a hospitalized patient is ready to safely transfer to a lower level of care, such as transitioning to a

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

Medicare Notice of Non-Coverage

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

Hospital Admission: There are two levels of hospital admissions—inpatient and outpatient. Observation services may be provided on any unit or bed during an outpatient admission. All insurance companies, including Medicare, require certain criteria to be met to pay for hospital services related to both levels of care. When a patient 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.

IMPORTANT INFORMATION FOR PATIENT DISCHARGE

Your physician will authorize your discharge when he/she determines that you are ready to be released from hospital services. Your health care team will provide you with information about discharge instructions. You may want someone close to you to be present to help with written instructions and ask questions. You will be provided the following upon discharge:

DISCHARGE SUMMARY: This is an overview of why you were in the hospital, who treated you, procedures done and what medications were prescribed.

MEDICATIONS LIST: This is a listing of what medications you are taking, why, what dosage and who prescribed them. Also having a list prepared by the hospital is a good way to double check the information.

RX: A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don't run out of needed medications.

FOLLOW-UP CARE INSTRUCTIONS: Make sure you have paperwork that tells you:

- What, if any, dietary restrictions you need to follow and for how long
- What kinds of activities you can and can't do, and for how long.
- How to properly care for any injury or incisions you may have
- What follow-up tests you may need and when you need to schedule them
- What medicines you must take, why and for how long
- When you need to see your physician
- Any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- Telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care.

Other Services

When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home or other institution. Or you may require home health therapy or have special tests scheduled for a later time. Be sure to speak with your nurse or physician to get all the details you need before you leave.

Community resources

You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner or nurse provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and agencies that can help with patient care.

If you have any questions concerning your discharge, please do not hesitate to ask.

Support Groups

Support groups meet on a regular basis at Maury Regional Health facilities. For more information, visit:

MauryRegional.com

BE PREPARED TO GO HOME CHECKLIST

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

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

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

Ask:

- How do I take care of any wounds, cuts, or incisions? Can you show me how to do this?
- What foods or drinks should I avoid? For how long?
- Are there any activities I should not do like driving, sex, heavy lifting, or climbing stairs? For how long?
- What exercises are good for me? When and how often should I do them?
- What do I need to do to make my home safer?

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

Ask:

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

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

Ask:

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

(continued on next page)

BE PREPARED TO GO HOME CHECKLIST

(continued from previous page)

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

Ask:

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

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

Ask:

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

Tips for Going Home

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

Write down what your doctors and nurses say.

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

Going Home Too Soon?

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

POST-DISCHARGE SERVICES

Patients may need additional services following discharge from the medical center. The following is a listing of some of the most frequently needed services. Your discharge coordinator can provide a listing of local options; however, this is not an all-inclusive list. There may be other agencies or resources in your area that you may choose to use. Please inform your discharge coordinator of any providers in your area.

- **ASSISTED LIVING FACILITIES:** These facilities provide varying levels of nursing care based on the patient's needs. Each facility has different requirements on the type of care they can provide. This is a private pay service. Please speak with your physician for more information.
- **CANCER TREATMENT:** Persons undergoing treatment for cancer are often able to receive treatment on an outpatient basis. The Cancer Center at Maury Regional Medical Center in Columbia works with your physician to determine the best course of treatment. Services include radiation therapy and chemotherapy. The Retreat, a hospitality home provided by the Maury Regional Health Care Foundation, is available to patients being treated for cancer. For more information, call 931.380.4057.
- **CARDIAC REHABILITATION:** Patients with heart disease and those recovering from heart surgery are usually eligible to participate in a cardiac rehabilitation program. These programs assist you in improving your physical, mental, and cardiovascular status through exercise and educational sessions. For more information, please speak with your physician.
- **EMERGENCY DEPARTMENT:** Marshall Medical Center provides urgent care through its Emergency Department 24 hours a day, seven days a week. It is staffed with highly-skilled physicians and registered nurses.
- **HOME HEALTH:** Home health services are available when a patient can safely return home but needs continued monitoring by a nurse or requires rehabilitation services, such as physical therapy. To qualify for home health, the patient must meet homebound requirements. Services available with a physician's order include nursing care, home health aides, rehabilitation services, home infusion and medical social workers. Home health services are covered by Medicare, TennCare and most commercial insurance. For more information, speak to your physician.
- **HOME MEDICAL EQUIPMENT:** Medicare covers most home medical equipment needs such as a wheelchair, walker, or other device. Your discharge coordinator can provide a list of suppliers that you may contact.
- **HOSPICE:** Hospice care is covered by Medicare and can be provided in various health care settings including the home, nursing home and the hospital. Hospice provides care to the terminally ill patient when there is nothing more to be done to cure the disease. Hospice helps to manage the symptoms of the illness, such as pain management, while providing support to the patient and family.
- **IMAGING SERVICES:** Marshall Medical Center's Imaging Department is staffed with skilled, licensed personnel who possess imaging expertise in the areas of CT, MRI, mammography, ultrasound, echo-cardiograms, bone densitometry and X-ray. Outpatient procedures must be ordered by a physician prior to scheduling an appointment. For more information, call 931.359.6241, extension 3340.
- **IV THERAPY:** Intravenous therapy services such as antibiotics and iron are offered by Marshall Medical Center. For more information, speak to your discharge coordinator or physician.
- **LABORATORY SERVICES:** Outpatient laboratory tests are performed with a physician's order at Marshall Medical Center. Our lab is staffed by licensed personnel and accredited by The Joint Commission. Results are provided to your physician.

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POST-DISCHARGE SERVICES

(Continued from previous page)

- **PHYSICAL, OCCUPATIONAL & SPEECH THERAPY:** Marshall Medical Center offers a wide range of inpatient and outpatient therapy programs for individuals who have been referred by a physician. Services include orthopedic rehabilitation, general physical therapy, spine rehabilitation, sports medicine, wound care and neurological rehabilitation. Speech therapists and occupational therapists are also available for therapy and treatment. For more information, call 931.270.3676.
- **PULMONARY REHABILITATION:** This therapy program combines education and exercise to improve lung function and decrease shortness of breath. A physician referral is required and is covered by most insurance. For more information, speak to your discharge planner or physician.
- **RESPIRATORY CARE:** The Respiratory Care Department at Marshall Medical Center offers a wide range of services to both inpatients and outpatients. Respiratory therapists are licensed and credentialed by the National Board of Respiratory Care and evaluate and treat patients with breathing and cardiac disorders. Services include oxygen administration, aerosol therapy, arterial blood gas analysis, pulmonary function testing, EKGs, EEGs, 24-hour cardiac monitors and cardiopulmonary stress testing. For more information, call 931.359.6241, extension 3357.
- **SITTING SERVICES:** Discharge planners have a list of available agencies and individuals who provide sitter services in the area; however, Marshall Medical Center does not screen or endorse these individuals. Families should conduct appropriate interviews before selecting a provider.
- **SLEEP CENTER:** Sleep studies assist in diagnosing a variety of conditions and disorders, including sleep apnea, narcolepsy, restless leg syndrome, insomnia and many others. Studies may be recommended for individuals who for several weeks experience one or more of the following symptoms: difficulty falling asleep, waking frequently with difficulty returning to sleep, feeling tired, irritable or trouble concentrating during the day, snoring loudly, kicking or jerking while asleep, and awakening gasping for breath. Sleep studies are conducted at Marshall Medical Center with a physician referral. For more information, call 931.490.REST, or speak to your physician.
- **TRANSITIONAL CARE (SWING BEDS):** Recovery sometimes extends beyond a typical hospital stay. For patients needing to transition from the hospital to home or another setting, transitional care at Marshall Medical Center provides full service care and rehabilitation. Talk to your physician for more information.
- **SENIOR LIFE SOLUTIONS:** Outpatient geriatric behavioral health services are offered through Senior Life Solutions at Marshall Medical Center. This outpatient program for senior adults provides structured treatment such as therapy groups, daily activities and educational sessions. Patients may be referred by a doctor, friend or family member. For more information, call 931.270.3685.

PATIENT PORTAL

Manage your health records online with our free patient portal. This service provides convenient access to your personal health records in a secure online environment. To create your account, visit 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.



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 care giver 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, 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 ***<https://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, 800-537-7697 (TDD) Complaint forms are available at ***<http://www.hhs.gov/ocr/office/file/index.html>***.



**MAURY REGIONAL
HEALTH**

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.

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

For assistance, call:

1-844-805-3092

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





TELEVISION CHANNEL GUIDE

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