

PATIENT GUIDE

Key Information For Your Stay



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Revised 01/2019

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Welcome & About Us

Thank you for choosing us for your healthcare needs

At Bolivar Medical Center, we consider it a privilege to serve the healthcare needs of our community members, and we want to thank you for choosing us for your care.

During your stay, our priority is delivering the highest quality of care available and ensuring that you have a comfortable and pleasant experience. And we know that critical to our success is making sure you have access to the information and resources you need, when you need it.

That is why we have developed this comprehensive patient guide, which we hope you find helpful and reassuring. It is full of information to help you during and after your stay, so please take a few minutes to look through it.

We realize that hospitalization can often be unsettling, and it is our sincere hope that you feel supported and well-cared-for while you are here. If you have any questions or concerns at any time during your stay, please let us know.

Again, thank you for choosing Bolivar Medical Center for your healthcare needs. It is our pleasure to serve you.

Sincerely,
Your Hospital Care Team

About Us

Our Mission: Making Communities Healthier®

Our Vision: We want to create places where ...

- People choose to come for healthcare,
- Physicians want to practice, and
- Employees want to work.

Our High Five Guiding Principles: Our High Five Guiding Principles guide our actions and decision-making and define what communities can expect from us as a healthcare partner. They are:

1. Delivering high-quality patient care
2. Supporting physicians
3. Creating excellent workplaces for our employees
4. Taking a leadership role in our communities
5. Ensuring fiscal responsibility

Phone Directory

Main Number & Patient Information: 662-846-0061



Calling from **INSIDE** the hospital?
Dial the *last four* digits only. To call
a patient's room directly, dial
662-846-2 and the room number.

OTHER HOSPITAL SERVICES

Admissions/Registration 662-846-5683

Billing/Customer Service 662-846-5694

Eligibility Services 662-846-2589

Emergency Department 662-846-2500

Medical Records 662-846-2578

Outpatient Rehabilitation 662-846-2283

Fax 662-846-5681

Pediatric Rehabilitation 662-846-2586

Scheduling 662-846-2268

Swing Bed Referral 662-721-3504

Fax 662-846-2479

Taxi Cab Services

Cleveland Taxi 662-719-7433

Cab McCain 662-588-2564

Wound Care and
Hyperbaric Medicine 662-545-4443

For more information on the resources available at Bolivar Medical Center, visit www.bolivarmedical.com.

Note: Documentation in the patient record will include the provision of additional information useful for the patient and/or family about suicide risk and prevention. The National Hopeline Network (1-800-784-2433) is included in the patient handbook and is provided to all patients.

Our Commitment to Care

Patient Satisfaction Matters to Us

Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you. You may be contacted via phone or text from 615-846-8410 or by email to be asked to complete a confidential survey. Please take the time to complete the survey. Your feedback will help us know what we're doing well and where we can improve.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact the patient advocate at 846-2551. You also have the right to file your complaint with either:

**Mississippi State Department
of Health
Division of Health Facilities
Licensure and Certification
570 E. Woodrow Wilson Dr.
P.O. Box 1700
Jackson, MS 39216
601-576-7400**

**Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org,
then click "Report a Patient Safety Event"**

Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 32). Our medical ethics committee can help you and those who are here to support you make difficult decisions. For help, contact BMC Social Services at 721-3504.



Rapid Response Team

Special Support to Prevent Emergencies

A highly trained group of individuals called the Rapid Response Team is in place at all times in the hospital. This team can be called at any time by you, or those who may be here with you, to check on any medical condition that is of concern before there is a life-threatening emergency.

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:

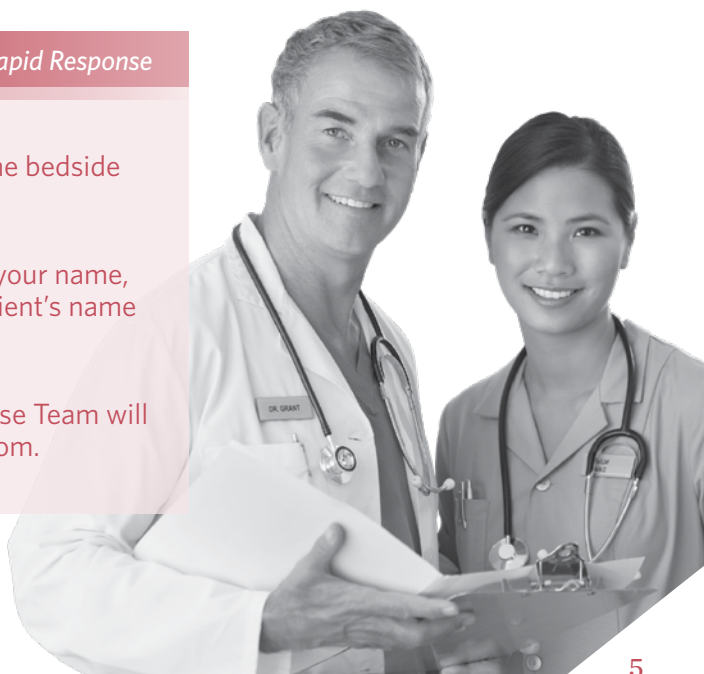
Dial 0 (zero) on the bedside phone.

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.



Fast Facts About Your Stay



VISITING THE HOSPITAL?

Thanks for taking the time to support your loved one's care and recovery. See p. 9 for important visitor information.

An A-Z Guide to the Most Frequently Asked Questions

ATM/Vending Machines

An ATM and vending machines are located on the first floor near the cafeteria. Other vending machines are located in the ER and the Med/Surg and OR waiting rooms. They are available 24 hours a day, seven days a week.

Bedside Shift Report

We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change—about every 12 hours—your nurse will introduce your new nurse to you. The team will talk about your progress, medicine and tests scheduled for the day. Ask questions. The more you're involved, the better and safer your care.

Bedside Technology

During your stay, you may see your doctors and nurses using computers or tablets. These tools help them care for you by providing around-the-clock monitoring, a variety of resources and quick communication with the rest of your healthcare team. If you have any questions, ask your doctor or nurse.

Cafeteria

Location: First floor

Hours:

Breakfast: 6:30 a.m. to 8:30 a.m.

Lunch: 11:00 a.m. to 1:00 p.m.



Visitors are welcome to dine in the cafeteria. The break area is open at all times for guests to have snacks and relax. Please see cafeteria postings near the door for changes in this schedule and current menu. The cafeteria does not serve an evening meal.

Calling Your Nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button located on your pillow speaker or side rail. If you have any questions on how to use the call button, ask a staff member to show you.

Cellphones

To help prevent misinformation and assist with patient-centered care, please do not use your cellphone during practitioner visits to your room.

Chapel and Chaplain Services

We have a Volunteer Chaplains' Association where one chaplain is on call at all times. If you would like a chaplain visit, please ask a nurse to call the on-call chaplain. Chaplains are available for anyone who wants a visit.

A chapel is located on the third floor east for meditation and solitude. It is available 24 hours a day, and there is a prayer request book available if you would like to use it.

Departments by Color

Bolivar Medical Center has standardized department colors to help you identify employees.

- Navy Blue/White: Nursing
- Burgundy: Nursing Assistants
- Gray: Physical/Occupational/Speech Therapy
- Blue/Khaki: Environmental Services
- Teal: Case Management

- Black: Dietary
- Hunter Green: Radiology
- Royal Blue: Respiratory
- Coral: Volunteers
- Red: Pharmacy

Electrical Appliances

Only battery-operated devices are allowed in patient rooms. Do not use electric hair dryers, curling irons, razors, heating pads, portable heaters, VCRs/DVRs, computers or other electric devices.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Gift Shop

Location: First floor lobby

Hours:

Monday through
Friday: 10:00 a.m. to
4:00 p.m.

The Auxiliary runs the gift shop, which is stocked with balloons, gift items, personal items, candy and snacks. Hospital delivery is available by calling 662-846-2225.



Guest Meals

The cafeteria is open to hospital/patient visitors and the general public. Meal pricing is available in the cafeteria. A guest tray also may be purchased from the patient's menu for a \$3 charge, and the tray will be delivered by Dietary.

ID Bracelet

An ID bracelet will be placed on your arm when you are registered at the hospital. It gives our staff important information that will help them care for you. Do not remove the bracelet during your stay.

Internet Service

Bolivar Medical Center has free wireless internet for our patients and visitors. Log on to your laptop computer, connect to BMCNet and you are all set. Inappropriate content will be blocked without notice.

Lost and Found

If an item is lost or missing, please contact our Environmental Services department at 662-846-2535 for the lost and found.

Mail and Flowers

Individual florists deliver flowers to patient rooms. Please note that flowers are prohibited in intensive care units. Mail received after you leave the hospital will be forwarded to your home. You may take outgoing mail to the nursing station or give it to your attending nurse. Postage stamps are available in the gift shop.

Parking

Parking is available in the south parking lot in front of the hospital. Please do not park in the patient pickup/drop-off zones at the main entrance and ER entrance. Call 662-846-0061 if assistance is needed.

Patient Meals

Your doctor has prescribed a diet for you to follow. If you have questions about your diet, please ask your nurse or call our dietitian at 662-846-2511 or the dietary manager at 662-846-2572.

Public Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Smoking

BMC is a tobacco-free campus. Smoking and/or the use of any tobacco products, including e-cigarettes, is not permitted anywhere in the hospital, on hospital grounds and on adjacent properties.

Telephone

Telephones are available in all patient rooms, except in the ICU. To place a local call, dial 9 and the number. For calls within the hospital, dial the four-digit extension. Families and friends can call your room directly by dialing 662-846-2 and your room number.



TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside

pillow speaker or side rail controls. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your TV. See p. 10 for the Channel Listing.

Visiting Hours

- **General:** 7:00 a.m. to 8:30 p.m.
- **ICU:** 9:00 a.m. to 9:30 a.m., 11:00 a.m. to 11:30 a.m., 1:00 p.m. to 1:30 p.m., 5:00 p.m. to 5:30 p.m. and 8:00 p.m. to 8:30 p.m.

Visitor Guidelines

- All visitors must enter through the front lobby.
- Although there is no set number of visitors allowed, the BMC staff may limit the number as needed for patient care/safety.
- The hospital allows a family member, friend or other individual to be present with the patient for emotional support during the course of stay. The hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative.
- A recliner or pull-out couch and blankets are available for overnight guests.

Please communicate with the charge nurse if exceptions are needed. Our staff is willing to help you in any way possible.

Waiting Areas

There are waiting areas throughout the hospital for your convenience. Please take advantage of the break room adjacent to the dining room on the first floor, which is open at all times for visitors and family.

What to Bring With You

If you are being admitted, this is what you should bring with you:

- **Personal items** such as sleepwear, a robe, a pair of nonskid slippers, deodorant, toothpaste and toothbrush, and brush or comb.
- **Home medications.** During your stay in the hospital, many insurances and third-party payers exclude and will not pay for medications that you already have at home. This means the entire cost of the medications that they exempt will be billed to you. When you bring these medications from home, they will be checked in by the pharmacy and repackaged so nurses may administer them and document those doses during your stay. All unused home medications will be returned to you upon discharge. This does not apply to new medications ordered while you are hospitalized that you were not previously prescribed.
- **CPAP or BiPAP** if you have sleep apnea.

Your Room

All inpatient rooms at Bolivar Medical Center are private. No semiprivate rooms are available.

TV CHANNELS

2 C-SPAN 2	29 Lifetime
3 NBC (WNBC)	30 Entertainment TV
4 ABC (WABG)	31 A&E
7 NBC (MEMPHIS)	32 QVC
8 CBS (WXVT)	33 Discovery
11 TBS	34 Hallmark
12 TV Land	35 FS1
13 TV ONE	36 AMC
14 ESPN	38 HGTV
15 ESPN2	39 History Channel
16 TNT	40 Fox Sports South
17 USA	43 Disney
18 Freeform (ABC Family)	44 Fox News
19 CNN	46 Cartoon Network
20 Universal Kids	47 FX
21 Inspire	48 TLC
22 FXX	49 MSNBC
23 SEC Network (ESPN)	50 Syfy
24 National Geographic	51 TCM
25 CNBC	52 Animal Planet
26 Weather Channel	53 CW
27 SEC Network Alternate (ESPN)	54 Food Network
28 HLN	



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 4 hours of viewing each day or 28 hours a week, by age 65 TV-viewing time can equal roughly 9 years!

Take Charge of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak Up! If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. We encourage you and your family to become active partners on your healthcare team. To help, share your answers to these questions with hospital staff:

- What language would you prefer to speak?
- Do you have any cultural, ethnic or religious-based special needs?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Who will be your support person who talks with hospital staff about your healthcare wishes?
- Do you prefer to hear, see or read health information?

Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?



7 Key Ways TO TAKE CHARGE OF YOUR CARE

SPEAK UP. Ask questions and voice concerns. It's your body, and you have the right to know.

PAY ATTENTION. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

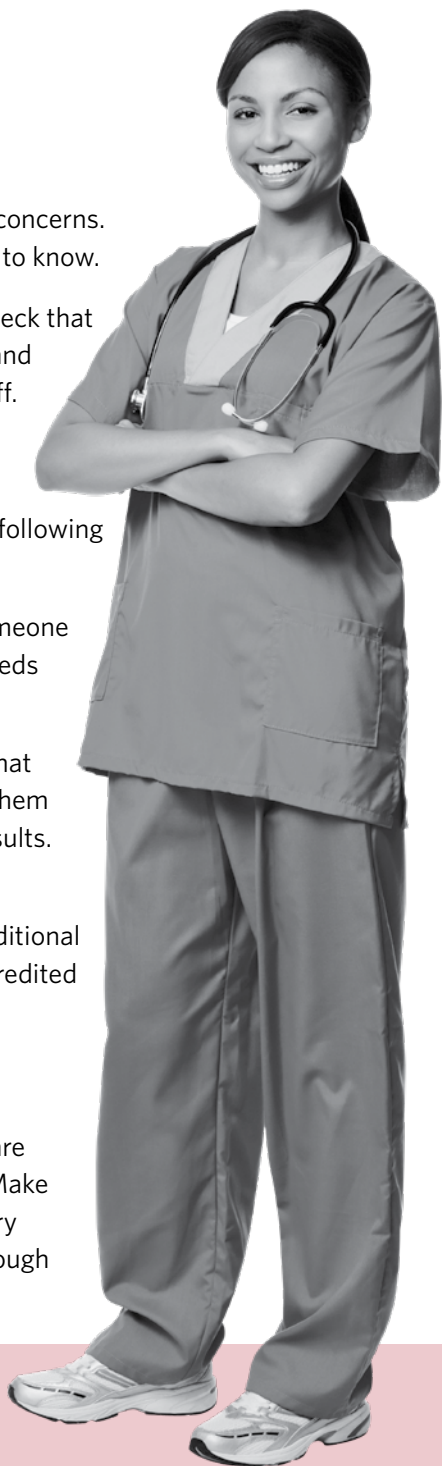
EDUCATE YOURSELF. Learn about your medical condition, tests and treatment options, so you know why following your care plan is so important.

FIND A SUPPORT PERSON. Pick someone to help speak up for your care and needs during your stay.

KNOW YOUR MEDS. Understand what your medicines treat, why you need them and how to take them for the best results.

CHECK BEFORE YOU GO. Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

PARTICIPATE IN YOUR CARE. You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.



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.

My HealthPoint

My HealthPoint is an effort by our hospital to enhance communication and coordination of care with our patients. By creating a platform where you can access important health information related to your stay, our hope is that you will feel better prepared to take an active role in your care.

If you agree to participate and provide your email address to us, you will have access to important information about your recent hospital stay, including:

- Procedures you had during your stay
- A list of current and past medical issues
- Discharge instructions
- A list of current medicines and your medicine history
- Laboratory test results

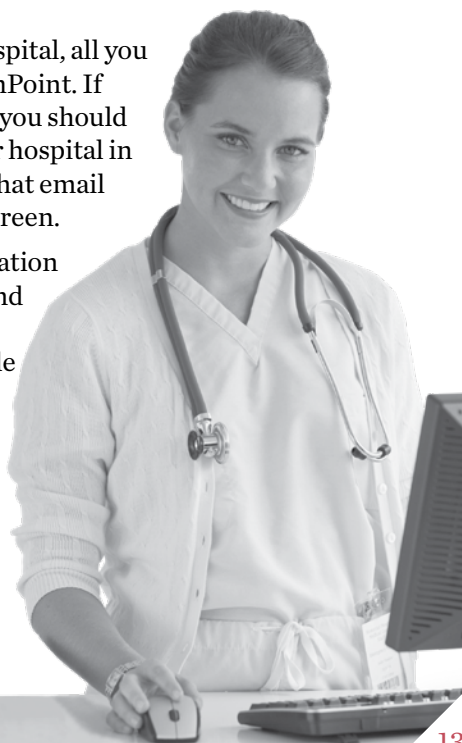
This is the first phase of development for My HealthPoint, and new features will be added to enhance your experience in the future.

Setting Up Your Account

Once you're discharged from our hospital, all you need to do is register with My HealthPoint. If you've provided your email address, you should receive a welcome message from our hospital in your inbox. Simply click the link in that email and follow the instructions on the screen.

At this time, My HealthPoint registration is available only to people 18 years and older who were inpatients in our hospital. We hope to make it available to outpatients in the near future.

If you have questions or need assistance, please contact Boliver Medical Center at portal.bolivar@lpnt.net.



Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help



Don't forget to tell the staff who you've picked to be your support person.

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.

Always double-check your name with staff to avoid errors.

This may seem repetitive at times, but it helps ensure you receive the correct care.

Pay Attention to Your Care

- Tell your nurse or member of your care team if something doesn't seem right.
- Know what time you normally get medicine, and tell your nurse if you don't get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

You Are Key

You are the most important member of your healthcare team.

Understand your treatment

Ask questions

Speak up about pain

Know your medicines

Plan early for a successful discharge



And Remember, Take Charge of Your Communication

Ask About Jargon: If you hear a medical term you don't understand, ask what it means.

Teach Back: After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.

Take Notes: Write down any key facts your doctor tells you so you won't forget.

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
- when entering and exiting your room

2 Ask doctors and hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget. Ask visitors to clean their hands too!

3 Cover if you are sick.

If you get an infection, limit the spread of germs by sneezing and coughing into tissues 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. Ask each day if it's time to remove your catheter or IV.

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 soap and water or alcohol-based hand sanitizer 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 all your guests wash their hands when they enter and exit your room.

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?

Which words describe your pain?

- | | | | |
|---|-----------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> aching | <input type="checkbox"/> cramping | <input type="checkbox"/> pressure | <input type="checkbox"/> shooting |
| <input type="checkbox"/> bloating | <input type="checkbox"/> cutting | <input type="checkbox"/> pulling | <input type="checkbox"/> soreness |
| <input type="checkbox"/> burning | <input type="checkbox"/> dull | <input type="checkbox"/> radiating | <input type="checkbox"/> stabbing |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> numbing | <input type="checkbox"/> searing | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> constant | <input type="checkbox"/> pressing | <input type="checkbox"/> sharp | <input type="checkbox"/> tightness |

How bad is it on this pain scale?

Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot

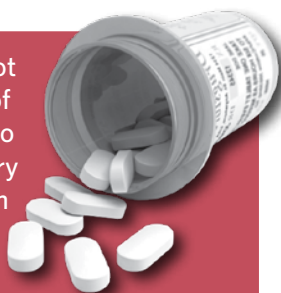


10
Hurts
Worst

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You're the Expert on Your Pain

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.



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.
- Ask for help going to the bathroom or walking around. (And 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 checks 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.

Medicines & Side Effects

This section contains side effects of medicines commonly prescribed in the hospital. Ask your nurse if you have questions about these medicines or if you would like to speak with a pharmacist.

REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND)	MOST COMMON SIDE EFFECTS
Pain Relief 	<input type="checkbox"/> Acetaminophen (<i>Tylenol</i> ®) <input type="checkbox"/> FentaNYL (<i>Duragesic</i> ® Patch) <input type="checkbox"/> Hydrocodone/Acetaminophen (<i>Vicodin</i> ®, <i>Lortab</i> ®, <i>Norco</i> ®) <input type="checkbox"/> HYDROmorphine (<i>Dilaudid</i> ®) <input type="checkbox"/> Ibuprofen (<i>Advil</i> ®, <i>Motrin</i> ®) <input type="checkbox"/> Ketorolac (<i>Toradol</i> ®) <input type="checkbox"/> Morphine <input type="checkbox"/> Oxycodone <input type="checkbox"/> Oxycodone/Acetaminophen (<i>Percocet</i> ®) <input type="checkbox"/> Tramadol (<i>Ultram</i> ®) <input type="checkbox"/> Other: _____	Dizziness/ Drowsiness Constipation Nausea/Vomiting Rash Confusion Itchiness
Antibiotics for Infections 	<input type="checkbox"/> Amoxicillin/Clavulanate (<i>Augmentin</i> ®) <input type="checkbox"/> Azithromycin (<i>Zithromax</i> ®) <input type="checkbox"/> Cefazolin (<i>Ancef</i> ®) <input type="checkbox"/> Ceftriaxone (<i>Rocephin</i> ®) <input type="checkbox"/> Clindamycin (<i>Cleocin</i> ®) <input type="checkbox"/> Levofloxacin (<i>Levaquin</i> ®) <input type="checkbox"/> Metronidazole (<i>Flagyl</i> ®) <input type="checkbox"/> Piperacillin/Tazobactam (<i>Zosyn</i> ®) <input type="checkbox"/> Vancomycin (<i>Vancocin</i> ®) <input type="checkbox"/> Other: _____	Stomach upset Diarrhea Rash/Flushing Headache
Blood Sugar Control 	<input type="checkbox"/> Insulin aspart, short acting (<i>NovoLOG</i> ®) <input type="checkbox"/> Insulin lispro, short acting (<i>HumaLOG</i> ®) <input type="checkbox"/> Insulin glargine, long acting (<i>Lantus</i> ®) <input type="checkbox"/> Insulin detemir, long acting (<i>Levemir</i> ®) <input type="checkbox"/> Insulin, regular (<i>NovoLIN R</i> ®, <i>HumuLIN R</i> ®) <input type="checkbox"/> Other: _____	Headache Irritation at injection site Low blood sugar (hypoglycemia)
Cholesterol Lowering 	<input type="checkbox"/> Atorvastatin (<i>Lipitor</i> ®) <input type="checkbox"/> Simvastatin (<i>Zocor</i> ®) <input type="checkbox"/> Lovastatin (<i>Mevacor</i> ®) <input type="checkbox"/> Other: _____	Headache Muscle pain Stomach upset

REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND)	MOST COMMON SIDE EFFECTS
<p>Blood Thinner (to Stop or Break Down Blood Clots)</p> 	<p><input type="checkbox"/> Enoxaparin (<i>Lovenox</i>®)</p> <p><input type="checkbox"/> Heparin</p> <p><input type="checkbox"/> Warfarin (<i>Coumadin</i>®)</p> <p><input type="checkbox"/> Other: _____</p>	<p>Increased risk of bleeding</p>
<p>Blood Thinner (to Stop Blood Clots from Forming)</p> 	<p><input type="checkbox"/> Aspirin</p> <p><input type="checkbox"/> Clopidogrel (<i>Plavix</i>®)</p> <p><input type="checkbox"/> Other: _____</p>	<p>Stomach upset Increased risk of bleeding</p>
<p>Lowers Blood Pressure & Heart Rate</p> 	<p>Calcium Channel Blockers:</p> <p><input type="checkbox"/> Diltiazem (<i>Cardizem [CD]</i>®, <i>Cartia XT</i>®, <i>Tiazac</i>®)</p> <p>Beta Blockers:</p> <p><input type="checkbox"/> Atenolol (<i>Tenormin</i>®)</p> <p><input type="checkbox"/> Carvedilol (<i>Coreg</i>®)</p> <p><input type="checkbox"/> Metoprolol (<i>Lopressor</i>®, <i>Toprol XL</i>®)</p> <p><input type="checkbox"/> Other: _____</p>	<p>Dizziness/ Drowsiness Headache</p>
<p>Lowers Blood Pressure</p> 	<p>ACE Inhibitors, Angiotensin Receptor Blockers (ARBs)</p> <p><input type="checkbox"/> Benazapril, Captopril, Enalapril, Lisinopril, Quinapril, Ramipril</p> <p><input type="checkbox"/> Irbesartan (<i>Avapro</i>®), Losartan (<i>Cozaar</i>®),</p> <p><input type="checkbox"/> Valsartan (<i>Diovan</i>®)</p> <p><input type="checkbox"/> Other: _____</p>	<p>Dizziness Cough</p>
<p>Diuretic (Water Pill)</p> 	<p><input type="checkbox"/> Bumetanide (<i>Bumex</i>®)</p> <p><input type="checkbox"/> Furosemide (<i>Lasix</i>®)</p> <p><input type="checkbox"/> Other: _____</p>	<p>Dehydration Headache</p>
<p>Heart Rhythm Problems</p> 	<p><input type="checkbox"/> Amiodarone (<i>Pacerone</i>®)</p> <p><input type="checkbox"/> Digoxin (<i>Digitek</i>®)</p> <p><input type="checkbox"/> Other: _____</p>	<p>Dizziness Headache</p>

REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND)	MOST COMMON SIDE EFFECTS
Heartburn or Reflux 	<input type="checkbox"/> Famotidine (<i>Pepcid</i> ®) <input type="checkbox"/> Omeprazole (<i>Prilosec</i> ®) <input type="checkbox"/> Pantoprazole (<i>Protonix</i> ®) <input type="checkbox"/> Other: _____	Diarrhea Headache
Helps with Inflammation 	<input type="checkbox"/> Celecoxib (<i>Celebrex</i> ®) <input type="checkbox"/> Dexamethasone (<i>Decadron</i> ®) <input type="checkbox"/> Hydrocortisone (<i>Cortef</i> ®, <i>Solu-Cortef</i> ®) <input type="checkbox"/> Ibuprofen (<i>Advil</i> ®, <i>Motrin</i> ®) <input type="checkbox"/> Ketorolac (<i>Toradol</i> ®) <input type="checkbox"/> Methylprednisolone (<i>Solu-Medrol</i> ®) <input type="checkbox"/> Prednisone <input type="checkbox"/> Other: _____	Sleeplessness Stomach upset
Nausea or Vomiting 	<input type="checkbox"/> Ondansetron (<i>Zofran</i> ®) <input type="checkbox"/> Promethazine (<i>Phenergan</i> ®) <input type="checkbox"/> Scopolamine patch (<i>Transderm Scop</i> ®) <input type="checkbox"/> Other: _____	Constipation Drowsiness Dry mouth Headache
Calms Nerves or Makes You Sleepy 	<input type="checkbox"/> Alprazolam (<i>Xanax</i> ®) <input type="checkbox"/> Diazepam (<i>Valium</i> ®) <input type="checkbox"/> Lorazepam (<i>Ativan</i> ®) <input type="checkbox"/> Midazolam (<i>Versed</i> ®) <input type="checkbox"/> Temazepam (<i>Restoril</i> ®) <input type="checkbox"/> Zolpidem (<i>Ambien</i> ®) <input type="checkbox"/> Other: _____	Confusion Dizziness/ Drowsiness Headache
Inhaled Treatments (to Help with Breathing) 	<input type="checkbox"/> Albuterol (<i>Proair</i> ®, <i>Ventolin</i> ®, <i>Proventil</i> ®) <input type="checkbox"/> Ipratropium (<i>Atrovent</i> ®) <input type="checkbox"/> Budesonide, beclomethasone (<i>Pulmicort</i> ®, <i>QVAR</i> ®) <input type="checkbox"/> Tiotropium (<i>Spiriva</i> ®) <input type="checkbox"/> Other: _____	Cough Dry mouth Feeling anxious Headache Throat irritation Upset stomach
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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?

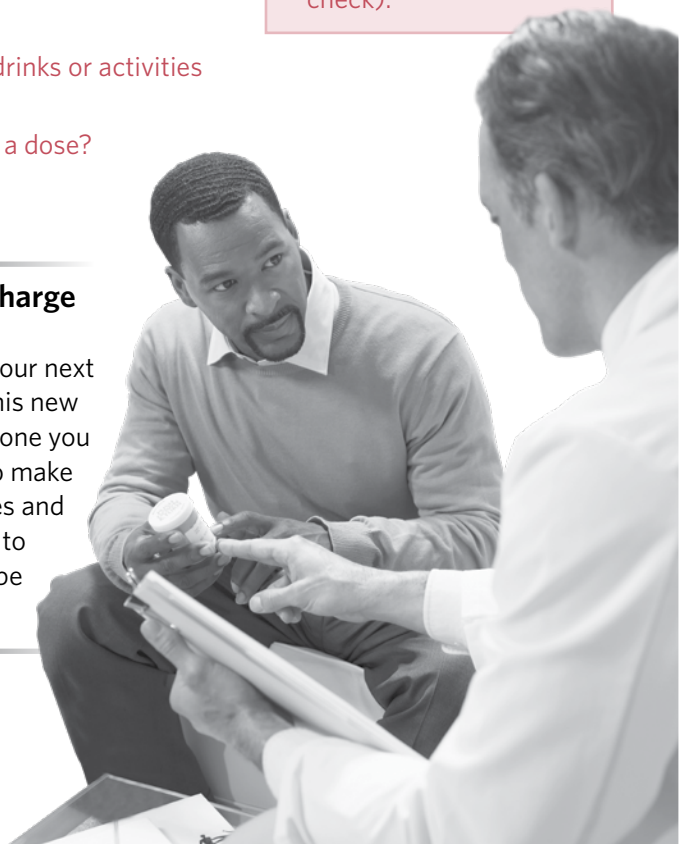
Remember, Take Charge of Your Medicines

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.

Prevent Medicine Errors

Be sure your doctors and nurses know:

- 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.
- That your name matches the name on the medicine (use your ID bracelet to double-check).



You Have the Right to the Best Care

We encourage you, as a patient at Bolivar Medical Center, to speak openly with your healthcare team, take part in your treatment choices, and promote your own safety by being well-informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay at our hospital. We invite you and your family to join us as active members of your care team.

Your Rights

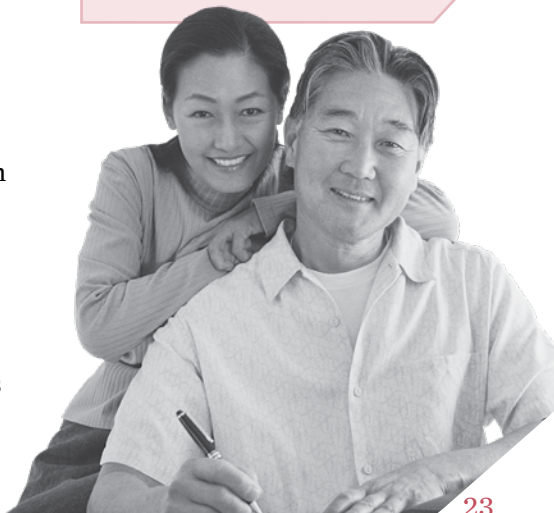
1. You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
2. You have the right to receive care in a safe environment free from all forms of abuse, neglect or mistreatment.
3. You have the right to be told the names of your doctors, nurses, and all healthcare team members directing and/or providing your care.
4. You, and family, and friends with your permission, have the right to participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent

permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.

5. You have the right to agree or refuse to take part in medical research studies. You may withdraw from a study at any time without impacting your access to standard care.
6. You have a right to make decisions about your care and to refuse treatment to the extent permitted by law and be informed of the medical actions.

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact 662-846-0061.



7. You have the right to make an advance directive, appointing someone to make healthcare decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help to complete one.
8. Effective management of pain as appropriate to the medical diagnosis or surgical procedure.
9. Consideration of privacy in case discussion, consultation, examination and treatment. You may request transfer to another room if another patient or visitor in your room is unreasonably disturbing to you.
10. You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes.
11. You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need. You may request a discharge plan evaluation.
12. You have the right to receive detailed information about your hospital and physician charges.
13. You have the right to have your pain assessed and to be involved in decisions about treating your pain.
14. You have the right to be free from restraints and seclusion as a means of coercion, convenience or retaliation by staff. If seclusion or restraints are used, they must be used in accordance with the plan of care and may be used only as a last resort and in the least restrictive manner possible to protect you from harm.
15. You can expect full consideration of your privacy and confidentiality in care discussions, exams and treatments. You may ask for an escort during any type of exam.
16. You have the right to communication that you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding and language. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.
17. You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical records. You may add information to your medical record by contacting the Health Information Management

Department. You have the right request a list of people to whom your personal health information was disclosed.

18. You have a right to give or refuse consent for recordings, photographs, films or other images to be produced or used for internal or external purposes other than identification, diagnosis or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.
19. You have a right to information about hospital policies that relates to your care. You have the right to express a concern or make a complaint.
20. If you or a family member needs to discuss an ethical issue related to your care, the Ethics Committee can be notified by contacting the nursing department.
21. You have the right to spiritual services. Ministers of Faith are available. Nursing has a list of who is on call, and they will be contacted per your request.
22. You have the right to voice your concerns about the care you receive. Concerns expressed will not affect your care delivery. If you have a problem or complaint, you may talk with your doctor, nurse director or administrator. If not resolved, the Bolivar Medical Center contact number is 662-846-0061. The corporate hotline number is 877-508-5433. To file complaints with the Mississippi

Department of Health, write MS Department of Health, 570 E. Woodrow Wilson Dr., P.O. Box 1700, Jackson, MS 39216 or call 1-800-227-7308. You may contact The Joint Commission by faxing 630-792-5636 or visiting www.jointcommission.org, then click “Report a Patient Safety Event.”

23. You or your support person (when appropriate) have the right to be informed subject to his or her consent to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or friend, and his or her right to withdraw or deny such consent at any time.



24. You have the right to be informed of the patient's rights in advance of furnishing or discontinuing patient care whenever possible.

Your Responsibilities

1. You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
2. You are expected to pay your bills in a timely manner.
3. You should provide the hospital and/or your doctor with a copy of your advance directive if you have one.
4. You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
5. You are expected to ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and service plan.
6. You are responsible for reporting unexpected changes in your condition to the responsible practitioner.



7. You are expected to actively participate in your pain management plan, and to keep your doctors and nurses informed of the effectiveness of your treatment.
8. Please leave valuables at home and only bring necessary items for your hospital stay.
9. You are expected to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations, and be mindful of noise levels, privacy and number of visitors.
10. You have the responsibility to keep appointments, be on time, and call your healthcare provider if you cannot keep your appointments.
11. You are responsible for reporting whether you clearly understand a contemplated course of action and what is expected of you.

Disclosure of Unanticipated Outcomes

Patients and, when appropriate, their families are informed about the outcomes of care, including unanticipated outcomes.

Taking Photographs

To protect patients' and staffs' privacy rights, photography, videography and recording of healthcare are not allowed in the hospital. When patients/family/visitors use their personal devices to record, photograph or video within the hospital walls,

the distribution of such media is no longer in the control of the hospital—thus violating HIPAA privacy laws and our patients' and staffs' privacy rights. There are limited situations where photography is permitted; however, random photo/video/recordings are prohibited in the hospital setting. Please ask the nurse manager for permission in special situations.

Unique Needs of the Dying Patient

The dying patient has the right, the comfort and the dignity through treatment of primary and secondary symptoms that respond to therapies as desired by the patient or surrogate decision-maker. Psychological and spiritual concerns of the patient and family regarding dying may be referred to our volunteer chaplains who are on call 24 hours a day, seven days a week. Ask any nurse to contact the chaplain on call.

Nondiscrimination Statement

This facility and its affiliates comply with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-662-846-0061.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-662-846-0061.

Prevent Hospital Infections

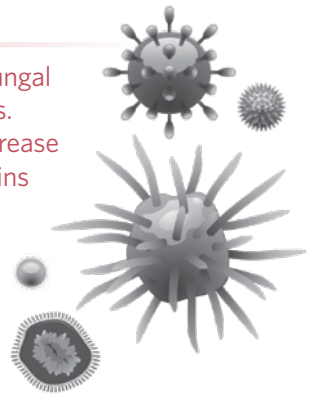
Take Steps to Reduce Your Risk During Your Stay

According to the U.S. Department of Health and Human Services, 1 in 25 patients gets a healthcare-associated infection while staying at the hospital. Often, these happen because hospital procedures and equipment can expose internal parts of your body to germs. The chart below lists common infections and steps you can take to prevent them.

TYPE	HOW IT STARTS
Catheter-Associated Urinary Tract Infections (UTI)	Germs enter your urinary tract while using a tube to drain urine
Surgical Site Infections	Germs affect the site of your surgery—either on your skin or internally
Central Line-Associated Bloodstream Infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin
Ventilator-Associated Pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe

Superbugs

A superbug is a germ that causes a bacterial, viral or fungal infection, but does not respond to the usual treatments. This means these bugs make you sicker longer and increase your risk of more serious complications. Common strains include MRSA, E. coli and VRE. Superbugs spread from person to person through touching germy hands or objects. Protect yourself by taking the steps below. And remember, wash your hands and ask everyone you see during your stay to wash his or her hands too.



SYMPTOMS

PREVENTION

- fever
- burning
- pain
- bloody or frequent urination

- clean hands before touching area
- keep urine bag below level of bladder to prevent backflow
- don't tug, pull, twist or bend the tube
- secure catheter to your leg and ask every day if it's still needed

- redness
- pain
- drainage of cloudy fluid
- fever

- do not shave surgery site (irritation increases risk of infection)
- clean hands before touching area
- don't let visitors touch or dress your wound
- ask your nurse to show you how to care for your wound

- red skin and soreness at site
- fever
- chills

- clean hands before touching area
- make sure staff wears gloves, gown, cap, mask and sterile drape when handling tube
- speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore
- avoid touching tube or letting visitors touch tube
- ask that tube be removed as soon as possible

- cough
- mucus
- fever
- chills
- shortness of breath

- clean hands before touching area
- ask if it's safe to raise the head of your bed
- know how often the inside of your mouth needs to be cleaned
- ask that tube be removed as soon as possible

Your Privacy Matters

Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- ▶ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many 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

Right to Complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

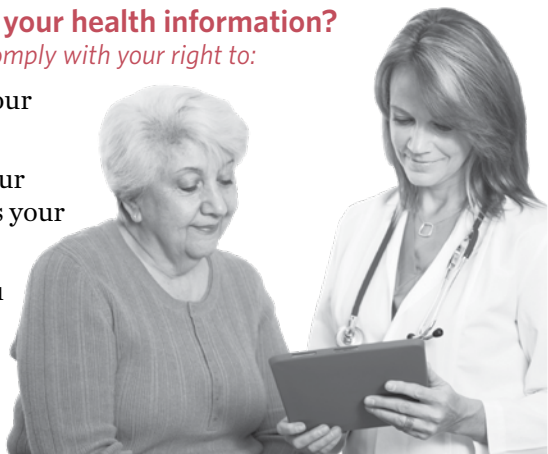
What information is protected?

- ▶ Information your doctors, nurses and other healthcare providers put in your medical records
- ▶ Conversations your doctor has with nurses and others regarding your care or treatment
- ▶ Information about you in your health insurer's computer system
- ▶ Billing information about you at your clinic
- ▶ 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, as long as your doctor agrees
- ▶ Receive a notice that tells you how your health information may be used and shared



- ▶ Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- ▶ Get a report on when and why your health information was shared for certain purposes
- ▶ File a complaint

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 and help run their businesses
- ▶ With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, 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

Contact 662-846-2575 for copies of medical records.

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 your mental health counseling sessions



Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: www.samhsa.gov.

Advance Directives



A Simple and Smart Way to Take Charge of Your Care

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.

Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

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

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, contact your nurse.

Before You Leave the Hospital



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

Plan Early to reduce your chances of being readmitted and increase your chances for a healthy recovery. 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 discharge planner, 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

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:

- www.qualitycheck.org
- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html



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 you have a plan to get them filled.

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

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

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

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 discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

Understanding Your Bill

Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.



KEEPING TRACK

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

Commonly Confused Terms



- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.

Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.

