PATIENT GUIDE
Key Information For Your Stay

PATIENT STORY
BEATING BREAST CANCER
The Power of Love

Brought to you by: PatientPoint®
We’re taking quality care to new heights

#1 Large Hospital in Georgia
for 3 of the past 4 years – Georgia Trend magazine

 Ranked among the Top 100 U.S. Hospitals for Medical Excellence In Hospital Care
for 3 of the past 4 years – Care Chex® Rating System

Named to the 100 Great Community Hospitals list for 2016 – Becker’s Hospital Review

At WellStar West Georgia Medical Center, we believe in life well lived. While we are proud to be recognized for our longstanding commitment to delivering quality care to our patients, it’s even more rewarding to us that you have access to exceptional healthcare right here at home. That means less time on the road and more time living life to the fullest.

WellStar West Georgia Medical Center
1514 Vernon Road
LaGrange, Georgia 30240
706.882.1411

To learn more and find a physician, visit wellstar.org/wgmc

We believe in life well-lived.
West Georgia Health Foundation raises money for facility enhancements, technology additions and service expansions at WellStar West Georgia Medical Center. Created in 2004, our first campaign raised $5.1 million for an expanded Emergency Department. More than 1,500 local residents, companies and foundations supported this campaign. We now are raising money to renovate and enhance our cancer clinic to create the Community Cancer Center.

**Gifts from the Heart**
An honorary or memorial donation is a great way to remember a special person or recognize a medical professional, and your donation is tax deductible. We kindly request a donation of $25 per notification.

**Recognize a physician or staff member who has provided exceptional care.** Along with your gift, you can include a message that will be delivered to the medical professional.

**Remember someone who has touched your life with a lasting tribute.** Along with your gift, please provide us with the name of the person being honored or memorialized, and the name and address of the person we should notify.

**Community Cancer Center**
WGMC has provided quality cancer care for generations and is investing in oncology staff, advanced technologies and lifesaving treatments to better serve our community. This is a very exciting time for the oncology program.

Wassim Mchayleh, M.D., medical oncologist and oncology program medical director, prescribes the latest chemotherapy solutions and gene therapies designed to empower the patient’s own immune system to fight cancer. He also has guided his patients through clinical trials of new medications.

Robert Taylor, M.D., radiation oncologist, uses Stereotactic Radiosurgery (SRS) and Stereotactic Ablative Radiotherapy (SABR) to destroy tumors without surgery. These are just two of many cutting-edge technologies that have been added to our radiation oncology department.

Chemo and radiation often are used together to deliver a one-two punch, which requires precise timing. That is one reason why the renovated center must house all cancer services under one roof. Cancer navigators, genetics counseling, a resource center and support groups also will be housed here. Donations for this project are tax deductible and will be matched by Callaway Foundation, Inc.

Please mail your gift to the address below, or make an online donation via our website at [wghealth.org](http://wghealth.org). Thank you for your support.

West Georgia Health Foundation, Inc.
1514 Vernon Rd.
LaGrange, GA 30240
706-845-3029
foundation@wghealth.org

**Having a Plan Can Make the Difference**
Important documents, such as a will, must be put into effect while you can speak for yourself. Our Heritage Circle guide provides some basics on estate planning and ways you can protect your family’s financial future. Please call our Foundation Office at 706-845-3030 or email foundation@wghealth.org to request the guide. If you are a patient at WGMC, we can deliver the guide to your room.

*The West Georgia Health Foundation, an affiliate of the WellStar Foundation, is a 501(c)(3) nonprofit organization. All donations are tax deductible.*
11 Hospitals

2,900 Medical Staff

30+ Specialties

20,000+ Team Members

2,762 Licensed Beds

wellstar.org
ON OUR COVER

Patient Story: Beating Breast Cancer—The Power of Love

Yvette Pritchett felt her cancer care team—and everyone—at WellStar West Georgia Medical Center provided world-class care.

WELCOME ........................................ 2
ABOUT US ................................. 3
PHONE DIRECTORY ............ 4
OUR COMMITMENT TO CARE ...... 5
RAPID RESPONSE TEAM ............. 6
FAST FACTS ABOUT YOUR STAY ......... 7
Visitor Information and Visiting Hours 9
TV Channel Listings ................. 10

SPECIAL SECTION .................... 11
RIGHTS & RESPONSIBILITIES ...... 17
YOUR PRIVACY MATTERS .......... 19
ADVANCE DIRECTIVES ............... 20
SUPPORT FOR CAREGIVERS ........... 21
LEAVING THE HOSPITAL ............. 22

ON OUR COVER
Patient Story: Beating Breast Cancer—The Power of Love

7 Tips to Take Charge
Check IDs
Opioid Medications
5 Ways to Fight Infections
Don’t Ignore Pain
Prevent Falls
Prepare for Surgery
Manage Your Meds

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On behalf of our Board of Trustees, team members, volunteers and medical staff, I would like to welcome you to WellStar West Georgia Medical Center. For more than 75 years, we have been caring for the healthcare needs of west Georgia and east Alabama. And our commitment to providing exceptional service and the best possible clinical care remains as true today as it was then.

Rest assured that you and your family are in very good hands. Our dedicated and highly trained staff is committed to making your stay as pleasant and comfortable as possible. Focused on excellence, compassion, respect and family-centeredness, our program continuously earns high honors for quality and safety from many health-related organizations, which are noted in the adjacent Awards and Accreditations section on the right. It is our ongoing commitment to re-earn these honors every day with each new patient who walks through the door.

We thank you for choosing WGMC. We hope you will consider us for your future healthcare needs.

Sincerely,

Jerry Hills
Senior Vice President
WellStar West Georgia Medical Center President

Awards and Accreditations

- Joint Commission Accreditation
  - West Georgia Medical Center
  - West Georgia Home Care
  - West Georgia Hospice/Hospice LaGrange

- Truven Health Analytics™ – 100 Top Hospitals® Award for 2016 and 2017

- Named to Becker’s Hospital Review “100 Great Community Hospitals” List for 2016

- American College of Surgeons Commission on Cancer Accreditation
  - Oncology program

- Premier Inc., QUEST® Award for High-Value Healthcare (2015)

- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program, Accredited Bariatric Center (2015)

- The Society of Cardiovascular Patient Care, Accredited Chest Pain Center with PCI (2015)

- CareChex, top 10 percent of all U.S. hospitals for Medical Excellence (2016)
  - Overall Hospital Care
  - Overall Medical Care
  - Overall Surgical Care

MISSION STATEMENT
To create and deliver high-quality hospital, physician and other healthcare-related services that improve the health and well-being of the individuals and communities we serve.

VISION
To deliver world-class healthcare.

CREDO
I believe every person and every job is important, and I am accountable for achieving my goals. I believe in compassion and understanding. I believe in innovation and creative thinking. I believe in the WellStar team, and we are making a difference in people’s lives. We believe in life well-lived.
WellStar West Georgia Medical Center, based in LaGrange, Ga., provides healthcare services to residents in west Georgia and east Alabama. WGMC is a 276-bed, full-service hospital.

In addition to the medical center, the health system includes a 150-bed skilled nursing facility (Florence Hand Home), a 112-bed nursing facility (Twin Fountains Home), a cancer treatment center (Enoch Callaway Cancer Clinic), Heart Clinic and a 16-bed hospice facility (Hospice LaGrange).

WGMC also operates outpatient facilities for occupational medicine, laboratory and rehabilitation services; a home hospice program; and a home health care agency (West Georgia Home Care) that serves Harris, Heard, Meriwether and Troup counties.

After Your Stay
Once you leave our care, you may receive a survey asking about your experience. This survey is a tool to measure and report patient satisfaction. It’s made up of simple questions on key topics, such as:

- doctor and nurse communication
- medicine and discharge information
- pain management and staff responsiveness
- overall quality of the hospital

If you’re selected to receive this survey, please take the time to complete it. The results will help us know what we’re doing right and where we can improve.
### PHONE DIRECTORY

**Key Numbers**

**Main:** 706-882-1411  
**Security:** 706-812-2649

Calling from **INSIDE** the hospital?  
Dial the *last five* digits only.

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**Patient rooms** can be reached directly by dialing 706 + 845 + 3 + the room number.  

**To place a local call,** dial 9 + the number.  

**For a long-distance call,** dial 0 and ask the operator for help. Have the area code and phone number ready. The call will be charged as collect.

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<thead>
<tr>
<th>Inside the Hospital</th>
<th>Outside the Hospital</th>
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<td>Dietary 3185</td>
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<td>Home Health 3291</td>
<td>Home Health 706-845-3291</td>
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<td>Hospice 3905</td>
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<td>Hospital Administration 3702</td>
<td>Hospital Administration 706-845-3702</td>
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<td>Patient Accounts 3664</td>
<td>Patient Accounts 706-845-3664</td>
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<tr>
<td>Social Services 2665</td>
<td>Social Services 706-812-2665</td>
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<td>Volunteer Services 3719</td>
<td>Volunteer Services 706-845-3719</td>
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<tr>
<td>Security 2649</td>
<td>Security 706-812-2649</td>
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**QUIET TIME**  
In observance of quiet time, all phones in patient rooms are turned off between 10 p.m. and 7 a.m. for incoming calls.

*For more information on the resources available at WellStar, visit wellstar.org/wgmc.*
Patient Satisfaction Matters to Us

How’s your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay
Please speak with your nursing staff if you have any questions or concerns about your care. If your issue still is not resolved, please contact hospital administration or the director of nursing at 706-845-3702 or 706-845-3101 during business hours. After business hours, please dial 0 for the operator and ask for the clinical coordinator or the administrator on call.

Medicare and Medicaid
To file a complaint with Medicare: go to medicare.gov and click the Claims & Appeals tab for more information.
To file a complaint with Medicaid: contact the Georgia Department of Community Health’s Customer Service department at 404-657-5726 or 5728.

Georgia Department of Public Health
2 Peachtree St., NW
15th Floor
Atlanta, GA 30303
404-657-2700

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
Email: patientsafetyreport@jointcommission.org
jointcommission.org

Want to Know How We Score?
You can review and compare the quality, care and safety ratings for different hospitals at:
- Medicare Hospital Compare uses HCAHPS results and other data: medicare.gov/hospitalcompare

You also can find information on hospitals at:
- Healthcare Facilities Accreditation Program (HFAP): hfap.org
- DNV GL Healthcare: dnvglhealthcare.com
- The Joint Commission: qualitycheck.org

J. Robert Coggins, M.D.
Medical Staff President
During your stay, you have access to a special service called the Patient- and Family-Activated Rapid Response Team. The Rapid Response Team is a team of critical care nurses and respiratory therapists available to assist with any changes in a patient’s health status. If you feel an obvious medical change in the patient’s condition has occurred and an additional assessment is necessary, ANYONE may contact the Rapid Response Team. The Rapid Response Team is activated through the hospital operator by dialing 0 from the patient’s bedside phone. You may call from your cell phone or a public phone by dialing 706-845-3798.

**RAPID RESPONSE TEAM**
*Special Support to Prevent Emergencies*

**WHEN to Call Rapid Response**

*Call for help if you notice:*
- changes in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- changes in urine output (much more or less urine)
- change in mental status or level of consciousness
- any time you are worried something might be wrong
- any change in the patient’s condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

**HOW to Call Rapid Response**

**Step 1:**
Dial 0 on bedside phone.

**Step 2:**
Tell the operator your name, room number, patient’s name and your concern.

**Step 3:**
The Rapid Response Team will be sent to your room.
An A-Z Guide to the Most Frequently Asked Questions

After Hours Access
Access to the hospital after 8 p.m. is available through the Emergency Department entrance located on the west side of the hospital.

ATM
For your convenience, an ATM is available in the hospital lobby.

Cafeteria
Location: First floor connector
Hours:
Breakfast: 6:30 to 9:10 a.m.
Lunch: 11:15 a.m. to 2 p.m.
weekdays, noon to 1:30 p.m.
weekends and holidays
Dinner: 5 to 6:45 p.m.
Visitors are welcome to dine in the cafeteria or vending area. Please note that breakfast is not served on weekends and holidays.

The Retreat Coffee Shop
Location: Next to Expressions of the Heart Gift Shop in the hospital lobby.

Hours:
Monday through Friday: 8 a.m. to 5 p.m.
The Retreat offers a variety of coffees, teas and beverages and an assortment of breakfast items, sandwiches, fruit and snacks.

Calling Your Nurse
A nurse call system is located on each bed. Press the button if you need assistance and a staff member will respond as quickly as possible.

Chapel and Clergy
Visitors of all faiths are welcome to visit our on-site chapel for prayer or meditation. The chapel is located on the first floor near the Emergency Department.
Volunteer chaplains are available to provide pastoral care, counseling or a listening ear.

If you would like a visit from a chaplain, please ask your nurse to call the volunteer chaplain on call.

Gift Shop
Location: In the lobby
Hours:
Monday through Friday: 9 a.m. to midnight
Thursday: 9 a.m. to 5 p.m.
Saturday: 1 to 5 p.m.
Sunday: 1 to 5 p.m.
The gift shop is operated by the Auxiliary. All proceeds benefit projects of the West Georgia Health Foundation. In addition to balloons, flowers and other gift items, the shop also sells snacks and soft drinks.

VISITING THE HOSPITAL?
Thanks for taking the time to support your loved one’s care and recovery. See page 9 for important visitor information.
Guest Trays
Visitors may order a guest tray by asking your diet host or the nurse on duty. These meals must be ordered and paid for in advance of the regularly scheduled delivery time. Meals can be paid for at the cashier’s office. Please give the receipt for the guest tray to the patient’s nurse so a delivery can be scheduled. The cost for breakfast is $3.50. Lunch and dinner cost $5 each.

Mail and Flowers
Mail, flowers and gifts will be delivered to your room. Flowers and gifts are delivered to you as they are received. Mail is delivered to your room once a day Monday through Friday. After your discharge, we will forward any mail we receive to the address provided during registration.

Medications
All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. When you are admitted to the hospital, you should bring all your medications with you. It will help your physician and pharmacist in continuing current therapy and directing your future therapy. The pharmacy will store your personal medications during your stay, and your nurse will return them to you when you are going home.

Newspapers
Newspapers are available in the hospital lobby near the entrance.

Patient Bed
Your nurse will explain the use of the electronically operated controls. The controls raise or lower your head, feet or the entire bed. The side rails on your bed are placed there for your protection. Please use your call light to ask for assistance at any time to get in or out of your bed. Remember that dizziness or impaired balance affects many patients. Please be cautious; your safety is your responsibility.

Patient Meals
Your diet is an important part of your care in the hospital. The diet prescribed by your doctor may limit some selections available to you, but we will make every effort to provide you with meals you enjoy. Your meals are planned, prepared and served under the supervision of professional dietitians and take your special dietary considerations into account.

A diet host will visit you each day to review your daily menus. If you are out of the room or sleeping when the diet host comes to visit you, he or she may call you on the phone to find out what you would like to eat. If you need to speak with a diet host, call ext. 3187.

Personal Items and Valuables
Please do not bring personal items to the hospital, such as wallets, purses, jewelry or other items of value. We do encourage you to bring items from home that will make your stay with us more comfortable, including reading materials, sleeping attire and eyeglasses.

If you do bring valuables, Security can place them in a lock box during your stay. Please notify your nurse to request this service.

To report a lost item, dial ext. 5911 from the phone in your room or dial 706-812-2649 from a cell phone to reach Security.

We make every effort to find lost items, but are not responsible for lost or stolen property, or damage of items such as eyeglasses, contact lenses or dentures. Please bring protective containers for these items during your stay.

Roll-Away Beds
Roll-away beds are available for relatives of patients in private rooms. If a roll-away bed is needed, please ask your nurse for one.

Security
Your safety and security is a priority at WellStar West Georgia Medical Center. Our Security Team is staffed 24 hours a day by professional officers, who can be reached at ext. 5911 from the phone in your room, or dial 706-812-2649.
from a cell phone.
In addition, the Security Team is available to escort you to or from your vehicle. There also are Security call boxes in every parking lot.

**Television**
A TV is provided free of charge during your stay. Please be considerate of other patients by keeping the volume low and turning off the TV at bedtime.

**Tobacco-Free**
All WellStar locations are tobacco-free environments. Tobacco use is not permitted anywhere on WellStar property. Patients are not allowed to leave the facility to smoke or use other tobacco products. If you are a smoker or tobacco user and need cessation assistance during your stay, we can contact your physician to get nicotine replacement therapies which can help you with withdrawal symptoms.

**Translation Services**
If you need a translator, please let us know. The hospital has access to interpreters for a number of foreign languages.

**Vending Machines**
Our snack bar offers a variety of vending machines and is located on the first floor connector of the hospital. Microwaves and tables are available for your convenience.

**Wireless Access**
Guests of WGMC are welcome to connect to our free public Wi-Fi. On your mobile device, simply find “WGHealthVisitor” in your list of wireless networks and connect. No password is needed.

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**Visitor Information and Visiting Hours**
For the health and well-being of patients, it is important to observe the following visitation guidelines.

Visitors are welcome 24 hours a day, except in the Intensive Care Unit (ICU-second floor), Labor and Delivery Unit and Nursery (L&D-third floor). In these designated, special care units, visitors are asked to check with the volunteer stationed in these waiting areas or use the phone in the waiting room to check in with the charge nurse about designated visiting hours.

The Emergency Department allows one visitor per patient in the treatment areas. Children younger than 18 may have two visitors with them. Visitation with critically ill patients will be determined by the physician or charge nurse.

No visitation is allowed in the operating room or recovery room without special permission from the physician and/or clinical supervisor.

People may get infections in hospitals and other healthcare settings while being treated for another condition because medical procedures can expose patients to certain germs. At WGMC, we ask you to partner with us to prevent infections. Wash your hands with soap and water or use hand sanitizer. Ask your caregivers and visitors to do the same. Vaccinate against the flu each year, unless otherwise directed by your doctor or healthcare provider. Ask friends and family members who are sick not to visit the hospital. Do not touch medical equipment unless absolutely necessary. Work with healthcare providers to make sure catheters and other medical devices are clean and removed as soon as they are no longer needed.
## TV Channel Listings

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<thead>
<tr>
<th>Channel</th>
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<th>Channel</th>
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<tbody>
<tr>
<td>3 CBS - WGCL</td>
<td>24 MSNBC</td>
<td>45 Travel Channel</td>
</tr>
<tr>
<td>4 NBC - WXIA</td>
<td>25 TNT</td>
<td>46 TRU TV</td>
</tr>
<tr>
<td>5 CW - WUPA</td>
<td>26 TBS</td>
<td>47 Comedy Central</td>
</tr>
<tr>
<td>6 ABC - WSB</td>
<td>27 FX</td>
<td>48 E!</td>
</tr>
<tr>
<td>7 FOX - WAGA</td>
<td>28 USA</td>
<td>49 Disney Channel</td>
</tr>
<tr>
<td>8 PBS - WJSP</td>
<td>29 A&amp;E</td>
<td>50 Nickelodeon</td>
</tr>
<tr>
<td>9 My TV - WATL</td>
<td>30 AMC</td>
<td>51 Cartoon Network</td>
</tr>
<tr>
<td>10 WGN America</td>
<td>31 Bravo</td>
<td>52 Animal Planet</td>
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<tr>
<td>11 Weather Channel</td>
<td>32 Oxygen</td>
<td>53 Discovery Channel</td>
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<tr>
<td>12 ESPN</td>
<td>33 TLC</td>
<td>54 MTV</td>
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<tr>
<td>13 ESPN2</td>
<td>34 Spike</td>
<td>55 VH1</td>
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<tr>
<td>14 FS South</td>
<td>35 SyFy</td>
<td>56 CMT</td>
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<tr>
<td>15 SportSouth</td>
<td>36 Food Network</td>
<td>57 BET</td>
</tr>
<tr>
<td>16 FOX Sports 1</td>
<td>37 History</td>
<td>58 OWN</td>
</tr>
<tr>
<td>17 Golf Channel</td>
<td>38 Lifetime</td>
<td>59 National Geographic</td>
</tr>
<tr>
<td>18 MLB Network</td>
<td>39 Hallmark Channel</td>
<td>60 WJCN/LaGrange</td>
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<tr>
<td>19 NBC Sports Network</td>
<td>40 HGTV</td>
<td>61 Telemundo</td>
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<tr>
<td>20 Fox News Channel</td>
<td>41 GSN</td>
<td>62 Galavision</td>
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<tr>
<td>21 CNN</td>
<td>42 Turner Classic Movies</td>
<td>66 Patient Channel</td>
</tr>
<tr>
<td>22 HLN</td>
<td>43 TV Land</td>
<td>67 Newborn Channel</td>
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<tr>
<td>23 CNBC</td>
<td>44 Freeform</td>
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### Quick Quiz

By the age of 65, how many years of the average American’s life is spent in front of the TV?

- [ ] 2 years
- [ ] 5 years
- [ ] 9 years
- [ ] 12 years

*Answer: With four hours of viewing each day or 28 hours a week by age 65, TV-viewing time can equal roughly nine years!"
Source: The content within the “Take Charge of Your Care” section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.
CHECK IDS

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

- **Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you.** If you do not see an ID badge, contact your nurse immediately.

- **Speak up if hospital staff does not check your ID.** Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps your medical team provide the correct care and ensures your safety.

Double-check

Our staff always will double-check your name and birth date to avoid errors.

SAFELY USING OPIOID MEDICATIONS FOR PAIN

**Caution:** Never chew, cut, crush or dissolve opioid tablets, or open opioid capsules, unless specifically instructed to do so. Opioid patches must never be cut or folded, and they need to stick to the skin completely. Always remove the old patch before putting on a new one, unless instructed otherwise. If you are prescribed an opioid liquid, ask the pharmacist for a device to accurately measure each dose.

**Side Effects:** Some patients taking opioids may experience side effects, such as constipation, nausea, sedation, itching, dry skin, confusion, muscle twitching or shaking, sweating, dry mouth, weakness, fatigue or headaches.

**Warning:** Opioids can cause harm, even death, if they are not used correctly, or if they are taken by adults, children or pets for whom they are not prescribed. Do not drink alcoholic beverages while taking opioids. Opioids can cause respiratory distress or breathing problems, especially with the elderly, those with asthma or those with sleep apnea.

When opioids are being prescribed, be sure to tell your healthcare provider if you have any trouble breathing.
5 WAYS TO FIGHT INFECTIONS

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. **Clean your hands:**
   - after touching hospital objects or surfaces
   - before eating
   - after using the restroom

2. **Ask hospital staff members to clean their hands.** This should be standard practice, but don’t be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands, too!

3. **Cover if you are sick.** If you get a respiratory infection, limit the spread of germs by sneezing and coughing into tissues that you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.

**CLEANING TIP:**

Use alcohol-based hand sanitizer or soap and water under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing Happy Birthday).

**Tell friends and family not to visit if they are sick. And make sure your guests clean their hands when they enter your room.**

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**At WellStar, we believe your health literally is in all of our hands. Clean hands are essential to getting—and keeping—you healthy. Please clean your hands with hand sanitizer, soap and water or hand wipes before touching your medical tubes or any wound, such as a surgery site. Please remind all those around you, including your doctors, nurses and visitors. Hand sanitizer dispensers are in each room and throughout the hospital.**
DON’T IGNORE PAIN

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

**Ask yourself, then share with your nurse:**
- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don’t try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

**Alternatives to control your pain**

Talk with your doctor or nurse about using these alternative treatments in addition to your pain medication:

- Breathing and relaxation exercises
- Repositioning
- Therapeutic massage
- Physical therapy
- Warm/cool packs
- Spiritual counseling
- Music therapy

**How bad is it on this pain scale?**

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<tr>
<th>Wong-Baker FACES® Pain Rating Scale</th>
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<tr>
<td>![Face] 0</td>
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<td>![Face] 2</td>
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<tr>
<td>![Face] 4</td>
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<tr>
<td>![Face] 6</td>
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<tr>
<td>![Face] 8</td>
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<td>![Crying Face] 10</td>
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</table>

PREVENT FALLS

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- For your safety, please stay in bed after you have been assisted for the night.
- Ask for help going to the bathroom or walking around. (Use hospital handrails when they’re available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It’s better to be extra careful than risk another medical problem.

PREPARE FOR SURGERY

Before your procedure, make sure you and your surgical staff confirm:

- your name
- the type of surgery you are having
- the body part to be operated on—In fact, hospital staff will mark the correct spot on your body. Make sure you or your support person check that it’s correct.

Take simple steps like these to help prevent medical mistakes.

Ask your surgeon to take a “time out” to check: you’re the right person, getting the right surgery, on the right body part.
MANAGE YOUR MEDS

Whether you take one medicine or five, it’s important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

PREVENT MEDICINE ERRORS

Be sure your doctors and nurses know:

- That your name matches the name and date of birth on the medicine (use your ID bracelet to double-check).
- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.

Remember, take charge of your medicines. Think you’re due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don’t be afraid to ask.
You Have the Right to the Best Care

You, as the patient, have the right to...

Access to Care
- Impartial access to treatment or accommodations that are available or medically indicated regardless of color, age, disability, race, creed, sex, national origin, sexual orientation, and gender identity or expression.
- Respect the presence of one’s own gender during certain parts of a physical examination, treatment or procedure done by someone of the opposite sex. (Homecare: Patient care is delivered in the privacy of the client’s environment. Patient privacy and confidentiality are taken into consideration when care is rendered. When requested by the patient, efforts will be made to arrange for staff of same gender.)
- Expect that conversations/interviews related to your care will occur in an area designed to provide privacy and include only those with a specific “need to know.” If information is considered to be of a sensitive or personal nature, the patient will be taken to a private area prior to discussing/obtaining such information.
- Expect that protected health information which is displayed/posted in publicly accessible areas will be limited to the minimum amount necessary for the permitted purpose (i.e., limit information posted outside treatment room to name only; limit information on sign-in logs to time, patient name and physician name).
- Have your medical records accessed and discussed only by those directly involved in your care, in the monitoring of the quality of care or those so designated by the patient.
- Request the right of access to review, inspect and obtain a copy of your protected health information and have this information explained, except when restricted by state or federal law.

Respect and Dignity
- Considerate, respectful care at all times and under all circumstances, including reasonable attempts to respect spiritual, religious or cultural beliefs and practices and to make efforts to accommodate whenever possible.
- Expect that your personal health information will be protected according to legal and ethical standards related to privacy, security and confidentiality.
- Be interviewed, examined and treated in surroundings designed to provide a reasonable expectation of privacy.
- Expect that your personal privacy will be respected by: closing doors, curtains and providing adequate coverings/draping to limit patient exposure, knocking or announcing oneself prior to entering patient treatment room/curtained area.

Privacy and Confidentiality
- Expect that your personal health information will be protected according to legal and ethical standards related to privacy, security and confidentiality.
- Be interviewed, examined and treated in surroundings designed to provide a reasonable expectation of privacy.
- Expect that your personal privacy will be respected by: closing doors, curtains and providing adequate coverings/draping to limit patient exposure, knocking or announcing oneself prior to entering patient treatment room/curtained area.
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- Request the right of access to review, inspect and obtain a copy of your protected health information and have this information explained, except when restricted by state or federal law.

Participate in Treatment Decisions
- Be informed and participate in decisions concerning your care.
- Be given a clear and understandable explanation of procedures, including the reason why a procedure is needed, the risks and benefits, probability of success and possible alternatives.
- Complete an advance directive to indicate your treatment preferences should you...
become unable to make your own decisions in the future.

- Refuse treatment to the extent permitted by law.
- Be informed of any research activities that affect your care and to choose voluntarily to participate. Refusal to participate will not compromise care.

**Personal Safety**
- Expect safety related to hospital and office practices and environment.

**Access Community Protective Services**
- Request and be assisted in the contact of advocacy or protective service agencies if you are being neglected or abused in your home and/or need outside support.

**Information**
- Be informed about your illness, possible treatments and likely outcome.
- Know the names and roles of caregivers.
- Know the relationship the hospital and/or physician has with outside parties (such as healthcare providers or insurers) that may influence your treatment and care.
- Be informed of actual outcomes, including unanticipated outcomes.

**Pain Management**
- Expect appropriate assessment and management of pain.

**Ethical Standards**
- Expect that high ethical standards be followed in providing your care. Whenever conflicts arise, a mechanism has been established to assist you, your family and caregivers to help resolve any ethical issues surrounding care.

**Transfer and Continuity of Care**
- Expect that the physician and/or the hospital will provide necessary health services to the best of their ability. If a transfer is recommended, you will be informed of the benefits and the alternatives. You will not be transferred without your consent and until the other institution and/or physician agrees to accept you.

**Understand Charges**
- Be billed fairly for those services provided.
- Request an itemized bill for services rendered.
- Ask questions and receive assistance in understanding charges and payment methods.
- Receive timely notice prior to termination of eligibility for reimbursement by any third-party payer for the cost of care.

**Understand Rules and Regulations**
- Know about WellStar Health System rules that affect your treatment.

**You, as the patient, have the responsibility to...**
- Provide caregivers with accurate and complete information about your health and convey understanding of what is expected in regard to your treatment.
- Inform care providers of any safety issues that need attention.
- Comply with instructions for your treatment plan. If you believe that you cannot follow through with treatment, you are responsible for telling your physician.
- Comply with your hospital or office rules and regulations.
- Meet your financial obligations as promptly as possible.
- Be considerate of the rights of other patients and personnel in the control of noise, number of visitors and the respect of property.

WellStar Health System is pleased you selected us as your healthcare provider. We strive to ensure your healthcare experience exceeds your expectations. Our goal is to provide you with world-class healthcare.
You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can access your health information.

Who must follow this law?
- most doctors, nurses, pharmacies, hospitals, nursing homes and other healthcare providers and their vendors
- health insurance companies, HMOs and most employer group health plans
- certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?
- information put in your medical records
- conversations your doctor has with nurses and others regarding your care
- information about you in your health insurer’s computer system
- billing information
- most other health information about you held by those who must follow this law

What rights do you have over your health information?
Providers and health insurers must comply with your right to:
- ask to see and get a copy of your health records
- have corrections added to your health information
- receive a notice that tells you how your health information may be used and shared
- decide if you want to give your permission to share your information

What are the rules and limits on who can see and receive your health information?
To make sure that your health information is protected in a way that doesn’t interfere with your healthcare, your information can be used and shared:
- for your treatment and care coordination
- to pay doctors and hospitals for your healthcare
- with your family, friends or others you identify who are involved with your healthcare unless you object
- to make sure doctors give good care and nursing homes are clean and safe
- to protect the public’s health, such as by reporting when the flu is in your area
- to make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:
- give your health information to your employer
- use or share your health information for marketing or advertising purposes
- share private notes about mental health counseling

If you believe your health information has been shared inappropriately, please contact WellStar’s Privacy/Security Helpline at 470-644-0444.

Right to Complain
If you believe your rights are being denied, you can file a complaint with your provider, health insurer or the U.S. government at [https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf).

Source: U.S. Department of Health & Human Services Office for Civil Rights
One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

**Living Will**

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

**Durable Power of Attorney**

For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you’re unable to do so. An official healthcare proxy can represent your wishes on emergency care, but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone or the same person to help manage your finances if you cannot.

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**Fill Out Your Forms**

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to obtain the forms you need, please speak with your nurse or social worker.
We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care both here—and after discharge from the hospital.

What to Know Before You Leave
Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.

- **What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.

- **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down, as well as the name and contact number to call.

Caregivers Need Care, Too
If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

**RESOURCES**
- National Alliance for Caregiving caregiving.org
- Caregiver Action Network caregiveraction.org
- Family Caregiver Alliance caregiver.org
Before You Leave the Hospital

A successful recovery after your stay starts with a solid plan before you go.

CHECKLIST FOR DISCHARGE

Make sure you have the following information before you leave the hospital.

- **Discharge summary.** This includes why you were in the hospital, who cared for you, your procedures and medicines.

- **Medicine list.** This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

- **Prescriptions.** Check that your pharmacy has your new prescriptions and that you have a plan to get them filled.

- **Local resources.** Ask your care coordinator for help finding local after-care services or other support groups.

- **After-hospital services.** Know how much support you’ll need in these areas:
  - **Personal care:** bathing, eating, dressing, toileting
  - **Home care:** cooking, cleaning, laundry, shopping
  - **Healthcare:** taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment

- **Follow-up care instructions.** Beyond medicine, this can include:
  - foods or activities to avoid
  - tests or appointments
  - how to care for incisions or use equipment
  - warning signs to watch for
  - daily living adjustments (like how to get into bed)
  - who to call with questions

Try the teach-back method. Repeat back what you hear the care coordinator say to make sure you understand the details correctly.
TOP 10 QUESTIONS TO ASK BEFORE DISCHARGE

1. What number can I call 24 hours a day if I have questions or concerns? Who is my contact?

2. Has my follow-up appointment been scheduled? With whom? Do I have a ride there?

3. What are key warning signs I need to watch out for? Whom do I call if they happen?

4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?

7. Are my new medicines safe to take with my other medicines, vitamins or supplements?

8. Do I know how and when to take my medicines and how I will get prescriptions filled?

9. Who will provide the extra personal, home or healthcare services I may need?

10. Who can help me if I have concerns about medical costs?

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you’ll need time to find and weigh your options. For help comparing services in your local area, go to:

- medicare.gov/nursinghomecompare
- medicare.gov/homehealthcompare
- qualitycheck.org

Not Ready to Leave?

You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital. Speak with your care coordinator or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

PLAN EARLY

Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your nurse or care coordinator and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don’t feel well

Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit medicare.gov and select “Find suppliers of medical equipment and supplies” or call 1-800-MEDICARE (800-633-4227).
Yvette Pritchett’s breast cancer diagnosis helped her realize how many true friends she had. She also learned new friends can be made in the midst of adversity in the most unlikely of places: a hospital.

“Friends came out of the woodwork and showered me with unexpected blessings,” Yvette said. “Not only did I feel the love of all my beautiful friends and family, but I also experienced so much love and friendship from the doctors, nurses and everyone else involved in my cancer care.”

Yvette, 48, a branch manager for Charter Bank, learned she had breast cancer after a routine mammogram in January 2015 at the Women’s Health Center at WellStar West Georgia Medical Center. After a radiologist detected a potential abnormality, she followed up with a diagnostic mammogram, ultrasound and biopsy.

Her fears of a cancer diagnosis were confirmed when she met with Ashley Stewart, M.D., WellStar Medical Group, General Surgery.

“I sat in her office, and she was so warm and caring, but she said she had to be straightforward with me,” Yvette said. “She said, ‘I know this might be the worst day of your life,’ but looking back, I’d had worse days. I wonder if maybe those days were God’s building blocks to prepare me.”

Dr. Stewart told Yvette she had infiltrating ductile carcinoma in her right breast. Yvette tested positive for human epidermal growth factor receptor (HER2), a protein which promotes the growth of cancer cells.
“HER2-positive breast cancer tends to be aggressive,” Yvette said. “Dr. Stewart was very reassuring and suggested that we attack it hard because of the rapidly producing cells.”

Yvette’s options, Dr. Stewart told her, were a lumpectomy, single mastectomy or bilateral mastectomy. Before making her decision, Yvette met with Mel Stewart, M.D., a reconstructive surgeon with Advanced Aesthetics, and Wassim Mchayleh, M.D., medical director and oncologist at WGMC.

“I really wanted to make an informed decision, and ultimately I chose to have a bilateral mastectomy with reconstruction,” she said.

Dr. Ashley Stewart performed Yvette’s mastectomy, followed by reconstructive surgery with Dr. Mel Stewart.

“I knew by the time of my surgery how wonderful my friends and family and doctors were, and when I was recovering from surgery, I was able to feel the love from everyone else at the hospital,” Yvette said. “It wasn’t just the doctors and nurses. I felt care and concern from the people who delivered my meals and cleaned my room. They didn’t know me, but they showed me such love, courtesy and respect.”

She recalled a Facebook post Dr. Ashley Stewart wrote her: “Your attitude and outlook are so beautiful, what could possibly beat you? Let me be the first to tell you: A positive outlook and unshakeable faith are everything.”

After surgery and reconstruction, Yvette began six chemotherapy treatments at WGMC, along with 52 treatments of Herceptin®, an antibody that combats the HER2 protein.

“I’m friends with all the nurses now,” Yvette said, “and I miss getting to see them. My mom reminds me that even though my chemo is over, I can still stop by Ambulatory Infusion to visit.”

She also said she appreciated how thorough and caring Dr. Mchayleh was in explaining her course of treatment.

“What touched me is that when my mother was there with me, Dr. Mchayleh talked as much to her about my care as he did me,” Yvette said. “He was concerned about her feelings and genuinely wanted her to feel comfortable and make sure she was just as informed as I was. And when my daughter came with me, he did the same for her.”

Yvette said some of her friends asked, “Wouldn’t it be better if you went to Atlanta to be treated?”

“I tell them I’ve been over-the-top happy with the care I received, and it was only a 10-minute drive from my house,” she said. “From the first mammogram, I could feel the staff’s genuine concern and how they chose each word so meticulously because they cared and respected me. And now, I’m actually missing going to chemo because I developed such strong friendships there.”

Yvette said the cancer care team and others at WGMC “treated me way better than just a patient. I feel pretty sure everyone I’ve dealt with on a regular basis there has given me a little piece of their heart.”
After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you.

**Home Healthcare**—care provided by professionals in your home to help maintain or restore health. Includes: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing.

**Independent Living**—communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing usually are not standard.

**Assisted Living**—individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

**Nursing Home**—long-term care facility with individual rooms for those who don’t need a hospital, but can’t be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer’s disease or memory loss.

**Hospice**—care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:
- Eldercare Locator  
  eldercare.gov
- National Respite Network and Resource Center  
  archrespite.org

Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to obtain help with costs.
Your bill reflects all the services you received during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television, and charges for special services, which include items your physician orders for you, such as X-rays, laboratory tests and surgical services. Payment of an estimated out-of-pocket account balance is due at the time WellStar services are rendered. If you’re an outpatient/observation patient, please carefully review your Medicare benefits and take note that they differ from inpatient benefits.

If you have questions or want to make payment arrangements, please call 706-845-3664 and a patient access representative will help you.

If You Have Health Insurance
We will need a copy of your insurance identification card. We also may need the insurance forms, which are supplied by your employer or the insurance company.

If You Are a Member of an HMO or PPO
Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures.

You are fully responsible for ensuring that the requirements of your insurance plan have been met. Otherwise, you may assume financial responsibility for the payment of all or an increased portion of charges related to the hospital services rendered. Some physician specialists may not participate in your healthcare plan and their services may not be covered. Deductibles and co-payments also are the responsibility of the patient.

If You Are Covered by Medicare
We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. You should be aware that the Medicare program specifically excludes payment for certain items and services such as cosmetic surgery, some oral surgery procedures, personal comfort items, some self-administered drugs, hearing evaluations and others. Deductibles and co-payments also are the responsibility of the patient.

If You Are Covered by Medicaid
We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room, unless medically necessary.
If You Do Not Have Insurance Coverage
If you are unable to present any evidence of healthcare insurance coverage, you then will assume full financial responsibility for payment of all the charges incurred during your stay. A representative from the Patient Access Services Department will help you establish appropriate financial arrangements. In some cases, based on the information provided, patients may apply for other types of financial assistance programs.

Professional Services
If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services ordered by your admitting physician, rendered by these physicians in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills.

These physicians may not be participating providers in your insurance plan. It is your responsibility to seek information regarding which physicians may or may not be participating. If you have questions about these bills, please call the number printed on the statement you receive.
**PREVENT HOSPITAL INFECTIONS**

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**Take Steps to Reduce Your Risk During Your Stay**

According to the U.S. Department of Health and Human Services, one in 25 patients develops a healthcare-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

<table>
<thead>
<tr>
<th>Type</th>
<th>How It Starts</th>
<th>Symptoms</th>
<th>Prevention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catheter-Associated Urinary Tract Infections (UTI)</td>
<td>Germs enter your urinary tract while using a tube to drain urine</td>
<td>• fever</td>
<td>• clean hands before touching area</td>
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<tr>
<td></td>
<td></td>
<td>• burning</td>
<td>• keep urine bag below level of bladder to prevent backflow</td>
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<tr>
<td></td>
<td></td>
<td>• pain</td>
<td>• don’t tug, pull, twist or bend the tube</td>
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<tr>
<td></td>
<td></td>
<td>• bloody or frequent urination</td>
<td>• secure catheter to your leg</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• redness</td>
<td>• ask every day if the catheter is still needed</td>
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<tr>
<td></td>
<td></td>
<td>• pain</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• drainage of cloudy fluid</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• fever</td>
<td></td>
</tr>
<tr>
<td>Surgical Site Infections</td>
<td>Germs affect the site of your surgery—either on your skin or internally</td>
<td>• redness</td>
<td>• do not shave surgery site (irritation increases risk of infection)</td>
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<tr>
<td></td>
<td></td>
<td>• pain</td>
<td>• clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• drainage of cloudy fluid</td>
<td>• don’t let visitors touch or dress your wound</td>
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<td></td>
<td></td>
<td>• fever</td>
<td>• ask your nurse to show you how to care for your wound</td>
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<tr>
<td></td>
<td></td>
<td>• red skin and soreness at site</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• fever</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• chills</td>
<td></td>
</tr>
<tr>
<td>Central Line-Associated Bloodstream Infections</td>
<td>Germs enter your bloodstream through a large tube that’s inserted in a vein near your neck, chest or groin (IV)</td>
<td>• red skin and soreness at site</td>
<td>• clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• fever</td>
<td>• speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• chills</td>
<td>• avoid touching IV or letting visitors touch it</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• shortness of breath</td>
<td>• ask that IV be removed as soon as possible</td>
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<tr>
<td></td>
<td></td>
<td>• cough</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• mucus</td>
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<tr>
<td></td>
<td></td>
<td>• fever</td>
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<td></td>
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<td>• chills</td>
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<tr>
<td></td>
<td></td>
<td>• shortness of breath</td>
<td></td>
</tr>
<tr>
<td>Ventilator-Associated Events</td>
<td>Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe</td>
<td>• cough</td>
<td>• clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• mucus</td>
<td>• ask if it’s safe to raise the head of your bed</td>
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<tr>
<td></td>
<td></td>
<td>• fever</td>
<td>• your care team will clean the inside of your mouth daily ... let staff know if this hasn’t been done</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• chills</td>
<td>• ask that IV be removed as soon as possible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• shortness of breath</td>
<td></td>
</tr>
</tbody>
</table>

**Superbugs**

A “superbug” is a bacterial, viral or fungal pathogen resistant to usual treatments. When superbugs cause infections, there is potential for the infection to last longer and result in serious complications. A few well known “superbugs” include MRSA, ESBL, VRE and CRE. Superbugs may spread from person to person through touching hands or contaminated objects. The best way to prevent the spread of germs is by performing good hand hygiene. Remember, clean your hands thoroughly and often. During your stay, politely remind visitors and healthcare personnel to clean their hands with the readily available alcohol hand sanitizer or soap and water.
WellStar is a non-smoking facility

SPOTLIGHT ON HEALTH: Stop Smoking
Reduce Your Chances of Returning to the Hospital

No matter how long you’ve been a smoker, it’s never too late to quit this unhealthy habit. The benefits start right away and last a lifetime:

- **20 MINUTES** after quitting, you will see positive effects in lower heart rate and blood pressure.
- **2 WEEKS TO 3 MONTHS** after quitting, your circulation improves and your lungs work better.
- **1 YEAR** after quitting, your risk of heart disease is half that of a smoker’s.
- **5 YEARS** after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- **10 YEARS** after quitting, your risk of lung cancer is half that of a smoker’s.
- **15 YEARS** after quitting, your risk of heart disease is the same as a nonsmoker’s.

**Ready, Set, Quit!**
Now that you’ve decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day.

Be prepared to have nicotine cravings. They usually pass soon, so wait it out. The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, take a walk, call a friend or do something else you enjoy.

**3 Tips to Help You Quit**

1. **Fight the Urge**
   Don’t let yourself think that you can have just one cigarette, but if you do slip, start again and make tomorrow your new first day to quit.

2. **Get Moving**
   Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

3. **Keep Your Mouth Busy**
   Try toothpicks, celery, sugarless gum or sugar-free lollipops.

**Here’s How You Can S.T.A.R.T.**

- **S**ET a quit date.
- **T**ELL your family, friends and co-workers that you plan to quit, and ask for their support.
- **A**NTICIPATE the challenges you’ll face.
- **R**EMOVED cigarettes and other tobacco products from your house, car and workplace.
- **T**ALK to your doctor about getting help to quit—including medicines or products that can help, and other tools and resources like those found at the sites below:
  - American Cancer Society: cancer.org
  - National Cancer Institute: smokefree.gov

Quitting smoking even 12 hours before surgery will help with healing. Smoking after surgery stresses your heart, raises your blood pressure, and reduces the oxygen your blood and tissues need in order to recover.
North American DAISY Foundation

DID YOU HAVE A GREAT CAREGIVER?

Recognize Him or Her with a Daisy Award

The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. If you would like to nominate a nurse, please return this nomination form to the Nurse’s Desk.

Nomination Form

I would like to nominate ____________________________________________
from the ____________________________ unit/department
as a deserving recipient of The DAISY Award. Please describe a specific situation or story that clearly demonstrates how this nurse made a meaningful difference in your care.

___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________

Thank you for taking the time to nominate an extraordinary nurse for this award. Please tell us about yourself so we may include you in the celebration of this award if the nurse you nominated is chosen.

Your Name ____________________________________________
Phone __________________________ Email __________________________
Cell __________________________
I am (please check one): ☐ Patient ☐ Family Member ☐ Staff ☐ Visitor
Date of nomination: __________________________
It takes many people with different skills to keep the health system running and provide the best care for our patients. Each member of the WellStar West Georgia Medical Center team is committed to providing you with exceptional care and customer service. If there is anything we can do to make you more comfortable, please let us know.

**Ethics Committee**
Trying to decide about the care and treatment of your loved one can be hard. You may find that you need help in making these decisions. WGMC’s Ethics Committee is a multidisciplinary team comprised of doctors, nurses, chaplains, social workers, administrators and members of the community who are here to help you find answers to some of the questions that may come up about your loved one’s care or treatment, including resuscitation, life support, or other end-of-life care issues. To reach an ethics committee member, dial 0 from the patient’s bedside phone and ask the house supervisor for the ethics committee member on call.

**Hospitalists**
Our hospitalists are board-certified in internal medicine or family medicine and are based in the hospital to provide you with personalized, around-the-clock care. They understand the internal processes of the medical center and work to ensure your comfort and speedy recovery. They keep your primary care physician informed about your day-to-day care and progress, and talk with him or her often to determine the best course of care for you.

**Patient Advocate**
A patient advocate is a trusted family member or friend who acts as your support person while you are receiving care. They can get information and ask questions for you when you cannot. This individual can ask questions that you may not think about when you are stressed, remind you about instructions and help you make general decisions. He or she can find out who to go to if you are not getting the care you need. An advocate can stay with you when you are hospitalized and can help make sure you get the right medicines and treatments. If you want your patient advocate to make decisions on your behalf, you must sign a legal document, such as an advance directive for healthcare form. (See advance directives on page 20.)

**Nurses**
WGMC provides excellent care thanks to our dedicated staff of experienced nurses. Our professional registered nurses (RNs), licensed practical nurses (LPNs), nurse practitioners (NPs) and certified nursing assistants (CNAs) are in constant contact with patients and work diligently to provide the very best care to each patient. If you ever have any questions about your care, please ask your nurse.

**Housekeeping**
To help make your hospital stay as comfortable as possible, daily cleaning of your room is provided. If possible, our staff will clean your room while you are having tests or procedures. If you have a housekeeping need, call 706-616-1922 for the housekeeping supervisor.
**Social Services**
Hospitalizations can affect you and your family emotionally, socially and financially. The Social Services team can assist by explaining Medicare or Medicaid, discussing advance directives, referring you to other community resources, or arranging nursing home or post-hospital care. To contact the Social Services team, call 706-812-2665. All information is confidential.

**Volunteers**
Our dedicated auxiliary volunteers assist staff, patients and families in a variety of ways. Our volunteers staff the information desk and provide assistance and transportation services within the Medical Center, Emergency Department, long-term care facilities and gift shop. In appreciation for all they do, WGMC extends several benefits to our volunteers including free meals and discounts in the gift shop. To learn more about becoming involved with our organization, call Volunteer Services at 706-845-3965.
West Georgia Medical Center Hospitalists are doctors who have been trained in internal medicine and only work in the hospital. They see the patients of primary care physicians who have requested their service.

Hospitalists are physicians who specialize in caring for various types of medical conditions that require hospitalization. Board certified or board eligible in Internal Medicine, the hospitalists provide personalized, round-the-clock care while a patient is in the hospital.

Upon discharge, patients return to their primary care physician to continue on their road to recovery.

This approach, which is a growing trend in the healthcare industry, allows primary care physicians more flexibility and time to devote to the patients they see in their offices, while hospitalists have the opportunity to monitor their patients’ status frequently throughout the day and to spend more face time with both patients and their families.

Meet Our Hospitalists

Dr. Rod Duraski, who has served as our Medical Director since 2012, is a board-certified internal medicine specialist who practiced as a traditional internist caring for patients both in the office setting and hospital in LaGrange for 16 years.

- **Rod Duraski, M.D.**
  Medical Director
  Hospital Medicine

- **Melhim Bou Alwan, M.D.**
  Board Certified Internal Medicine
- **MK Anam, M.D.**
  Board Certified Internal Medicine
- **Shaundre Brown, M.D.**
  Board Eligible Internal Medicine
- **Andre Feria, M.D.**
  Board Certified Internal Medicine
- **Rahul Malireddy, M.D.**
  Board Certified Internal Medicine
- **Jonathan Maxham, D.O.**
  Board Certified Internal Medicine
- **Pamela Medina, D.O.**
  Board Certified Internal Medicine
- **Latrenda Perkins, D.O.**
  Board Certified Internal Medicine
- **Gopi Vora, D.O.**
  Board Certified Internal Medicine
- **Yimei M. Qian, M.D.**
  Board Certified Internal Medicine
- **Kathryn Ray, APRN**
  Board Certified Family Practice
- **Leigh Taylor, APRN**
  Board Certified Family Practice
- **Shannon Shelton, APRN**
  Board Certified Family Practice
WARFARIN (COUMADIN) GUIDELINES

Tips for Using This Medicine Safely

Warfarin (Coumadin) thins your blood and needs to be monitored closely. Take it exactly as your doctor prescribed, tell your doctors that you are taking warfarin and keep a list of your medicines with you at all times.

**Guidelines for Use**
- Take the correct dose of warfarin at the same time each day.
- Get your regular PT/INR blood test to check for your response to warfarin. Your dose will be adjusted to keep your PT/INR in a target range determined by your doctor.
- Call your healthcare provider right away if you have any symptoms of bleeding or bruising including:
  - unusual bruising (bruises that develop without known cause or grow in size)
  - bleeding from cuts that takes a long time to stop
  - menstrual bleeding or vaginal bleeding that is heavier than normal
  - pink or brown urine
  - red or black stools
- coughing up blood
- vomiting blood or material that looks like coffee grounds
- Other medicines, vitamins and supplements can interact with warfarin. Check with your doctors and pharmacist before starting, changing or stopping any medicine or supplement. If you take a multivitamin, take it consistently each day to avoid changes in your vitamin K intake.
- Dietary sources of vitamin K can interfere with your warfarin therapy. However, it is not necessary to avoid foods that are high in vitamin K. Try to keep the same amount of vitamin K in your diet each day.
- Products that contain aspirin, ibuprofen, Naprosyn, or naproxen may increase your risk of bleeding when you are taking warfarin. We recommend that you take acetaminophen if needed for an occasional headache, fever or pain.
- Alcohol intake can influence the effect of warfarin and put you at risk of bleeding or clotting. It is best to limit or avoid drinking alcohol while you take this medicine.
- Avoid drinking large amounts of cranberry or grapefruit juice (more than 8 ounces).
- Follow-up with your primary care provider within one week of your discharge.

**Stroke**

Stroke is the third-leading cause of death in the United States and the leading cause of severe long-term disability. A stroke can happen to anyone at any age.

**Know the Signs of Stroke**
- Sudden numbness or weakness, especially on one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

If you experience any of these symptoms, call 911.
Sign Up Today for MyPortal

Stay connected to West Georgia Medical Center with your personal patient portal.

**MyPortal** is a new, interactive web portal that empowers patients and their families to take a more active role in their care by providing easy, secure access to their health information and online communication with West Georgia Medical Center staff.

Once enrolled in **MyPortal**, you will be able to view your health information including:

- Lab Results
- Imaging Reports
- Patient Health Summary
- Allergies and Medications
- Medications with Instructions
- Scheduled appointments

Our Medical Records team is available to help you with registration.

For assistance, please call 706-845-3958
Weekdays from 7 a.m. to Midnight
Sat./Sun. from 8 a.m. to 4:30 p.m.

To self-enroll, visit our website:
www.wghealth.org/MyPortal