

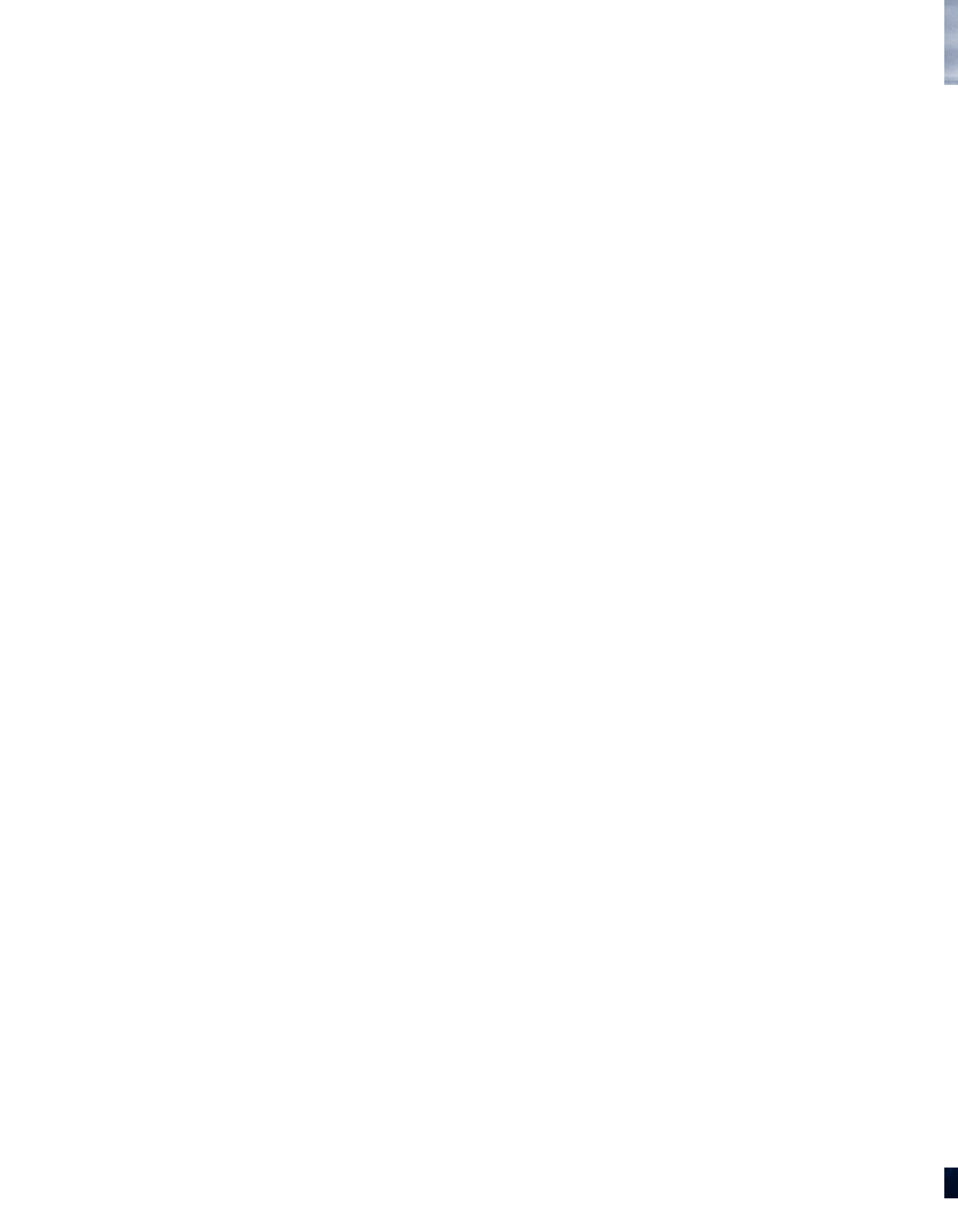
# **Patient and Family Experience Guide**

## **Guest Experience**

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## **Healing Experience**

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## Welcome to Self Regional Healthcare

Dear Valued Patient,

We are pleased you and your physician selected us to provide your medical care. Self Regional Healthcare is committed to providing you the best healthcare experience and always exceeding your needs with very good care.

We also want you to be informed about your healthcare experience. This booklet will provide most of the information you need while in the hospital and when you go home. Your Care Team will provide more specific information to help guide your recovery and discharge.

Thank you for choosing Self Regional Healthcare.

Jim Pfeiffer  
President and Chief Executive Officer  
Self Regional Healthcare

### Our Mission

We improve health by bringing advanced care closer to home.

### Our Vision

Through our exceptional physicians, inspired staff, and innovative technologies, we will be the leading provider of advanced healthcare for all communities that we serve.

### Our Purpose

Always create the best experience.

### Our Values - SELF PRIDE

- S**how respect
- E**ffectively communicate
- L**isten
- F**ollow through
  
- P**rofessionalism
- R**ecognize every individual
- I**nitiate and inform
- D**o the job right the first time
- E**xpect the best



## ATMs (Automated Teller Machines)

Automated teller machines are conveniently located in the Main Lobby, Patient Tower Atrium, and the Emergency Care Center Lobby.

## Billing and Insurance

Patient Access representatives will make copies of your insurance cards and other documents during the registration process. We must have this information to file your claims and help determine what portions of your bill will be paid by insurance. If you have any questions, please contact Self Regional Healthcare's Patient Financial Services at (864) 725-7800. The physicians involved in your care may also bill you separately.

If you do not have insurance and are unable to pay your balance in full, you may be eligible for a discount on your account. Your first bill will also contain information about how you can receive an additional discount by paying your bill before the deadline.

Uninsured patients may need help paying their hospital bill and can sometimes qualify for financial assistance.

*For more information about our discount and charity programs, please call (864) 725-4128.*

## CaringBridge

Self Regional Healthcare is proud to offer free CaringBridge websites to connect families and friends when someone is facing a healthcare event. A CaringBridge website saves time and energy by centralizing communication and easing the burden of updating family and friends during a health event. These websites are personal, private and available 24 hours a day, seven days a week. You may add health updates and photos to share your story and visitors may leave messages of love and support in the guestbook. A link to the CaringBridge service is located on the front page of the Self Regional website at [www.selfregional.org](http://www.selfregional.org).

## Food Services

Food and Nutrition Team Members will assist with most of your diet needs. Their main focus is providing healthy, enjoyable and nutritionally appropriate meals throughout your stay. Your physician may place you on a restricted diet and you may not be able to eat or drink at certain times because of scheduled tests. For your family and guests, we provide the following dining options:



**The Veranda Cafe:** Located in the Main Lobby. Menu items include sandwiches, salads, breakfast items, pastries and a variety of beverages. *Call 4152.*

**Hours of operation:**

**Monday – Friday, 6:30 a.m. – 9:00 p.m.**

**Gardenside Café:** Located in the Cancer Center Atrium adjacent to the Healing Garden. Menu items include fresh salads, snacks, bakery items, and Starbucks™ coffee. *Call 3030.*

**Hours of operation:**

**Monday – Friday, 7:00 a.m. – 2:30 p.m.**

**The Cafeteria:** Located on the second floor of the Main Building. Our Cafeteria offers a hot food buffet, a self-serve salad bar, daily chef's special, grilled items, soup and deli station, as well as beverages and snacks. *Call 5562.*

**Hours of Operation:**

**Breakfast:** 6:30 a.m. – 9:00 a.m.

**Morning Break:** 9:00 a.m. – 10:30 a.m.

**Lunch:** 11:30 a.m. – 1:30 p.m.

**Afternoon Break:** 2:30 p.m. – 4:30 p.m.

**Dinner:** 5:00 p.m. – 6:30 p.m.

**Vending Centers:** Vending machines are located on the first floor in the Main Lobby and in the Patient Tower family waiting areas. There are also cold food and frozen food vending machines within the Cafeteria on the second floor of the Main Building.

## Important Phone Numbers

*Dial only the last four digits from within the hospital.*

Main number .....	725-4111	Compliance Helpline .....	1-888-398-2633
Administration .....	725-4252	Case Management .....	725-4680
Patient Representative (Advance Directive, Power of Attorney, Living Will) .....	725-4740	Ethics Committee .....	725-4158
Patient Financial Services.....	725-7800	Gift Shop .....	725-4153
Financial Support.....	725-4128	Security.....	725-5075
Pastoral Services (Chaplain).....	725-4158	Medical Records Request.....	725-5034
Compliance Department.....	725-5046	Nursing Administration .....	725-5003
	<i>or 725-5012</i>	Patient Information.....	725-4150

### Gift Shop

The Gift Shop, located in the Main Lobby, offers a variety of magazines, flowers and plants, gifts and personal need items.

*Please call 4153 for information.*

**Hours of operation:**

**Monday- Friday,** 8:45 a.m. – 7:00 p.m.

**Saturday,** 10:30 a.m. – 4:45 p.m.

**Sunday,** 1:30 p.m. – 4:45 p.m.

### Medical Library

All patients and guests are welcome to use our Community Health Information Center. Members of the Library team are available to help you find answers to specific health questions.

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

**Telephone:** (864) 725-4797; **Fax** (864) 725-4838

**Email:** [CommunityHealth@selfregional.org](mailto:CommunityHealth@selfregional.org)

### Medical Records

You may obtain a copy of your medical records from Health Information Management (HIM). A Release of Information Authorization form and photo ID must be presented to fulfill your medical records request. This form is available in HIM. A family representative with Healthcare Power of Attorney may also obtain a copy of medical records by presenting Power of Attorney documentation and photo ID.

Because of the cost of maintaining, retrieving, and copying records, there is a charge for copying records, unless they are sent to another physician for your continued care.

**Location:** second floor, Main Building

**Hours:** 8:00 a.m. – 4:30 p.m., Monday through Friday

**Telephone:** (864) 725-5034

### Newspapers

Newspapers are delivered daily to all Patient Tower rooms. They can also be purchased from stands outside The Veranda, the Emergency Care Center and the Medical Center's Spring Street entrance.

## Pastoral Services

Your religious faith can be a source of strength during times of need. At Self Regional Healthcare, we recognize the healing process is greatly enhanced by meeting your spiritual needs. We also recognize you, your family, and friends may need spiritual support and encouragement while you are here.

Our Pastoral Services Chaplains are on call and available for requests and referrals 24 hours a day, seven days a week. Chaplains respect and accommodate persons of all faiths and beliefs. You can contact the Department of Pastoral Services by calling extension 4158 or contacting the hospital operator after 5 p.m.

A Prayer Chapel, located near the staff elevators on the first floor, is open 24 hours a day for patients and visitors to pray and meditate. Formal services are held at 10 a.m. Sunday, 11 a.m. Thursday, and 4:30 p.m. Friday.

## Your Satisfaction

Your satisfaction is very important to us and is measured on a continual basis using a patient satisfaction survey and/or The Patient Experience Survey (Hospital Consumer Assessment of Health

Plans Survey, or HCAHPS). One or both will be mailed to your home after discharge.

The HCAHPS survey is a national, standardized, publicly reported survey of patients' perception of hospital care. The survey is sent to a random sample of adult patients after an inpatient stay. The Centers for Medicare and Medicaid Services (CMS) administers the HCAHPS survey and publishes results on the *Hospital Compare* website four times a year.

These surveys allow you to tell us about the quality of your experience. If you receive a survey, please complete it and follow the return instructions.

## Interpreter & Translation Services

For guests with Limited English Proficiency, live interpreter and phone translator services are available 24 hours a day.

Deaf or hearing-impaired assistance is provided free of charge through a video-relay system and/or TDD phones.

## Safety and Security

Self Regional Healthcare is committed to your safety and security while you are here.

**Assistive Devices (Dentures, Hearing Aids, etc.):** Please let us know if you wear assistive items. Please keep such items in your bedside table drawer to avoid damage or loss. Do not wrap your personal belongings in tissue or leave them on your bed, on your food tray, or near the trash can. If an item is lost or missing, please notify a member of your Care Team immediately. If you need a denture container, please ask for one during admission.

**Hospital Security:** We provide security 24-hours a day by officers licensed through the South Carolina Law Enforcement Division (SLED).

**Identification Bracelet:** Your wrist identification band tells us important information about you. Please keep it on while you are here.

**Lost and Found:** The security office maintains the Self Regional Healthcare lost and found. If you find or have misplaced an item, please call (864) 725-5075.

**Valuable Items:** Self Regional Healthcare cannot accept responsibility for misplaced personal items or valuables such as jewelry or cameras. Patients are asked not to bring items of value to the hospital. If you do bring a valuable item, it should be deposited in the hospital safe. Please let your Care Team know if you have valuable items that need to be stored.

## Tobacco Policy

Because your health matters to us, Self Regional Healthcare is an entirely tobacco-free campus. Though our buildings have been tobacco-free for years, we're expanding our commitment to good health by including the areas surrounding our buildings. We ask you and your family & friends not to use tobacco while on the hospital grounds. If you would like more information on how to quit using tobacco, please contact your physician or nurse.

*Agencies and community services:*

<b>The Wellness Way – Quit for Life</b>	(864) 725 – 4664
<b>American Cancer Society</b>	1-800-ACS-2345
<b>American Heart Association</b>	1-800-242-8721

## Visiting Hours

We realize how important family and friends are to the healing process. Please ask your Care Team about any clinical restrictions affecting your right to have visitors. It is your right to enjoy full and equal visitation privileges consistent with your preferences. Self Regional will not restrict or deny visitation privileges on the basis of age, race, color, religion, national origin, gender, disability or sexual orientation.

Patient visitors are welcome during general **visiting hours from 10:00 a.m. – 8:45 p.m.** Special visiting hours are observed in our critical care units. Please check with your Care Team about specific visiting hours for these areas. If you are feeling overwhelmed by visitors at any time, please request assistance from a member of your Care Team. For the safety of patients and visitors, visitors may be restricted. Visitors with signs of sickness or infection should postpone their visit until they are healthy.

All visitors should wash their hands before and after visiting a patient. If you are in isolation or under certain precautions, please have your visitors follow the instructions on the sign(s) located on the outside of your door. Should you have any questions, your Care Team will be happy to offer assistance.

All visitors will need to enter the hospital through the Emergency Care Center entrance after 9:00 p.m.

## Waiting Areas

Waiting areas are located throughout the hospital for your family and friends. Your Care Team can direct them to the appropriate waiting area.



## Hospital Foundation

The Self Regional Healthcare Foundation is a non-profit charitable organization solely benefiting Self Regional Healthcare. Donations made to the Foundation provide new equipment, programs, and services for Self Regional Healthcare to better serve our community. Our mission is simple:

*To inspire a spirit of giving to improve healthcare in the Lakelands by helping bring advanced care closer to home.*

If there is a special physician or Care Team member you would like to honor with a gift to the Foundation, please let us know. In turn, we will let them know of your thoughtfulness.

**Please contact the Executive Director of the Self Regional Healthcare Foundation at 725-4256.**

Make a contribution securely online at [www.selfregionalfoundation.org](http://www.selfregionalfoundation.org)

## Your Room

Each room is fully equipped with an electric bed, private bath, nurse call button, telephone, free wireless Internet access, and remote control TV.

### Telephone

**Patient rooms** Dial "8" plus three-digit room number

**Local calls** Dial "9" plus seven-digit local number

**Toll free calls** Dial "9" plus eleven-digit toll free number  
(example: 1-800-CALL-ATT)

**Long distance** Dial "9" then "0" plus area code and number

The outside operator will ask how you want to pay for the call. You may not bill the call to your hospital room. Personal cell phones may be used.

**Television:** A variety of television programming and on-demand educational videos are available.

**Wireless Internet:** We are pleased to provide free wireless access to patients and guests.

### *How to get connected:*

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

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

## **Healing Experience**

Pages 10-17

## Your Rights and Responsibilities

We respect your role in making healthcare decisions. We also provide care according to your decisions and personal medical needs.

Our Board of Trustees supports these Patient Rights and Responsibilities on behalf of our Team Members, Physicians and Care Team Members. These rights and responsibilities will help us provide you with very good care.

## YOUR RIGHTS

### Your Care

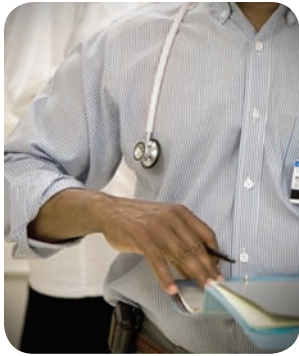
**You have the right to:**

- Safe, skilled, respectful and compassionate care
- Be treated without discrimination
- Be involved in your care and treatment
- Have your treatment information translated to your language
- Have your family involved in your care when possible
- Be informed of your medical condition, treatment options and any risks
- Have your family or Physician promptly informed of your admission
- Make informed decisions about your care
- Provide feedback about your care
- Help plan and implement your care plan
- Refuse treatment when possible
- Be informed of the potential effects of your treatment choices
- Be free from medical restraints, unless necessary to protect yourself and those around you from injury
- Receive information about the need to transfer you to another facility and any alternatives to a transfer
- Refuse a transfer to another facility, unless an emergency requires it
- Speak with a Patient Representative to help make difficult decisions or solve problems with your care
- Participate in research studies to help your care
- Know if Self Regional Healthcare or our Physicians have business relationships affecting your care
- Receive a copy of your bill and have it explained

### Your Stay

**You have the right to:**

- Personal privacy and dignity
- Enjoy full and equal visitation privileges consistent with your preferences. Self Regional will not restrict or deny visitation privileges on the basis of age, race, color, religion, national origin, gender, disability or sexual orientation
- Communicate with your friends and family when safe and possible
- Be included in decisions to restrict your communication with friends and family, if necessary
- Care and treatment free from abuse or harassment
- Care and treatment acknowledging the importance of your age, race, color, religion, national origin, gender, disability and sexual orientation are important to your care.
- Access protective and advocacy services
- Wear personal clothing and items, as long as they don't interfere with your care
- Have your valuables kept in the hospital safe
- Keep personal belongings in your room (e.g., eyeglasses, dentures, walkers, etc.)



## Your Care Team

**You have the right to:**

- Know who is treating you and what their role is
- Ask questions about your care
- Have your care explained in a way you understand
- Request a different Physician or Care Team Member at any time
- Ask for a person of the same gender to be present during physical exams

## Your Privacy

**You have the right to:**

- Have your personal medical information used only for treatment, payment or hospital business needs
- Determine who we share your personal medical information with
- Choose how we share your personal medical information (via mail, telephone, etc.)
- Ask to have your medical information corrected when possible
- Request a copy of your personal information

*Confidential communication requests can be made in writing to:*

Privacy Officer  
Self Regional Healthcare  
1325 Spring Street  
Greenwood, S.C. 29646



## Managing Your Pain

**You have the right to:**

- Have your report of pain responded to as quickly as possible

**Here are some ways to help your Care Team better manage your pain:**

- Discuss your pain needs with your Care Team
- Ask your Care Team what to expect from your pain management
- Discuss pain-relief options with your Care Team
- Help your Care Team develop a pain management plan
- Ask for pain relief when the pain first begins
- Ask your Care Team for help if the pain isn't relieved
- Inform your Care Team if you're worried about taking pain medication

## Complaints and Grievances

You have the right to make complaints or grievances about your care or treatment. This will not affect the quality of your care or your access to care at any time.

### Resolving concerns:

- Your Care Team will try to resolve your concerns immediately. The Patient Representative is also available to help resolve concerns at (864) 725-4740.
- If you feel your concerns have not been addressed, contact Corporate Compliance & Integrity at (864) 725-5046 or (864) 725-5012.

### You and your family may also call:

- Department of Health and Environmental Control at (803) 898-3432
- The Joint Commission (800) 994-6610



## Ethical Decisions

### You have the right to:

- Help us make ethical decisions about your care, including the refusal of life-sustaining treatment
- Discuss dilemmas or conflicts with your care plan
- Have the Ethics Committee review your care plan for irreversible or terminal conditions
- Ask your caregivers for help arranging an Ethics Committee consult



### Advanced Directives

Advanced Directives are documents allowing you to provide instructions about your care if you become unable to express your wishes.

**Living Will** – A document where you can direct your Physician to withhold or withdraw life-sustaining procedures and/or treatment if you become terminally ill.

**Healthcare Power of Attorney** – A legal document giving another person the ability to make your medical decisions if you become unable to make them.

*Your Care Team can provide you more information about these rights. The Patient Representative is also available to help you make these decisions. Call (864) 725-4740.*

# YOUR RESPONSIBILITIES

## Your Care

**We ask you to please:**

- Provide accurate and complete information about your health — medications, past illnesses and/or hospital stays
- Ask questions when you don't understand information or instructions
- Follow your Physician's orders and Care Team's instructions
- Take responsibility and accept the possible effects of refusing care
- Report pain and pain-relief needs to your Care Team



## Your Stay

**You can help us provide you with the best experience and very good care by:**

- Providing accurate personal information
- Being considerate of other patients' rights
- Helping make sure you, your family and guests follow Self Regional rules
- Taking an active part in your personal safety
- Keeping your follow-up appointments or notifying us if you cannot come
- Protecting your personal belongings (e.g., eyeglasses, dentures, walkers etc.)
- Providing your insurance information and paying your bill on time

## Your Safety

Safety is everyone's responsibility. Your Care Team is trained in safe healthcare practices and regularly updated on safety precautions and procedures. We follow the highest safety standards and routinely monitor how well we are meeting those standards. We believe you play an equally important role in creating a safe healthcare environment. Below you will find some ways to help us maintain safe healthcare practices. These are based on the acronym **SAFETY**, and they encourage you to educate yourself, ask questions, and fully participate in your healthcare decisions.

### Speak up if...

- You don't understand what a Care Team Member tells you
- You're not sure your Care Team checked your ID bracelet before treating you
- You think your Care Team has confused you with another patient
- Your physical condition changes — if you feel light-headed, feverish, nauseated, confused, depressed or notice redness/drainage at injection or wound site
- You're not sure the members of your Care Team washed their hands before treating you

### Ask...

- The members of your Care Team to introduce or identify themselves with their ID badge
- Your nurse the purpose of your medication and to verify it is what was prescribed for you
- Your Care Team to explain any forms you don't understand

### Follow up...

- If your Care Team hasn't provided your test results
- If you don't understand the follow-up care you'll need after you leave

### Educate yourself...

- Ask your Care Team about their specialized training and experience
- Read and understand all forms before you sign them
- Learn about your condition and any medications you're taking

### Talk with your Care Team...

- Tell them about your current and past health conditions and medications
- Tell them everything you know, even if it seems unimportant
- Tell them of any allergies you have and remind them when you're given medication
- Share a list of all your medications
- Make sure you and your Care Team agree which part of your body will be treated — if you are here for surgery, you may be asked to mark the site yourself
- Ask a family member to speak for you if you think you'll be unable to speak for yourself

### You are part of your Care Team

- Participate in all your healthcare decisions
- You and your Care Team should agree about each step of your care
- Review your care plan with your Care Team

## Help prevent falls by...

- Asking your nurse what level of activity is OK for you
- Using your cane or walker from home
- Telling your Care Team if you are dizzy when you stand up
- Alerting Self Regional Team Members if you see a spill on the floor
- Not hesitating to ask for help standing or moving



## When you pick up your prescriptions...

- Make sure it's what your Physician ordered
- Ask what it's for and if it has side effects
- Ask how often and how much to take

## Help keep your stay safe by...

- Reporting suspicious or unusual behavior by other patients or visitors
- Controlling visiting children
- Never leaving a newborn alone
- Not bringing guns, knives, sharp objects, illegal drugs, alcohol, or tobacco products into the hospital

## Help prevent infections by...

- Asking your Physician how to control your diabetes before, during, and after your stay  
(*if you have been diagnosed with diabetes*)
- Following bathing instructions prior to surgery
- Getting your flu shot every year, and get a pneumonia vaccination every year if you are 65 or over
- Following your Physician's instructions for breathing treatments and getting out of bed
- Considering weight loss or smoking cessation programs
- Telling the nurse if:
  - The skin around your catheter is not clean and dry
  - Your wound dressing becomes loose or wet
  - Your drainage tube becomes loose or dislodged
- Washing your hands:
  - If your hands are visibly dirty, wash with soap and water
  - With the waterless cleanser on the wall
  - Remind caregivers to wash before and after caring for you
  - Remind visitors to wash as soon as they come into your room and again on their way out
  - Wash your hands before:
    - Eating
    - Leaving your room
  - Wash your hands after:
    - Using the bathroom
    - Coughing
    - Touching something dirty, bloody or draining
    - Smoking
  - Help protect others by:
    - Coughing into a tissue or the bend of your arm
    - Observing isolation precautions on doors and reminding visitors to follow them (droplet, etc.)

## The Lewis Blackman Hospital Patient Safety Act

### Gives you the right to:

- Be able to identify members of your Care Team
- Access your attending Physician about any concerns with your care
- Have your Care Team help you contact your attending Physician or replacement Physician
- Contact Self Regional Administration or the Nursing Supervisor for help resolving concerns
- Acquire information about the role of each of your Physicians and Care Team Members

### Requires we help you:

- Reach your attending Physician
- If you ask your nurse for help reaching your attending Physician, they will:
  - Give you the phone number to call
  - Help you make the call
  - Call the Nursing Supervisor for help reaching him/her
- If you ask a Nursing Supervisor for help, they will:
  - Evaluate your care concerns
  - Help you with your concerns, and help you reach your attending Physician
  - Contact the Chief Nursing Officer (CNO) for help if necessary
  - Document your concerns and forward them to the CNO with any solutions

## Code Help: Dial 3333

Code Help is a telephone help line patients and families may use while in the hospital to get extra assistance for a serious or life-threatening medical concern.

Code Help is available 24 hours a day, seven days a week. A trained operator will answer the call and activate an emergency response system to address your medical concern. Self Regional Healthcare is committed to providing you with safe and very good care. Your safety is our main priority.

## When to Use Code Help

If you notice a sudden change in condition that concerns you, talk to your nurse immediately. Good communication between you and your Care Team is the first step in ensuring your safety. Explain to your nurse exactly what concerns you have so the problem can be addressed promptly.

If you still have concerns or you feel that you still need immediate medical attention, call Code Help.



## What Happens When You Call?

When you call the Code Help emergency assistance line, a Rapid Response Team will provide immediate medical attention at your bedside as needed.

The Rapid Response Team is made up of experienced critical care nurses and respiratory therapists who will assess your condition and help address medical concerns.

## How Do I Call Code Help?

Dial 3333 from any hospital phone. When you call, please provide:

- Your name
- Patient's name
- Patient's room number
- Medical concern

## Hospital Medicine Specialists

**Hospital medicine specialists (or hospitalists) are Physicians specializing in the treatment of patients during their hospital stay. They:**

- Help your primary care or specialist Physicians care for you
- Arrange and coordinate any necessary tests or treatments
- Speak with your Physicians and get any necessary health records or information needed to help the hospitalist care for you
- Are available for emergencies and questions 24 hours a day

### Your Care Team

Self Regional has trainees, nursing students, medical students, and resident Physicians who may participate in your care and treatment. They are trained in their specialties and supervised by fully trained individuals.

You have the right to know who is supervising your care and speak with them. All Care Team Members wear identification badges designating them as nurses, therapists, technicians, nursing assistants, trainees, students, Physicians, or resident Physicians.

Your attending Physician is the person responsible for your care. You may also have different attending Physicians while you are in the hospital, depending on the type of care or service you need.

If you want to know the name of your attending Physician or speak with them, please ask your nurse or other Care Team Member for help contacting them.

Self Regional also contracts with other Physician groups to help care for you. These Physician groups have their own staff and will bill you separately. If you have questions about their bill, please contact them directly. You can also get information about their clinical qualifications on our web site [www.selfregional.org](http://www.selfregional.org), or by calling (864) 725-6058.

If your problem is still not solved, please call the Hospital Operator at (864) 725-4111 and ask them to connect you with the Nursing Supervisor.





