Dear Valued Patient,

We understand hospital stays can be stressful and the information you are provided about your care can be overwhelming, which is why we have created this patient handbook. We encourage you to take a moment and read through it, as it contains important information about your safety and patient rights, and covers commonly asked questions such as phone numbers and visiting hours.

You will also find in the back of the book a place for you to write notes about your stay and plan of care. If you have questions for the healthcare professional caring for you, please do not hesitate to ask. During your stay, we will strive to earn our reputation for quality healthcare, working hard to offer the best patient experience and outcome possible.

It is our privilege to care for you.

Your Baptist Health Family

Welcome to Baptist Health

Mission Statement
As a witness to the love of God through Jesus Christ, Baptist Health exists as a voluntary, not-for-profit organization to promote and improve the physical, emotional and spiritual well-being of the people and communities it serves through the delivery of quality healthcare services provided within a framework of fiscal responsibility.

Vision Statement
• Help people in communities we serve maintain and improve their health and quality of life.
• Collaborate with other community organizations to provide needed services.
• Be the healthcare provider of choice for all who need care in the communities we serve.
• Be the employer of choice for healthcare professionals with a positive attitude.
• Be a healthcare system of choice for physicians and other healthcare providers.
• Provide high quality services at appropriate costs.

Nursing Mission Statement
Nursing provides loving care within a sacred environment for the mind, body and spirit for every person in all of our relationships every time.

Organizational Aim
Patients First, Compassionate Care, Pursuing Perfection.

Notes to Go Home
I had to stay in the hospital because:

Doctor:

Date admitted:

Date discharged:

Tests:

Treatment:

Follow-up, Appointment(s):

Notes:
Welcome to Baptist Gateway!

Baptist Gateway offers patients of Baptist Health facilities a simple and convenient way to manage their healthcare, how, where and when it's best for them. Your Baptist Gateway account is completely secure, FREE to use and is available 24 hours per day.

Baptist Gateway offers simple navigation that allows you to securely access your personal information at the click of a mouse.

Through your Baptist Gateway account, you can:
- Obtain health education information in your Continuity of Care document;
- Easily view your lab results, with many available within 96 hours;
- View discharge instructions;
- View important data and manage your health record;
- Manage the health of your children or a loved one using the proxy feature;
- View your medication list and history;
- View your medication allergy list and history;
- Send messages to your Baptist Health primary care provider;
- Access your Baptist Gateway account through any desktop or mobile device.

Log in at BaptistFirst.org and click on Baptist Gateway

We hope you enjoy the convenience of this secure online portal that connects you to your personalized health information. If you have any difficulties navigating the portal, please do not hesitate to contact us at 1-877-621-8014.

Once you receive your Baptist Gateway log in email, you have 90 days to enroll before your log in expires.
About Your Admission

Registration
Your admission was requested by your physician who is a member of the hospital’s medical staff. During the admission process, it is necessary to obtain vital information regarding you, the patient. Your cooperation in supplying this information is appreciated. Patients should bring with them all insurance identification cards, policy numbers or referrals. Your insurance will be verified and you will be asked to pay the insurance deductible, co-payment and any estimated balance not covered by your insurance. For patients with no insurance, total estimated charges are payable at the time of admission.

What to Bring to the Hospital
1. A complete list of all medications you are taking, including herbal and over-the-counter medications or supplements.
2. Only such personal items such as cosmetics, negligee or pajamas, bathrobe, slippers, toiletry (deodorant, toothbrush, razor, etc.) and shower items should be brought to the hospital upon admission.
3. If you bring an electrical item (hair dryer, razor, radio, fan, etc.) please notify the nurse so a member of the Engineering staff may check the item for safety.

Personal Property and Valuables
Personal Property and Valuables
Please leave all personal property and valuables at home or with a family member/personal representative. Personal property includes jewelry, money/cash, luggage and wallets/purses. Should you need to store valuable items hospital security and registration areas will secure your valuables until discharge. Personal property needed for daily activities, such as eyeglasses, hearing aids and dentures may remain in your room in a personal property case. The hospital cannot be held responsible for loss or damage to valuable items kept at the bedside. This includes eyeglasses, contact lens, hearing aids, dentures, cash, jewelry, etc.

Parking
Parking is available in designated areas on each campus. Please look for the signs on campus labeled “Visitor Parking.”
PROPER DISPOSAL - PAIN PATCHES (FENTANYL TRANSDERMAL SYSTEM/DURAGESIC)
FDA recommends disposing of used patches by folding them in half with the sticky sides together, and then flushing them down the toilet. They should not be placed in the household trash where children or pets can find them.

FDA recognizes that there are environmental concerns about flushing medicines down the toilet. However, FDA believes that the risk associated with accidental exposure to this strong narcotic medicine outweighs any potential risk associated with disposal by flushing. When the patches are no longer needed, disposing by flushing completely eliminates the risk of harm to people in the home.

FDA has included fentanyl patches on a list of medicines that should be flushed down a toilet because they could be especially harmful, and possibly fatal, in a single dose if used by someone other than the person for whom the medicine was prescribed.

Health care professionals and patients are asked to report any cases of accidental exposure to the FDA’s MedWatch Safety Information and Adverse Event Reporting program.

FLUSHING OF CERTAIN MEDICINES
A small number of medicines may be especially harmful and, in some cases, fatal with just one dose if they are used by someone other than the person for whom the medicine was prescribed. To prevent accidental exposure to, including ingestion of, these potentially dangerous medicines by children and others, including pets, it is recommended that these medicines be disposed of quickly through a take-back program or by transferring them to a DEA-authorized collector. If these disposal options are not readily available, it is recommended that these medicines be flushed down the toilet as soon as they are no longer needed.

FOR MORE INFORMATION GO TO: www.fda.gov/forconsumers/consumerupdates/ucm101653.htm

PAIN MANAGEMENT CONSULTANTS - 2018

<table>
<thead>
<tr>
<th>PHYSICIAN</th>
<th>ADDRESS</th>
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<tbody>
<tr>
<td>DR. DAVID HERRICK</td>
<td>The Center for Pain of Montgomery 2065 E South Blvd, Ste 401 Montgomery, AL 36116</td>
<td>(334) 288-7808</td>
</tr>
<tr>
<td>DR. BRADLEY KATZ</td>
<td>The Center for Pain of Montgomery 2065 E South Blvd, Ste 401 Montgomery, AL 36116</td>
<td>(334) 288-7808</td>
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<tr>
<td>DR. RHET LANGLEY</td>
<td>Pain Management Center of Montgomery 3287 Malcolm Drive Montgomery, AL 36116</td>
<td>(334) 356-9970</td>
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<tr>
<td>DR. STEVEN OSBORNE</td>
<td>Pain Management Center of Montgomery 3287 Malcolm Drive Montgomery, AL 36116</td>
<td>(334) 356-9970</td>
</tr>
<tr>
<td>DR. MEDHA PRADHAN</td>
<td>Southern Pain Control Center 7205 Copperfield Drive Montgomery, AL 36117</td>
<td>(334) 396-6055</td>
</tr>
<tr>
<td>DR. AARON SHINKLE</td>
<td>The Center for Pain of Montgomery 2065 E South Blvd, Ste 401 Montgomery, AL 36116</td>
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<tr>
<td>DR. JONATHAN VARNER</td>
<td>Pain Management Center of Montgomery 3287 Malcolm Drive Montgomery, AL 36116</td>
<td>(334) 356-9970</td>
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About Your Hospital Stay

Telephone
Your room is equipped with a telephone at your bedside. To call out to a local number dial (9) to get an outside line, followed by the number you are calling. To make a long distance call, please dial ‘0’ to reach the operator and they will assist you.

Your individual number to your room so you may receive calls is:
- Baptist Medical Center East: 284-E followed by the room number.
- Baptist Medical Center South: 286-1 followed by the room number.
- Prattville Baptist Hospital: 568-4 followed by the room number.

For other types of calls, please dial ‘00’ to reach the hospital operator. Telephone calls are blocked or not put through to the patient rooms from 9 p.m. until 7 a.m.

Dietary Services
Meals served to you during your hospital stay are provided to aid in your recovery. Your particular dietary needs are considered by your physician who then writes an order for your diet. Trained dieticians plan the menu. You will be served three (3) times a day based on your condition and according to your physician’s instructions.

At times, you may not be able to eat or drink (NPO) due to your condition or tests/procedures your physician has ordered. We ask that you check with your nurse prior to supplementing your diet with foods from home. In the event you are not satisfied with your meal, or if you have special dietary requests, please contact your nurse so those requests can be given to our Nutrition and Food Services Department.

Religious and Cultural Services
Chaplains employed by the hospital are available to provide ministry, pastoral care and counseling. A chaplain is available to hear your questions, respond to your need for specific religious services, offer counsel and sustain you, as well as your family while coping with the stressors of illness, decision-making, waiting and the experience of hospitalization. We can assist in contacting your own clergy person when you request their services. We want to provide you with support, prayer, scripture or other services while responding to your spiritual needs. If you have religious, spiritual and/or cultural practices that will be important to you as we provide your care, please share this information with your physician and the nurse who performs your admission history.

Patient Satisfaction
To ensure that we are providing excellent service as we meet our patient’s needs, we appreciate any comments you share with our staff during your stay. If you have any comments or concerns you would like to share with us during your stay, please contact hospital administration.

We value your feedback and would like to know your thoughts and comments. You may receive a telephone call from Press Ganey asking about your hospital stay about one week after you arrive home. This telephone survey allows us to get detailed information about your visit that we will use in our ongoing efforts to provide excellent service at Baptist Health.

By sharing your opinion with us we can:
- Make a positive impact on all patients
- Give our patients the respect they deserve
- Care for all of our patients’ medical needs, and
- Maintain patient satisfaction within our hospital

DO NOT FLUSH any kind of WIPE even if the package says they are “flushable”.

Wipe even if the package says they are “flushable”.

DO NOT FLUSH any kind of WIPE even if the package says they are “flushable”.
At Baptist Health, your safety is our top priority. Please read the following tips on how to keep yourself (or your loved one) safe:

**Team Member**
- Become an active member of your healthcare team.
- Take part in every decision.
- Understand your diagnosis, tests and treatment.

You may want to encourage family members or a trusted friend to serve on your behalf as an advocate. Advocates can be a part of your healthcare team, although they can only do so with your permission.

**Hand Washing**
Hand washing is the best way to stop the spread of infection. Baptist Health encourages frequent hand washing for its staff, patients and visitors.

**Respiratory Hygiene/Cough Etiquette**
Please help us prevent the spread of infection:
- Cover the nose and mouth when coughing or sneezing. Use tissues to contain respiratory secretions and dispose in a waste receptacle after use. Wash your hands! Cough into your elbow if a tissue is not available. Help us prevent the spread of infection.

**Communicate**
Provide accurate and complete information about your condition and medical history. Expect caregivers to introduce themselves and look for their identification badge. Ensure your doctor or nurse confirms your identity before any procedure or treatment.

**Prevent Falls**
If you have problems with balance or if you have a history of falls, please let us know. Always ask for help when getting up, especially if you are light-headed, weak, or wobbly. Wear non-slip shoes or slippers. The nurse may place a yellow armband on your arm to alert other caregivers that you are at high risk for falls so that appropriate precautions can be taken.

**Medicine**
Tell your doctor and nurse all of the medications you are taking, including any herbs, vitamins, dietary supplements or over-the-counter medications. 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.

Carry a written list of your medications at all times.
This hospital dispenses medication in the most ready-to-use form to promote patient safety.
Baptist Health utilizes pharmacists at each of our hospitals to provide medication order entry for all three hospitals to ensure 24 hour a day pharmaceutical care for our patients.

**Allergies**
Tell us about any allergies or bad reaction you have to medication, food, or dye.

**IV Pumps**
Your IV pump is controlled by your nurse or physician only. Please contact your nurse if you have any questions about this.
In some cases, you may be given a PCA (Patient Controlled Analgesia) pump for management of your pain. This is controlled only by you (the patient). Tell us if you have pain and if your pain doesn’t ease, let us know. If you are on a pain pump, NEVER allow someone else to press the dose button for you – only the patient should administer a dose of pain medication.

**Blood Clots**
Also known as Deep Vein Thrombosis (DVT), this condition is often caused by restricted movement while confined to a hospital bed. DVT is best prevented by moving your feet and legs and turning yourself over in bed at least every two hours. Your doctors and nurses may give you medicine, stockings, or leg wraps to help. If you have problems breathing or are coughing up blood, tell a member of your care team immediately.

__DISPOSAL OF UNUSED MEDICINES: WHAT YOU SHOULD KNOW__

If no medicine take-back programs or DEA-authorized collectors are available in your area, and there are no specific disposal instructions on the label, such as flushing as described below, you can also follow these simple steps to dispose of most medicines in the household trash:
1. Mix medicines (do not crush tablets or capsules) with an unpalatable substance such as dirt, kitty litter, or used coffee grounds;
2. Place the mixture in a container such as a sealed plastic bag;
3. Throw the container in your household trash;
4. Scratch out all personal information on the prescription label of your empty pill bottle or empty medicine packaging to make it unreadable, then dispose of the container.
Understand Your Care
Ask what tests you will have. Ask if you will have blood work. Your doctor should explain the risks, benefits and alternatives to any tests, procedures or treatments recommended for you. Ask any questions you have. If you don’t understand, ask again. Only agree to those things you fully understand. Remember that you have the right to refuse any treatment.

Having surgery? Your surgical site may be marked so there is no confusion in the operating room. You may be asked to be a part of this process. A pre-operative checklist will be used to ensure your safety. Just before beginning the procedure the entire team will stop and take a time-out to confirm it is safe to begin.

Keep your armband on at all times during your stay. Your armband provides us with critical information. Let a member of your care team know if your armband comes off.

Before you leave, be sure you understand discharge instructions and if you have a follow-up appointment. Find out how to contact the physician’s office if you have questions after you leave.

If You Have Questions or Concerns -- ASK, ASK, ASK!
Please feel free to contact any member of your healthcare team. Please notify us if you notice:
1. A change in patient condition
2. Patient Safety Issues
3. Concerns not being addressed in a timely manner
If you are worried, so are we!

If you feel you need additional assistance from your healthcare team, please don’t hesitate to reach out.

For immediate medical assistance during your stay, please call:
Baptist Medical Center South - 6666 (internal extension)
Baptist Medical Center East - (334) 451-5253
Prattville Baptist Hospital - (334) 451-0584
If you are worried, so are we!
Definitions of Hospital Caregivers

Attending physician – the physician who is directing your care while in the hospital.

Consulting physician – may see you at the request of your attending physician for specialized needs.

Resident physician – a medical doctor enrolled in an educational program to expand his or her knowledge prior to practicing alone.

Healthcare student – a student enrolled in an accredited educational program who may observe your care or assist in limited ways.

Registered Nurse (R.N.) – a licensed nurse who will work with your physicians to coordinate your treatment and answer questions about your diagnosis or care plan.

Hospitalist – a medical doctor who specializes in your care while you are in the hospital. Your doctor may use a hospitalist physician for your inpatient care. This physician will release you back to your doctor at discharge.

Intensivist – a physician who specializes in the care of critically ill patients, usually in an intensive care unit.

Licensed Practical Nurse (L.P.N.) – a licensed nurse who works under the supervision of a registered nurse.

Patient Care Technician (P.C.T.) – a supportive member of the patient care team educated or experienced by previous training to assist in routine and non-complex aspects of patient care.

Unit Clerk – responsible for the secretarial duties on the nursing unit. They answer call lights, phones and handles patient and visitor requests.

Respiratory Therapist (R.T.) – a certified therapist who is responsible for providing direct care within specific guidelines related to respiratory care. They assess and manage equipment through the direction of a physician.

Radiologist – a medical doctor who specializes in analyzing and performing procedures using X-rays.

Nurse Practitioner – an advanced practice nurse who combines clinical expertise with education to serve as a valued member of the healthcare team to assess patients, order and interpret diagnostic tests, make diagnoses, and initiate and manage treatment plans as well as prescribing medication. A nurse practitioner works under the supervision of a physician.

Physician Assistant – a member of the healthcare team that is trained to conduct physical exams, diagnose and treat illnesses, order and interpret tests, develop treatment plans, perform procedures, prescribe medications, counsel on preventive health care and may assist in surgery in collaboration with a physician.

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 within ____ days.
  - Work together to create a plan on how to manage your pain.
  - Talk about ways to help manage your pain that don’t 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 (www.fda.gov/Drugs/ResourcesForYou).
- Visit 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.

Be Informed! Make sure you know the name of your medication, how much and how often to take it, and its potential risks & side effects.
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. 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
- Mood swings
- Sweating
- Shivering
- Changes in sex drive

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

Patient Rights

Professional and Personal Care
1. You have a right to be treated in a proper, caring and respectful manner that respects your dignity.
2. You have a right to have your cultural and personal values, beliefs, and preferences respected.
3. You have a right to receive care and treatment that does not discriminate against you because of your age, race, ethnic origin, religion, culture, language, physical or mental disability, social and economic status, gender, sexual orientation, gender identity or expression of your gender identity.
4. You, or your family or the person you selected to make decisions for you, have the right to be told when there has been an unexpected outcome that has occurred where the unexpected outcome was caused by the care and treatment or lack of care and treatment by the hospital or its employees.

Participate in Care Decisions
1. You have a right to make decisions about the care, treatment, and services to be provided to you during your hospital stay and after your discharge. This includes the right to refuse care, treatment and services. This right does not, however, allow you to demand treatment or services that your doctor(s) may determine to be medically unnecessary or inappropriate.
2. You have a right to clear and understandable information in order for you to give an informed consent for the types of care, treatment and services to be provided for you based on a discussion with your doctor about the potential risks, benefits, possible side effects of the proposed care or treatment and the reasonable alternative care and treatments available, and their risks and benefits. You may know when your personal medical information must be disclosed or reported. You have a right to refuse proposed medical care or treatments even if your refusal carries a risk of death or loss/damage to a bodily function.
3. If you are unable to make decision about your care, treatment or services, your surrogate decision maker will be involved in making these decisions.
4. You have a right to give or refuse consent for video recording, filming, or photographing of your person, made for performance improvement or education. Further, you may stop any videotaping, filming, or photography in process and have any video, film, or photos destroyed. You may withdraw consent until a reasonable time before the item is used.
5. You may ask for a second opinion, or for a transfer to another hospital. For a second opinion, the attending physician is made aware and you may request another physician. It is up to the second physician to accept the request. A transfer request requires an accepting doctor and hospital acceptance of the transfer, which neither you or this hospital can demand.
6. You have a right to provide the hospital and your doctor with an advance directive. These include a “Living Will” to instruct us on areas of care should you be facing an eminent death, and/or a health care durable power of attorney or a designated health care proxy naming the person selected by you to make health care decisions for you should you be determined to be facing an eminent death and you are unable to tell us your wishes.

Good Communication
1. You have a right to receive information in a manner that you can understand, considering your age, language, and ability to understand.
2. Should you need it, you have a right or have sign language and foreign language interpreters available to help you at no cost to you.
3. You have a right to telephone and mail service while you are a patient in the hospital.
4. You have a right to receive assistance with your needs if you have problems with your vision or speech, or if you have any difficulty understanding what is being said to you.

Privacy and Confidentiality
1. You have a right to personal privacy while seeking treatment and/or care while in our facilities.
2. You have a right to confidentiality about your protected health information. Under the Health Insurance Portability and Accountability Act (HIPAA) your rights include:
   a. Right to Restrict: You may ask to restrict how we use and disclose (or release) your information for treatment, payment and other health care operation. You can also restrict information given to your family or friends. We are not required to agree with your request, and we will tell you if we cannot agree with your request.
   b. Accounting and Disclosures: You may ask for a list of the persons or entities that have reviewed or received your health information under certain circumstances. All your requests must be in writing. Please ask us if you need help.
   c. For more information about your privacy rights under HIPAA, please contact the Corporate Compliance Department at (844) 298-1926.
3. You have a right to request a written notice of how your health information will be used and shared. This is called our Notice of Privacy Practices and it contains our rights and our legal duties about your health information.

Access to Medical Records
1. You have a right to access the information in your medical records within a reasonable time frame. You may obtain a copy of your medical record, however, there may be a reasonable charge associated with such a request.
2. You have a right to request we change or delete information in your medical record. Your request will be reviewed and a decision will be provided to you. While you have a right to make the request, the hospital is not required to make a change or delete information from your record if there is no evidence that an error was made or that incorrect information was entered into your medical record. The reasons for our decision will be explained in writing along with any further right you may have.
Caregivers
1. You have a right to and you will be advised of the names of all doctors and other practitioners who have primary responsibility for your care, treatment, and services and any other doctors or practitioners who may provide other care, treatment or services.
2. You may have us notify a family member or your representative, and your doctor when admitted to the hospital.

Visitors
1. You have the right to receive the visitor you designate including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner) another family member or friend regardless of whether or not the visitor is legally related to you to lend emotional support during your hospital stay.
2. You have a right to have visitors come to see you while you are hospitalized. We may, however, limit the number of visitors at one or any visitation at certain times. Reasons include:
   a. When you are having procedures, tests or treatments performed;
   b. When visitors may interfere with the care of other patients;
   c. When there is a court order limiting or forbidding visitation;
   d. When a visitor poses a risk because of his/her behavior to you, hospital staff, or other patients/visitors or care on the unit;
   e. When you are at risk of infection from visitors or visitors are at risk of infection from you;
   f. When your doctor orders privacy and rest for you for medical reasons;
   g. When you need extra protection because of a widespread disease such as the flu;
   h. When your substance abuse treatment policies require that you have restricted visitors.

Access to Services for Your Protection and Support
You have a right to ask for and get a list of names, addresses, and telephone numbers of state client protection and advocacy (or support) groups.

A. Secure and Dignified Environment
1. You have a right to receive care in a safe setting.
2. You have a right to be protected from neglect, being taken advantage of, harassment, physical/sexual/or mental abuse, or physical punishment.
3. You have a right to be in a setting that supports a positive self-image and preserves human dignity.
4. You have a right to appropriate storage space for your personal items.
5. You have a right to retain and to wear your personal clothing and to keep your personal possessions with you (but you accept responsibility for any loss or damage to them), unless your medical situation prevents the use of your personal clothing or your possessions infringe on the rights of others or creates a safety risk.
6. You have a right to request to be taken outside the hospital for short periods if you are in the hospital over thirty (30) days and your medical condition will allow you to be moved outside.

Freedom from Unnecessary Restraints or Seclusion
1. You have a right to be free from any use of restraint or seclusion, solely used as a means of enforcement, discipline, convenience, or retaliation. Restraint or seclusion may only be used to ensure your immediate physical safety or the safety of hospital staff or others, but must be discontinued at the earliest possible time.
2. You have a right to have the least restrictive form of restraint or seclusion used, and in such cases all reasonable efforts will be made to protect your health and safety.

Pain Management
1. You have a right to, as much as possible, be comfortable and have your pain controlled.
2. You have a right to participate in and carry out your pain management plan as prescribed by your doctor. This right does not, however, include a right to dictate the manner, type, or frequency of pain medication. Those decisions rest solely with your treating doctor.
3. You have a right to receive education about how to manage your pain, about any limitations to the management of your pain, and the side effects of pain medications.

Religious and Spiritual Services
You have a right to religious and other spiritual services. Baptist Health provides a staff of trained, qualified pastoral counseling providers that are 24 hours a day, 7 days a week. If you ask, the hospital chaplain will also contact your minister, priest, rabbi, imam or other spiritual advisor.

Advance Directives and End of Life Decisions
1. You have the right to information related to Advance Directives.
2. You have the right to create, review, or revise your Advance Directives. Assistance may be provided at your request.
3. You may advise us and/or your personal doctor of what treatments you want provided to you at the end of your life.
4. You may provide us and your doctor with a written advance directive (living will, health care durable power of attorney or health care proxy) when admitted or during your hospital stay. You must, however, present a copy of the document each time you are admitted for us to honor it.
5. Your access to care, treatment, and services is not affected by whether you have an advance directive.
6. You may have us honor and carry out your advance directive within the law, medical necessity and appropriateness, and our capabilities.
7. You may have us honor your wishes as an organ donor within the law, circumstances, and our capabilities.

Understand and Give Consent for Research Treatment
1. You have a right to be told about the risks and benefits of research treatment to help you decide about participating in a research study or clinical trial.
2. You have a right to participate in or refuse to participate in research treatment offered. Refusing to participate in research treatment or stopping research treatment will not affect your access to other care, treatment or services.
Tell Us Your Concerns or Complaints
1. You have a right to freely voice your complaints and suggestions without it affecting your care, treatment, or services.
2. You have a right to voice complaints and/or concerns to your staff, your doctor, or any other caregiver.
3. You may expect us to, as soon as reasonably possible, investigate your complaint and to work to resolve it as soon as possible.
4. You may submit your complaint and/or concerns to us in writing. Your letter should be addressed to the Chief Nursing Officer at the particular hospital. We will confirm receipt of your letter and tell you when to expect a response.
5. You have a right, if you do not feel that your complaint and/or concern has been appropriately resolved, to call the hospital operator and ask for the patient advocate or a nursing supervisor, and to have your complaint and/or concern and their response to it be sent to you in writing.
6. You may address your complaint and/or concerns to appropriate parties outside the hospital system, those agencies and their addresses and phone numbers are:
   - Alabama Department of Public Health
   - Montgomery, Alabama 36130-3017
   - Health Care Facilities Complaint Line: 1-800-356-9596
   - The Joint Commission
     • www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center”
     • Fax: (630) 792-5636
   - Mail To: Office of Quality and Patient Safety, The Joint Commission
     • One Renaissance Boulevard
     • Oakbrook Terrace, IL 60181

B. Ask Questions and Speak-Up
1. Tell us right away if:
   a. You feel at risk or you are worried or do not feel safe about your care;
   b. You are unhappy about your care;
   c. You do not understand or do not know what you are expected to do.

C. Follow Instructions
1. Follow the instructions of your doctor, nurse or other caregiver. If you cannot follow your plan of care instructions, please tell someone right away. Often your plan of care can be changed to make it easier for you to follow;
2. Accept responsibility and risk for your choices if you:
   a. Choose not to follow your plan of care;
   b. Refuse care or treatment.

D. Other Responsibilities
1. Show respect and consideration for our staff, doctors, patients, visitors and property;
2. Follow the rules and regulations of our hospital;
3. Prepare to pay your hospital bill. Please give us the information we need to bill your insurance. Let us know if you need help with a payment plan.

Questions
If you have any questions regarding these rights or wish to voice concerns about your rights, you may request to speak with the Patient Advocate. They can be reached by:
- By phone (If applicable) KePRO
• Mail To: KePRO
• Fax: (630) 792-5636

Baptist Health Policies:
Abuse, Neglect, Exploitation and/or Abandonment: Victims of Advance Directive
Confidentiality: Patient Right to Privacy
Communication Barriers
End of Life; Patient choices being organized by your doctor, nurse or hospital operator. (Dial 00 if you are using a hospital telephone.)

Baptist Health Policies:
Abuse, Neglect, Exploitation and/or Abandonment: Victims of Advance Directive
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End of Life; Patient choices being organized by your doctor, nurse or hospital operator. (Dial 00 if you are using a hospital telephone.)
Discharge from the Hospital

When you are admitted to the hospital, your doctor and our staff will start planning with you and your family for your discharge. We start planning early to make your discharge as smooth as possible.

Before you leave the hospital you and your family members (if you wish) should know:

- Your diagnosis, prognosis and reason why you are being discharged.
- What major laboratory tests, X-ray tests and procedures you had.
- What options you have for getting care and support services after discharge, including places to stay.
- Problems to watch for and what to do about them, including when to call your doctor.
- Who to contact if you have questions.
- When to return to your doctor or others for a follow-up visit.
- What tests or procedures you need after you are discharged.
- What medicines you are taking, what they are for and how to take them.
- What medication prescriptions you need.
- Possible side effects of medications and what to do if you have side effects.
- How to keep an up to date list of all your medications to give to your doctor or other healthcare provider on every visit.
- What special equipment you will need and how to order it.
- How active you can be.
- What changes may be needed in your diet and what foods you should limit or not eat.
- How to manage pain.
- Special skills you may need like changing a bandage or giving a shot.
- How medication, services and other healthcare items will be billed and your options for paying. (A financial counselor may come by to see you during your stay).

Patient Education

While you are here, don’t forget to check out our Patient Education channel. A variety of health related topics are broadcast 24 hours a day. Visit the Baptist Health website, www.baptisthealth.org to learn more about upcoming community seminars.

Thank you for choosing Baptist Health!

Non-Discrimination Notice:
Baptist Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, disability, or gender.

Baptist Health does not exclude or discriminate against any person on the grounds of race, color, national origin, sex, age, disability, or gender.

Baptist 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 forms or formats
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need any of these services, please let the person answering your call know, or contact a Patient Advocate to request assistance.

Baptist Medical Center East:
- S. 246-5886
- Mobile Medical Center South:
- S. 288-3287
- Pramella Baptist:
- S. 586-4866

BAPTIST HEALTH
If you believe that Baptist Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex, age, disability, or gender,

You may file a grievance with Baptist Health Civil Rights Coordinator:
Address:
- PO Box 24401 • Montgomery, AL 36117
Phone:
- S. 1-844-208-1926
Fax:
- S. 1-334-747-7899
Email:
- CorporateCompliance@baptisthealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filling a grievance, Baptist Health Civil Rights Coordinator is available to assist you.

For issues or concerns about quality or safety at Baptist Health you may speak with your doctor, nurse manager or a department manager. You may also contact the System VP of Quality and Patient Safety.

BAPTIST HEALTH SYSTEM VP OF QUALITY AND PATIENT SAFETY
Address:
- PO Box 24401 • Montgomery, AL 36117
Phone:
- S. 1-334-273-4436
Fax:
- S. 1-334-747-7899

To speak to someone outside of Baptist Health about your concerns or complaints, you can call or write:

ALABAMA DEPARTMENT OF PUBLIC HEALTH
If the staff at Baptist Health has not been able to resolve your concerns or complaints you may contact the State of Alabama Department of Public Health for assistance with a complaint:
Address:
- Alabama Department of Public Health
- PO Box 50177 • Montgomery, AL 36117
Phone:
- S. 1-334-356-7916

THE JOINT COMMISSION
Address:
- Office of Quality and Patient Safety
One Renaissance Boulevard • Oakbrook Terrace, IL 60181
Phone:
- S. 1-800-994-6610
Email:
- complaint@jointcommission.org

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES, OFFICE FOR CIVIL RIGHTS
You can 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:
Address:
- U.S. Department of Health and Human Services
200 Independence Avenue, SW • Room 5090, HHH Building
Washington, D.C. 20201
Phone:
- S. 1-800-537-7589
Fax:
- S. 1-800-537-7587


Admissions Non-discrimination Policy
The Health Care Authority for Baptist Health, an Affiliate of UAB Health System and its associated providers, does not exclude, deny benefits to or otherwise discriminate against any person on the grounds of race, color, national origin, sex, age or in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment matters, whether carried out by the Health Care Authority for Baptist Health, an Affiliate of UAB Health System and its associated providers directly or through a contract or any other entity.

Language Assistance Services:

Spanish
ATTENCION: si habla español, ve a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-481-3289 (TTY: 1-800-548-2546).

Traditional Chinese
注意：如果您使用简体中文
1-800-481-3289 (TTY: 1-800-548-2546).

Korean
우리의 종교를 사는 사람들 모두, 여성이, 성장이 도움이 되거나, 지내는 사람들 모두를 포함할 수 있습니다.
1-800-481-3289 (TTY: 1-800-548-2546)으로 연락해 주십시오.

Vietnamese

Korean
주의: 한국어로 말하는 경우도, 상담 및 지원 서비스를 무료로 이용하실 수 있습니다.
1-800-481-3289 (TTY: 1-800-548-2546)

Spanish
NOTIFICACIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
1-800-481-3289 (TTY: 1-800-548-2546).

Traditional Chinese
注意：如果您使用繁体中文
1-800-481-3289 (TTY: 1-800-548-2546).

Portuguese

Tagalog

Japanese
注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。
1-800-481-3289 (TTY: 1-800-548-2546).

Russian
ИНФОРМАЦИЯ: Если вы говорите на русском языке, то вы также имеете право на бесплатную поддержку. Звоните 1-800-481-3289 (TTY: 1-800-548-2546).

Portuguese

Turkish
DIKKAT: Eğer Türkçe konuşuyorsanız, uygulaması ve destek hizmetleri için ne yapabileceğinizi öğrenmek için telefon numarası 1-800-481-3289 (TTY: 1-800-548-2546) ile ulaşın.

Japanese
注意事項：日本語を話す貴方、無料の支援をご利用いただけます。
1-800-481-3289 (TTY: 1-800-548-2546)まで、お電話にてご連絡ください。

Bengali
বাংলা ভাষায় রাখা: এই প্রকারের সুযোগসূত্রগুলি একাধিক ভাষায় উপলব্ধ পরিসেবা দেয়।
1-800-481-3289 (TTY: 1-800-548-2546).
Baptist Health’s Policy on Healthcare Decision Making

What is an Advance Directive?
An Advance Directive is a written document, prepared and signed by you in accordance with Alabama law, which tells your attending physician(s) whether to provide, withhold, or withdraw life sustaining treatment (ventilator, renal dialysis and/or artificially provided nutrition and hydration) and/or to designate a health care proxy to make those decisions on your behalf should you be determined, by two (2) physicians, to have an eminently terminal condition and you are permanently unconscious or mentally/physically unable to make your wishes known. You must be at least nineteen (19) years of age to formulate an Advanced Directive. You do not need an attorney but you should discuss your decisions with your primary physician and your family.

Types of Advance Directives
Alabama recognizes three (3) forms of Advance Directives. These are:
1. A Living Will is a written document that basically complies with the format set forth in Section 22-8A-4 of the Code of Alabama. A Living Will form is available from the hospital.
2. A Health Care Proxy is a person, designated in writing by you, who is given the power to make decisions regarding the provision, withholding, or withdrawal of life sustaining treatment and artificially provided nutrition and hydration should you be determined to face eminent death and you are unable to make your wishes known.
3. A Durable Power of Attorney may be used to empower a named individual to make medical decisions for you at any time when you are unable to make those decisions, due to unconsciousness, illness or injury. A Durable Power of Attorney may also contain language identical to that for a Health Care Proxy, which would allow the designated person to make the same end-of-life decisions, that the Proxy can be empowered to make.

What to do with your Advance Directive
If you have an Advance Directive, you need to have copies of it available to bring with you each time you are hospitalized. A copy should be provided to your primary care physician and to your family. If no family exists or is not readily available, you may wish to give a copy to a close personal friend whom you trust.

How do you change your Advance Directive?
You may change the terms of or terminate your Advance Directive at any time. You can mark through and sign specific parts you wish to remove/change or you can verbally change it providing you are deemed capable of understanding your decision.

Baptist Health Policy on Patient Decision Making
Adult patients who are deemed to possess the capacity to understand the outcomes and impact of their decisions, have the right to refuse care and treatment. This includes the right to refuse care and treatment. This includes the right to make or not make an Advance Directive. If we (the hospital and your attending physician(s)) cannot carry out your wishes, we will tell you why and you will have the option to find another hospital and other physicians who will honor your requests.

Important Telephone Numbers
- Main Hospital Number: (334) 365-0651
- Administration: (334) 568-4267
- Dietary: (334) 568-4264
- Patient Safety Line: (334) 568-4251
- Guest Relations: (334) 568-4866
- Medical Records: (334) 568-4307
- Surgery/ICU Waiting Room: (334) 568-5112
- Outpatient Waiting Room: (334) 568-5110
- Housekeeping: (334) 568-4229
- Security: (334) 568-4159
- Senior Advantage/Volunteer Services: (334) 568-4866
- Hospital Operator: Dial ‘00’
- Gift Shop: (334) 568-4850

Gift Shop Hours
Monday-Friday 8 a.m.-4 p.m.

ICU Visiting Hours
Limit two visitors at a time and must be older than 14 years of age. Nursing staff will work with family/visitors to plan individual visiting guidelines for the patient.

General Visiting Hours
Daily
- Until 9 p.m.
- We ask that you refrain from visiting between the hours of 6 a.m. and 8 a.m. and 6 p.m. and 8 p.m.

Waiting room numbers are internal:
- ICU: (334) 568-5112
- Outpatient Surgery: (334) 568-5110

Clergy may visit as appropriate.

Cafeteria Hours
Open Monday-Friday
- Breakfast: 7 a.m.-9:30 a.m.
- Lunch: 11 a.m.-1:30 p.m.
Important Telephone Numbers

Billing Customer Service    (334) 273-4570 or (800) 243-2859
Case Management    (334) 213-6399
Gift Shop     (334) 213-5077
Information Desk    (334) 213-5078
Hospital Administration    (334) 244-8500
Hospital Operator    Dial ‘00’
Medical Records     (334) 244-8471
Menu Line     (334) 213-6368
Nursing Administration    (334) 244-8387
Pastoral Care and Counseling   (334) 213-6377
Patient Registration (Admitting)   (334) 244-8406
Senior Advantage/V olunteer Services  (334) 244-8308
Security    dial 5555 or (334) 213-6271
Gift Shop Liaison   (334) 244-8558

Gift Shop Hours
Monday, Wednesday and Friday 9 a.m. - 5 p.m.
Tuesday and Thursday, 9 a.m. - 6 p.m.
Saturday, 9:30 a.m. - 3 p.m.

Cafeteria hours
Monday-Friday
• Breakfast – 7 a.m.-9:30 a.m.
• Lunch – 11 a.m.-3:30 p.m.
• Dinner – 4:30-6:00 p.m.
• Snack – (9:30-11:30 p.m.)
Saturday-Sunday
• Breakfast – 7 a.m.-9:30 a.m.
• Lunch – 11:30 a.m.-3:30 p.m.
• Dinner – 4:30-6:30 p.m.

Hospital Visiting Hours
Daily
• 8 a.m.-9 p.m.
Clergy may visit at all times, as appropriate.

ICU Visiting Hours
Limit two visitors at a time and must be older than 14 years of age. Nursing staff will work with family/visitors to plan individual visiting guidelines for the patient.

Organ/Tissue/Eye Donation

In Alabama, there are more than 2,300 individuals awaiting organ donations and the list keeps growing. They could be your father or mother, sisters or brothers, your children, co-workers or friends. If you have indicated your intent to become an organ donor on your driver’s license, be sure to discuss your decision with your family. Perhaps what’s most incredible is that a donation from just one person can save the lives of eight individuals and dramatically improve the lives of countless others. Donor families are never charged for any aspect of the organ recovery and transplantation process. Organ donation has no impact on the donor’s funeral arrangements. It does not alter the appearance of the body.

Please contact the hospital chaplain if you need more information about organ donation.

Financial Counselors

We have financial counselors located at each facility to help our patients with understanding their insurance benefits and financial obligations. They also provide assistance with setting up payment options to meet our patients’ needs.

Insurance Claims
As an accommodation to you, the hospital will submit claims to your insurance company or other third-party payer. However, you, or the person responsible for your account, remain ultimately responsible for payment of your hospital bill until it is paid in full.

Payment of Hospital Bill
At the time of discharge, you or a family member should go to the Patient Registration Department to arrange for payment of your hospital bill and/or co-pays (if not already done). The hospital attempts to make preliminary financial arrangements at the time of admission. We will verify your insurance coverage either prior to or during your stay; however, final settlement must be made at the time of discharge, you may use Master Card, Visa, Discover, American Express or cash.

Statement of Hospital Charges
Upon request, you or the person responsible for your account will be mailed a summary statement of all hospital charges. A billing statement is sent after insurance pays regardless of how long it takes the insurance to pay.

Anesthesiology Services
Anesthesiology services include hospital-provided services and the anesthesiologist’s professional fee. The hospital portion will be billed by the hospital, while the anesthesiologist’s fee will be billed by Montgomery Radiology Associates, P.A. Any amount not covered by your insurance will be billed to you.

Radiology (X-ray) Services
X-ray services include hospital-provided services and the radiologist’s professional fee. The hospital portion will be billed by the hospital, while the radiologist’s fee will be billed by Montgomery Radiology Associates, P.A. Any amount not covered by your insurance will be billed to you.

Professional Physician Billing
Your physician may or may not participate with Medicare, Blue Cross/Blue Shield or other third party players. Your hospital bill does not include charges for professional services provided by physicians involved with your care. Your physician(s) will bill you separately from the hospital. These physicians can include: anesthesiologists, surgeons, cardiologists, radiologists, pulmonologists, nephrologists, pathologists and/or other specialties.

Emergency Department Physician Service
If you are admitted through the Emergency Department, you may receive a separate bill for these services.

Obtaining Assistance with Your Hospital Bill
If you have a question pertaining to your hospital bill, call Customer Service at (334) 273-4139 or toll free at (800) 243-2859.

Your Hospital Bill
Important Telephone Numbers
Billing Customer Service (334) 273-4560 or (800) 243-2859
Case Management (Care Coordination) (334) 286-2230
Gift Shop (334) 286-3193
Information Desk (334) 286-3491
Hospital Administration (334) 286-2988
Hospital Operator Dial '00'
Medical Records (334) 286-2951
Menu Line (334) 286-2764
Nursing Operations (334) 286-2975
Pastoral Care and Counseling (334) 286-2964
Patient Advocacy (334) 288-3287
Patient Registration (Admitting) (334) 286-2900
Volunteer Services (334) 286-2974
Security (334) 286-5555
Senior Advantage (334) 286-3400

Cafeteria Hours:
Open daily:
- 6:30-9:30 a.m.
- 11 a.m.-1:30 p.m.
- Afternoon Snack: 1:30 -4 p.m.
- 4-10 p.m.
Chappy’s Deli (334) 286-9200

Hospital Visiting Hours
Visiting hours are posted by unit. Please ask your nurse if you have a question.
Clergy may visit at all times, as appropriate.

ICU Visiting Hours
Limit two visitors at a time and must be older than 14 years of age. Nursing staff will work with family/visitors to plan individual visiting guidelines for the patient.

Gift Shop Hours
8 a.m.-6 p.m. Monday – Friday
10 a.m.-4 p.m. – Saturday
12 noon-4 p.m. – Sunday

Tower Pharmacy
(334) 286-3200

Did you know you can have your prescriptions filled before you leave the hospital?
This service is available from 8 a.m. to 6 p.m., Monday through Friday. Most insurance accepted.
Co-pays, if applicable, are due at the time of service.

Information subject to change.