

MAURY REGIONAL MEDICAL CENTER

Patient Information Guide



**MAURY REGIONAL
HEALTH**

SERVING OUR
COMMUNITY FOR
70 years

Maury County Hospital opened its 100-bed facility on December 16, 1953. Now, 70 years later, the health system is a health care leader in southern Middle Tennessee.

Throughout our history, Maury Regional Health's commitment to our patients remains our driving force.

It is our pleasure and privilege to provide you with exceptional care during your stay with us.



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MESSAGE FROM THE CEO

Thank you for choosing Maury Regional Health.

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

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

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

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

Sincerely,



Martin M. Chaney, MD
Chief Executive Officer



Martin Chaney, MD
Chief Executive Officer

Our mission, vision and values

Mission

Excellence and compassion
— every patient, every day.

Vision

To be the trusted choice for health and wellness in southern Middle Tennessee by delivering a safe, seamless and patient-centered experience.

Values

- **Wholeness:** Wellness-centered care of mind, body and spirit for our patients and health care team
- **Empathy:** Understanding the feelings of others as we walk with them on their path to wellness
- **Community:** Creating relationships, connections and trust
- **Advocacy:** Defending the rights of all to be heard
- **Respect:** Treating everyone with dignity and respect
- **Equity:** Providing each individual a fair opportunity to achieve their full potential

Strategic anchors

- Quality patient care
- Highly effective teams
- Stewardship of resources
- Innovative culture

OUR COMMITMENT TO EXCELLENCE



Welcome.

At Maury Regional Health, we recognize that excellence is the continuous pursuit of world-class patient care. As part of this endeavor, we constantly measure and evaluate our clinical and customer service processes in an effort to become a better organization.

This effort includes seeking accreditations, certifications and designations from outside organizations that set the industry standards for health care. In addition, we benchmark our performance against health care providers across the nation as part of our commitment to continuous improvement.

From patient outcomes to operational efficiencies, we have been nationally recognized for quality, including accreditation from The Joint Commission. Maury Regional Medical Center is also one of the few organizations in Tennessee to achieve Magnet® designation for nursing excellence.



Systemwide care for southern Middle Tennessee

At Maury Regional Health, we offer comprehensive services to meet the health care needs of you and your family. With a medical staff of more than 210 physicians across 35 specialty areas, our team cares for patients throughout southern Middle Tennessee at our hospitals, clinics, surgery centers, outpatient facilities and physician practices.

Founded in 1953 and located in Columbia, Maury Regional Medical Center serves as our flagship hospital and offers a wide range of services, including a state-of-the-art heart center, neonatal intensive care unit, cancer center and more. Maury Regional Health is also home to Marshall Medical Center, Wayne Medical Center and Maury Regional Medical Group physician practices across the region.

As a system, Maury Regional Health caregivers work together to provide a continuum of care across your journey — delivering advanced, comprehensive care close to home. To learn more about our services or to find a doctor on our medical staff, visit **MauryRegional.com**.

GENERAL INFORMATION

Your care team

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

Hospital medicine physicians

While in our care, you may see one of our hospital medicine physicians or advanced practice providers. They are individuals trained in hospital medicine and pediatrics who treat patients exclusively in a hospital setting.

These hospital medicine providers are complemented by specialists who may need to be involved in your care as needed. Our hospital medicine physicians and practitioners also strive to keep your primary care provider or pediatrician updated on your inpatient care.

Care team conference

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

Care rounding

The nursing staff will round frequently to ensure your needs are being met and safety measures are in place. This rounding includes addressing matters such as pain levels and control, toileting needs, positioning, movement and other comfort needs.

Rounds are documented, with staff making every effort to schedule these rounds at a time that works best for you.

Bedside shift reporting

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

Telephones

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

To make calls from your room:

Local calls:

Press 9 + phone number

Area code 931:

Press 9 + 931 + phone number

Long distance outside

area code 931:

Press 9 + 0 and follow the prompts

If you need assistance placing your call:

Press 0 for the hospital operator

For a guide containing useful phone numbers, refer to page 38.

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 and other patients in our care.

Communication services

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

GENERAL INFORMATION

Valuables

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

Dentures, eyeglasses and hearing aids

The medical center cannot be responsible for breakage or loss of these 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 place them in linen or paper towels that may accidentally be thrown away.

Lost and found

These items are held by the medical center's Security Department. If you have found or lost an item, please ask a medical center employee to contact security. When possible, the medical center will notify patients of found items, which are held for 60 days.

Personal electrical appliances and home medical equipment

Personal electrical appliances (e.g., hair dryers, electric shavers, etc.) in good and safe condition that are brought in by patients may be approved for use. Please discuss this with your nurse prior to using any personal equipment. For your safety and the safety of others, the use of curling irons, heating pads and personal heat lamps are prohibited.

A physician's order for a patient to use their home medical equipment is required.

Maury Regional Medical Center assumes no liability or responsibility for the safe and/or effective use of personal electrical appliances or home medical equipment. Patients who use these devices may be asked to sign a form releasing the medical center from liability regarding their use.

WiFi

Maury Regional Medical Center offers free guest WiFi; however, users must register for guest access first by taking the following steps:

1. Open the camera app on your phone and scan the QR code.
2. Select "Link" and then "Join" to be connected to the Guest WiFi network.
3. The web authorization page should automatically open. If it does not, open your Internet browser.
4. If this is your first time connecting to Maury Regional Health's Guest WiFi, please scroll down and click on the "Register for Guest Access" link.
5. Enter your information in the requested fields. Be sure to select the correct SMS provider for your phone in order to receive the login information.
6. Read the Terms and Conditions. Upon finishing, click "Accept the Terms."
7. The login information will be sent to you via email and text.
8. Click "Sign On" to connect to the Guest WiFi.



GENERAL INFORMATION

Meals and refreshments

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

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

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

Cafeteria*

The cafeteria is located on the ground floor and offers a wide selection of hot entrees, vegetables, salads, desserts and beverages for visitors. The cafeteria is open daily for breakfast and lunch. Service ends at 1:30 p.m. on weekdays and 1 p.m. on weekends.

First floor café*

We are pleased to offer a café located on the first floor that has a menu featuring breakfast, lunch and dinner items that are made to order and hot off the grill. In addition, a Starbucks® kiosk is located in the café that serves a variety of coffee beverages.

Monday–Friday.....6 a.m. to 2 a.m.
Saturday–Sunday.....9 a.m. to 2 a.m.

Additional offerings

Vending machines offering soft drinks and snacks are located on most patient floors. Visitor trays are also available for family members unable to leave the patient room for an additional charge. Contact your catering associate for more information.

**Hours may vary*



Visitors

Visitation guidelines may vary by patient floor. Visit **MauryRegional.com/Visitation** to access the most current visitation guidelines and hours for entry.

Parking, discharge location & shuttle service

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

The volunteer Care-a-Van shuttle service provides free and convenient transportation for visitors and patients to and from their vehicles. To contact the driver, call 931.698.5928. To view the shuttle's hours of operation, visit **MauryRegional.com/Shuttle**.

Gift shop

The Maury Regional Auxiliary Gift Shop is located on the medical center's first floor next to the café. The shop showcases community artists and offers an assortment of gifts for new babies, greeting cards, fresh floral arrangements, candy, balloons, jewelry, stamps, toiletries and much more.

Automatic teller machine (ATM)

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

GENERAL INFORMATION

Patient portal

Maury Regional Health utilizes an electronic medical record that reflects inpatient and outpatient services received at our locations throughout the system, allowing your Maury Regional Health team to provide better care coordination between providers.

Utilizing the electronic medical record, all Maury Regional Health locations provide convenient and secure access to your providers and health records through the My Maury Health online patient portal.

By using your account, you may securely:

- View visit summaries and lab or imaging results
- Stay up-to-date on upcoming appointments
- Send and receive secure messages to your Maury Regional Medical Group providers
- Download and transmit health summary documents
- Complete pre-visit forms for select locations

Enrolling in the portal is easy

Once your name, social security number, date of birth and email address are on file in the current medical record system, you may self-enroll in the portal if you are 14 years of age or older.

To begin the self-enrollment process or to access your portal account, scan the QR code with your phone camera or visit **[MauryRegional.com/MyMauryHealth](https://www.MauryRegional.com/MyMauryHealth)**.



PATIENT-CENTERED CARE



Patient advocate

Our patient advocate is here to ensure that any patient or family issues or concerns are addressed appropriately. The patient advocate works with the patient and hospital staff to facilitate the resolution of issues for the purpose of ensuring a positive patient experience. The patient advocate also provides assistance in answering questions or concerns about any aspect of your care.

You may reach the patient advocate during business hours at 931.381.1111, ext. 4884, or via email at **PatientExperience@MauryRegional.com**.

Before utilizing email, please note that despite potential use of encryption software that security is not guaranteed; therefore, we encourage you to limit any details you include regarding your medical condition(s) or personal information.

Concerns requiring a more immediate response can be directed to the house supervisor, who can be

reached through the switchboard by dialing 0 from a phone in the medical center or 931.381.1111 from external phones.

Post-visit surveys

Your feedback regarding the care you receive is extremely important to us. For this reason, Maury Regional Health facilities utilize Press Ganey, an independent research firm, to conduct post-visit patient satisfaction surveys.

Patients may receive a survey from Press Ganey in the mail or via email. Please take a moment to complete the survey so we can continue to improve. Individual responses remain confidential and anonymous unless you specifically request to be contacted by a staff member.

PATIENT-CENTERED CARE

Palliative care

Patients living with chronic illness may benefit from palliative care services. Palliative care focuses on improving the quality of life for patients with serious illnesses by assisting with pain relief, symptom control and stress relief, as well as connecting patients and family members with beneficial resources.

The palliative care team at Maury Regional Medical Center includes board-certified physicians, nurses, social workers and pastoral care representatives. Together, this team helps to coordinate resources and education for patients with chronic illnesses, such as cancer, chronic obstructive pulmonary disease (COPD), heart disease and kidney disease.

Our team provides inpatient consultations at the request of your physician. To start the palliative care process, ask your physician for a referral. A palliative care representative may also be reached by calling 931.380.4090 (extension 4090 from a hospital phone) for more information.

Advance directives

Advance directives include:

- Advance Care Plan (Living Will)
- Health Care Agent (Durable Power of Attorney for Health Care)
- Surrogate Designation for health care decisions
- 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 upon each admission. For additional information, please contact your nurse or visit the State of Tennessee website at:

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



Spiritual care

At Maury Regional Medical Center, we provide spiritual support for patients, their families, caregivers, physicians and all support staff. These services include providing comfort, assistance, prayer and other spiritual aspects of faith.

This service is available to people of all faiths, and you may request a visit from a minister of your specific denomination or from our chaplain. Referrals to our chaplain can be initiated by notifying your nurse. If you would like your own minister to visit while you are a patient, we will be glad to contact them for you. In addition, Maury Regional Medical Center offers a daily recorded devotional available by calling extension 7729 (PRAY) from any hospital phone.

Chapel

Our chapel is located on the first floor across from the Admitting Office and is available for prayer and meditation. A prayer request journal and prayer box is also located in the chapel.

PATIENT-CENTERED CARE

Recognizing excellent care

There are times when patients and their loved ones would like to express their gratitude regarding the care they received. Our team cannot accept gifts; however, we encourage you to express your feelings in one of the following ways should you wish to recognize someone for excellent care:



DAISY Award for Extraordinary Nurses

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. To nominate a nurse, please complete the form available at [MauryRegional.com/DAISY](https://www.MauryRegional.com/DAISY).

Sunflower Award for Exceptional Service

The Sunflower Award recognizes employees from all disciplines and departments who go above and beyond in their roles at Maury Regional Medical Center. To nominate an employee, visit [MauryRegional.com/Sunflower](https://www.MauryRegional.com/Sunflower).

Extraordinary Hero

Through the Maury Regional Health Care Foundation's Extraordinary Hero program, patients and visitors are able to support the Foundation while recognizing someone who provided excellent care. Recognized recipients will receive a card informing them of your thoughtful gift and will also receive a custom-crafted lapel pin to wear. All gifts donated to the Foundation help to improve the lives of individuals and families in southern Middle Tennessee. To learn more or to make a donation, visit [MauryRegional.com/Foundation](https://www.MauryRegional.com/Foundation).

Google Review

If you would like to provide a review about your experience, please Google "Maury Regional Medical Center." You may also visit [MauryRegional.com](https://www.MauryRegional.com) and select the Google icon on the homepage.



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, blockage of the stomach or intestines, effects of a tumor or surgery.

Maury Regional Medical Center is concerned about your health and has developed a pain management program to ensure you receive adequate relief.

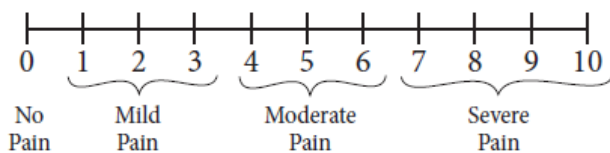
The goal of pain management is to control pain. It is unrealistic to achieve "zero" pain; however, the goal is to have pain controlled for comfort. With adequate pain control, you can participate in your care and daily activities, such as bathing, walking and deep breathing.

During your stay, staff will be asking you frequently about your pain level. Tell them what your pain feels like by using words to describe it: sharp, shooting, dull, burning, constant, comes and goes, etc. Pictured below are scales that we use to help identify the severity of your pain.

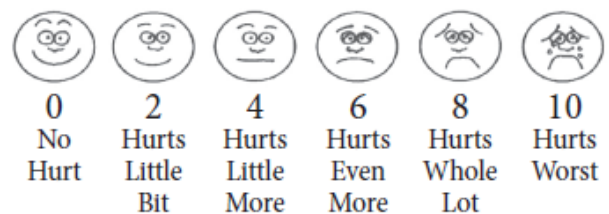
When the pain is controlled, the patient becomes a partner in care and comfort. We ask that you assist us in controlling your pain by doing the following:

- 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. These side effects may 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., Ahmann, 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.

PAIN MANAGEMENT

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

Mild pain is usually treated with measures that include 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.

Pain and medicine facts

- Opioid pain medications, when given for a short-term period 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 may make that activity more tolerable and perhaps help speed your recovery.
- A specially designed IV pump known as a patient controlled analgesia (PCA) system 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.

Pain comfort options

There are various ways to lower your pain without medications, including:

- Changing your position, 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 (e.g., adult coloring book, crossword puzzles, magazines, imagery, etc.)
- Rest
- Hot or cold therapy (as ordered)

Comfort items available at Maury Regional Medical Center upon request include an extra pillow, warm blanket, lip balm, ear plugs, eye mask or magazine.

We want you and your loved ones to be involved to help you be comfortable. Therapies they can assist with include prayer, massage, music and distraction.

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 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 as well as 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 ensure you are receiving the safest, most effective care.

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 relief
- Physical dependence (i.e., symptoms of withdrawal when a medicine 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 (e.g., depression or anxiety)
- Sleep apnea
- Older age (65+)
- Pregnancy

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

- Benzodiazepines (e.g., Xanax or Valium)
- Muscle relaxants (e.g., Soma or Flexeril)
- Hypnotics (e.g., Ambien or Lunesta)
- Other prescription opioids

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 actually work better and have fewer risks and side effects. Options may include:

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

If you are prescribed opioids for pain:

- Never take opioids in greater amounts or more often than prescribed.
- Follow up with your primary health care provider.
 - Work together to create a plan on how to manage your pain.
 - Talk about ways to 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, family and friends).
- Safely dispose of unused prescription opioids. Find your community drug take-back program or your pharmacy mail-back program. For more information, visit: [fda.gov/Drugs/ResourcesForYou](https://www.fda.gov/Drugs/ResourcesForYou).
- Visit [CDC.gov/DrugOverdose](https://www.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 AND LEVELS OF CARE

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.

Online bill payments

Maury Regional Health's online payment portal is an easy-to-use, secure way to understand your medical bill and make payments.

Visit [MauryRegional.com/Billing](https://www.mauryregional.com/Billing) to access the payment portal. Patients will need to sign in with their last name, zip code and the account or guarantor number listed on their most recent statement.

If you have any questions regarding your account or billing, please contact our Customer Support Team at 931.371.7320.

In-person bill payments

Those who prefer to drop off a payment in person should use the Patient Accounts drive-through window at the Maury Regional Annex, which is located at 1223 Trotwood Avenue in Columbia (across from the medical center). The drive-through is open Monday–Friday from 8 a.m. until 4:30 p.m.

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 and 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 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

(CONTINUED ON NEXT PAGE)

BILLING, INSURANCE AND LEVELS OF CARE

(CONTINUED FROM PREVIOUS PAGE)

at home would not meet Medicare guidelines for admission to the medical center.

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

Levels of care

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

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

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

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 who are U.S. citizens and legal immigrants 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 aspe.hhs.gov, the website of the Assistant Secretary for Planning and Evaluation of the U.S. Department of Health and Human Services, for current poverty level guidelines.)

Types 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.

BILLING, INSURANCE AND LEVELS OF CARE



Fees charged to 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 via mail to:

Maury Regional Health
Attn: Financial Counselor
1224 Trotwood Ave.
Columbia, TN 38401

Alternatively, applications may be hand-delivered to the Admitting Office, which is located on the first floor of Maury Regional Medical Center.

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 off-site locations.

For more information and assistance

For additional information or assistance regarding our Financial Assistance Program or application process, please visit our financial counseling team in the Admitting Office 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, including:

- 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 Política de asistencia financiera de MRH completa en español, visite **MauryRegional.com/FinancialAssistance**.

BILLING, INSURANCE AND LEVELS OF CARE

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' or '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



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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 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 (costsharing) 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:

- **Maury Regional Billing Office:** 931.371.7320
- **Tennessee Department of Commerce and Insurance's Consumer Insurance Services:** 1.800.342.4029 or 615.741.2218
- **Surprise Billing Federal Information and Complaints:** 1.800.985.3059

Visit [cms.gov/nosurprises/consumers](https://www.cms.gov/nosurprises/consumers) for more information.

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 their family and friends. For this reason, we ask you to be a part of our team as a patient support partner.

Family Activated Care Team

Because we want you to be our partner in care, we have created the Family Activated Care Team (FACT) Code.

If you have shared your thoughts with the patient's caregiver and still feel that something is "just not right" or that your concerns are not being recognized, please activate the FACT Code.

FACT Code

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

When you activate the FACT Code, 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.

CHANNEL GUIDE

Local channel guide*

2	WKRN (ABC)	42	TV Land
3	WUXP UPN 30	43	Nickelodeon
4	WSMV (NBC)	44	Disney XD
5	WTVF (CBS)	45	Disney Channel
6	Channel 5+	46	Cartoon Network
7	WZTV Fox 17	47	Disney Junior
8	WNPT (PBS)	48	Discovery Channel
9	Superstation WGN	49	History Channel
10	HSN	50	TLC
11	WNAB – CW 58	51	A&E
12	TBS Superstation	52	OWN
13	CPWS Local	53	Lifetime
14	Inspiration Network	54	Hallmark
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16	Trinity Broadcasting	56	Oxygen
17	Weather Channel	57	Food Network
18	Nashville WX	58	HGTV
19	TV Guide	59	Bravo
20	QVC	60	Turner Classic
21	ION Television	61	AMC
22	Government Access	62	GAC
24	HLN	63	VH-1
25	Fox News	64	BET
26	CNN	65	MTV
27	CNBC	66	CMT
28	MSNBC	67	Spike TV
29	C-SPAN	68	TNT
30	C-SPAN2	69	USA Network
31	Comcast Sports SE	70	Comedy Central
32	ESPN	71	FX
33	ESPN2	72	Syfy
34	ESPN Classic Sports	73	G4 TV
35	The Golf Channel	74	E!
36	Speed Channel	75	Travel Ch
37	Fox Sports South	76	RFD TV
38	SportSouth	77	Animal Planet
39	NFL Network	78	Nat Geo
40	NBC Sports Netwk	79	GSN
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*Subject to change

Patient education channels

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

Channel 95: Patient Education

The programs on this channel update and change every three months. Some topics include COPD, heart attack, heart failure, diabetes, stroke recovery, joint replacement, controlling high blood pressure and cholesterol, pain management and more.

To access this channel from home after your discharge, visit **ThePatientChannelNow.com** and enter code 00352.

Channel 98: Maury Regional Patient Education

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

Channel 99: Diabetes Education

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

INFECTION PREVENTION

Maury Regional Health'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, including hand sanitizer gels; use of gloves, gowns and masks; environmental services cleaning; disinfection wipes; and 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 one of the most important ways 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-based 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-based hand rub each time they come to see you. It is for your health and safety as well as their own!
- Get in the habit of washing your own hands frequently with soap and water or using an alcohol-based hand rub, if available. This is important even after you leave the medical center to protect yourself from germs that you may encounter out in the community setting.

Respiratory hygiene and cough etiquette

Some illnesses, such as COVID-19 and the flu, are spread by 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 counter-top, with their hands and, if they touch their eyes, nose or mouth, they can become infected.

To help reduce the chance of infection from germs spread by large droplets, we ask that everyone follow Respiratory Hygiene and Cough Etiquette Guidelines. These include:

- Informing staff if you or your visitors have symptoms of respiratory infection.
- Cover your cough or sneeze with a tissue or a mask to help prevent the spread of droplets. Remind your visitors to do the same.
- If a tissue or mask is not available, cough into your sleeve, not your hands, if possible.
- Wash your hands with soap and water or use the alcohol-based hand rub after coughing or sneezing. Again, remind

INFECTION PREVENTION

everyone else to do the same.

- Encourage your visitors who are coughing, sneezing or have fever to refrain from visiting. If they must visit, they should sit at least three 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.

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-based hand rubs and are eliminated with hand washing only. Your nurse or physician will let you know if you should not use alcohol hand rub.
- Patients on isolation status should not leave the room except for special circumstances. Staff members will assist in such cases.
- We may also restrict visitation to reduce the risk of infection from persons coming into the building, especially during community outbreaks, such as influenza season.

FALL SAFETY

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

Some causes of falls

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

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

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



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

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

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

FALL SAFETY

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

- Accompany your child to the bathroom when medical equipment is attached.
- Ask a nurse to accompany your child to the bathroom when getting up for the first time following surgery.
- Help your child get up when you feel they 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.
- 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.

How our team helps prevent falls

- Fall signage may be posted in the room to alert staff to fall risk/mobility needs.
- 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.
- Patients and family members 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 caregiver. **Always call for assistance before getting out of bed.**



PATIENT SAFETY

Maury Regional Health is committed to providing you quality care in a safe manner. Your safety is an important part in our mission of healing.

If you have any concerns related to care, treatment or patient safety issues, we encourage you to **SPEAK UP** by communicating with your nurse, the nurse manager or any member of the clinical staff.

Speak up if you have questions or concerns. If you don't understand, ask again. It's your body. 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 they have 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 they administer 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 them to treat your illness (and be sure to ask the same questions of those doctors to whom they refer you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. Ask your doctor if they have 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.

PATIENT SAFETY

- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate. (See *Be Our Partner in Care on page 20.*)

- 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.
- 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.

PATIENT SAFETY

Additional safety information

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 or ordered by phone and sent directly to your pharmacy.
- 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.

Convenient discharge prescription program

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

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

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

PATIENT SAFETY | SUPPORT GROUPS

Maury Regional Medical Center has undergone a rigorous on-site evaluation for 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.



Support groups and services

Maury Regional Health offers a number of support groups and classes to assist patients and their loved ones, including:

- Breast Cancer Support Group
- Cancer Support Group
- Diabetes Support Groups
 - Adult
 - Pediatric
- Expectant Parent Education Classes
- Senior Life Solutions' Mental Health Guidance and Support Group (for those typically ages 65 and older)
- Stroke Support Group

Information about upcoming meetings may be obtained at **MauryRegional.com** in the Classes & Events Calendar.

PATIENT RIGHTS AND RESPONSIBILITIES

You have the 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

PATIENT RIGHTS AND RESPONSIBILITIES

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.

It is your responsibility to:

- Give us truthful and complete information about your current state of health, health history, medicines and insurance.

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

If you have concerns or complaints:

Contact the patient advocate directly, or in writing, at:

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

Revision 11/2016

Solicite la versión en español de esta información.

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

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

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

Or you may contact the Tennessee Department of Health at:

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

NOTICE OF NON-DISCRIMINATION

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

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

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

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

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

- Qualified interpreters
- Information written in other languages

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

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

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



INTERPRETERS AVAILABLE

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

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

English: Do you speak [language]?
We will provide an interpreter at no personal cost to you.

Spanish Español	¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	Amharic አማርኛ	ይናገሩኛ ይናገሩ? እርስዎ በግልፅ ምንም ዓይነት ወጪ ሳያወጡ አስተርጓሚ እናቀርባለን።
Arabic اللغة العربية	هل تتحدث اللغة العربية؟ سوف نوفر لك مترجماً فوراً 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? ພວກເຮົາຈະຈັດຕັ້ງແປພາສາໃຫ້ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າ.	Persian	اینگان در اختیار شما قرار خواهیم داد.

For assistance, call:
 1-844-805-3092
 1-844-805-3091 (TTY for hearing impaired)



VOLUNTEER SERVICES | FOUNDATION



SHARE YOUR TIME AND TALENT

Become a volunteer.

The Maury Regional Medical Center Auxiliary is a service organization chartered by the American Hospital Association that provides valuable assistance throughout the medical center campus. The group was organized before the first patient was admitted in December 1953 and there have been volunteers on duty ever since. Today, nearly 300 volunteers assist our employees and physicians in 25 service areas.

When it comes to being a volunteer at Maury Regional Medical Center, the opportunities are endless. However you choose to give back — whether you're interested in assisting patients and visitors, joining our music program, participating in pet therapy, providing office support and more — we have a path waiting just for you.

To learn more about volunteer opportunities, call 931.380.4047 or visit MauryRegional.com/Volunteer.

MAURY REGIONAL HEALTH CARE FOUNDATION

The Maury Regional Health Care Foundation, a designated 501(c)(3) charitable organization, works to expand health care services and community outreach programs throughout southern Middle Tennessee.

Since its formation in 2006, the Foundation has provided nearly \$4.6 million in programs and services. Through its established funds, the Foundation supports an array of community needs ranging from behavioral and community health to service area funds and support for food, medication and transportation. And that's only the beginning.

For more information or to make a gift, visit MauryRegional.com/Foundation or call 931.380.4075.

Extraordinary Hero

Through the Foundation's Extraordinary Hero program, patients and visitors are able to support the Foundation while recognizing someone who provided excellent care. Recognized recipients will receive a card informing them of your thoughtful gift and will also receive a custom-crafted lapel pin to wear. To learn more or to make a donation, visit MauryRegional.com/ExtraordinaryHero.



DISCHARGE PLANNING

We begin planning for your discharge on the day of admission and continue this work throughout your stay to transition you to the next care setting safely.

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

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

We utilize IDEAL to effectively plan your transition to the next care setting.



Discharge assistance

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

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

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

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

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

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

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

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

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

DISCHARGE CHECKLIST

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

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

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

Ask:

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

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

Ask:

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

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

Ask:

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

DISCHARGE CHECKLIST

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.

Notes

IMPORTANT PHONE NUMBERS

This page contains an assortment of phone numbers that may be useful during your stay at Maury Regional Medical Center.

You only need to dial the four-digit extension from any telephone within the medical center to reach the department. If you are calling from a personal mobile device, call 931.381.1111 and enter the department extension when prompted.

Department	Extension
Admitting.....	1100
Cafeteria Menu.....	1272
Cardiopulmonary Rehabilitation.....	1321
Care-a-Van Shuttle.....	931.698.5928
Discharge/Transition Planning.....	4043
Environmental Services.....	1235
Gift Shop.....	1168
Home Services.....	4600

Department	Extension
First Floor Café.....	1165
Health Information Management (Medical Records).....	4089
Operator.....	0
Patient Accounts (Billing).....	931.371.7320
Patient Advocate.....	4884
Social Services.....	4043
Financial Counselors.....	7262

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

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

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

Stay in the know.

Exciting things are happening at Maury Regional Health.

Stay up-to-date with all our latest news — including construction progress, physicians joining the medical staff, new or expanded services, technological advancements, free community events or classes, employee recognition and more — by following Maury Regional Health on the social media platform of your choice.

