

## YOUR RIGHTS REGARDING MEDICAL INFORMATION ABOUT YOU

*You have the following rights regarding medical information we maintain about you:*

**Right to Inspect and Copy:** You have the right to inspect and copy medical information that may be used to make decisions about your care. If you are a current inpatient, you should notify your primary nurse and complete the required form. If you are an outpatient or discharged patient, you should contact the Director of Health Information Services in writing, at the appropriate service location (as listed at the end of this Notice) to obtain and complete the required form. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request. We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by the hospital will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

**Right to Amend:** If you feel that medical information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for the hospital. If you are a current inpatient, you should notify your primary nurse and complete the required form. If you are an outpatient or discharged patient, you should contact the Director of Health Information Services in writing, at the appropriate service location (as listed at the end of this Notice) to obtain and complete the required form. In addition, you must provide a reason that supports your request. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the medical information kept by or for the hospital;
- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.

**Right to an Accounting of Disclosures:** You have the right to request an "accounting of disclosures." This is a list of the disclosures we made of medical information about you other than our own uses for treatment, payment and health care operations, as those functions are described above. To request this list or accounting of disclosures, you should contact the Director of Health Information Services in writing, at the appropriate service location (as listed at the end of this Notice) to obtain and complete the required form. Your request must state a time period which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

**Right to Request Restrictions:** You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the medical information we disclose about you to someone who is involved in your care or the payment for your care. Because any restrictions of your information may hinder the quality of care provided by our facility, according to the law, we reserve the right to deny such request. In addition, because of the many health care providers participating in the organized health care arrangement (Northside Hospital and its Medical Staff members), we generally cannot agree to special requests. If we do agree, we will comply with such request unless the information is needed to provide you emergency treatment. You have the right to request that we restrict information from being disclosed to a health plan if the information is related to services for which you have paid for the service in full out of pocket.

To request restrictions, you should contact the Director of Health Information Services in writing, at the appropriate service location (as listed at the end of this Notice) to obtain and complete the required form. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply, for example, disclosures to your spouse. **To be binding, any agreement to comply with special restrictions must be in writing signed by the Director of Health Information Services.**

**Right to Request Confidential Communications:** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. To request confidential communications, you must make your request in writing to Northside Hospital, Attn: Patient Access Department Manager, 1000 Johnson Ferry Road, Atlanta, GA 30342. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

**Right to be Notified of a Breach.** You have the right to be notified if there is any impermissible use of disclosure of your health information that compromises the privacy or security of your health information.

**Right to a Paper Copy of This Notice:** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.

*You may obtain a copy of this notice at our website, [www.northside.com](http://www.northside.com).*

*To obtain a paper copy of this notice, you may contact Northside Hospital, Attn: Patient Access Department Manager, 1000 Johnson Ferry Road, Atlanta, GA 30342.*

### CHANGES TO THIS NOTICE

We reserve the right to change this notice and the revised or changed notice will be effective for medical information we already have about you as well as any information we receive in the future. The current notice will be posted in the hospital and will include the effective date. In addition, each time you register at or are admitted to the hospital for treatment or health care services as an inpatient or outpatient, we will offer you a copy of the current notice in effect.

### COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with the hospital or with the Secretary of the Department of Health and Human Services. To file a complaint with the hospital, contact the Privacy Officer at your location of service (as listed below). All complaints must be submitted in writing. You will not be penalized for filing a complaint.

**You will not be penalized for filing a complaint.**

### OTHER USES OF MEDICAL INFORMATION.

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.

### Privacy Officer and Director of Health Information Services Contact Information:

**Northside Hospital – Atlanta,** Alpharetta, Johns Creek, Meridian Mark, and All Other Metro Atlanta facility locations:  
1000 Johnson Ferry Road, Atlanta, GA 30342  
Privacy Officer Contact Phone: **404-845-5534**

**Northside Hospital – Cherokee**  
450 Northside Cherokee Boulevard, Canton, GA 30115  
Privacy Officer Contact Phone: **770-720-5345**

**Northside Hospital – Forsyth** and All Other Forsyth Area facility locations:  
1200 Northside Forsyth Drive, Cumming, GA 30041  
Privacy Officer Contact Phone: **770-844-3272**



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PIEDMONT GRAPHICS REV. 07/25/17



NORTHSIDE HOSPITAL

# HIPAA NOTICE OF PRIVACY PRACTICES

## Northside Hospital, Inc. and Affiliates

Effective Date: April 14, 2003

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

### WHO WILL FOLLOW THIS NOTICE:

This notice describes Northside Hospital's practices and that of:

- Any health care professional authorized to enter information into your hospital chart, including members of the Northside Hospital Medical Staff.
- All departments and units of the hospital, including outpatient facilities.
- Any member of a volunteer group we allow to help you while you are in the hospital.
- All employees, staff and other hospital personnel.

Northside Hospital and its Medical Staff members operate as an "organized health care arrangement" and are presenting this document as a joint notice of privacy practices. Although the Hospital and Medical Staff members have established an organized health care arrangement for purposes of complying with privacy laws, Medical Staff members are not employees or agents of the Hospital and remain independent contractors.

All these entities, sites and locations follow the terms of this notice. In addition, these entities, sites and locations may share medical information with each other for treatment, payment or health care operations purposes described in this notice.

## OUR PLEDGE REGARDING MEDICAL INFORMATION:

We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We create a record of the care and services you receive at the hospital. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by the hospital, whether made by hospital personnel or your personal doctor. Your personal doctor may have different policies or notices regarding the doctor's use and disclosure of your medical information created in the doctor's office or clinic.

This notice will tell you about the ways in which we may use and disclose medical information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of medical information.

We are required by law to:

- make sure that medical information that identifies you is kept private;
- give you this notice of our legal duties and privacy practices with respect to medical information about you; and
- follow the terms of the notice that is currently in effect.

## HOW WE MAY USE AND DISCLOSE MEDICAL INFORMATION ABOUT YOU

The following categories describe different ways that we use and disclose medical information. For each category of uses or disclosures, we will explain what we mean and try to give some examples. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

**For Treatment:** We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, nurses, technicians, medical students, or other hospital personnel who are involved in taking care of you at the hospital. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process. In addition, the doctor may need to tell the dietician if you have diabetes so that we can arrange for appropriate meals. Different departments of the hospital also may share medical information about you in order to coordinate the different things you need, such as prescriptions, lab work and x-rays. We also may disclose medical information about you to people outside the hospital who may be involved in your medical care after you leave the hospital, such as family members, clergy or others we use to provide services that are part of your care.

**For Payment:** We may use and disclose medical information about your treatment and services to bill and collect from you, your insurance company or a third party payer. For example, we may need to give your health plan information about your surgery so that they will pay us or reimburse you for the surgery. We may also tell your health plan about a treatment you are going to receive to determine whether your plan will cover it.

**For Health Care Operations:** We may use and disclose medical information about you for hospital operations. These uses and disclosures are necessary to run the hospital and make sure that all of our patients receive quality care. (For example, in the course of quality assurance and utilization review activities, we may use medical information to review our treatment and services and to evaluate the performance of our staff in caring for you. Some of these reviews may be conducted by independent physicians who are members of the medical staff, but not Northside Hospital employees). We may also combine medical information about many hospital patients to decide what additional services the hospital should offer and what services are not needed. We may also disclose information to doctors, nurses, technicians, medical students, and other hospital personnel for review and learning purposes. We may also combine the medical information we have with medical information from other hospitals to see where we can make improvements. We may remove information that identifies you from this set of medical information to protect your privacy.

**Appointment Reminders:** We may use and disclose medical information to contact you as a reminder that you have an appointment for treatment or medical care at the hospital.

**Treatment Alternatives:** We may use and disclose medical information to tell you about or recommend possible treatment options or alternatives that may be of interest to you.

**Health-Related Benefits and Services:** We may use and disclose medical information to tell you about health-related benefits or services that may be of interest to you.

**Fundraising Activities:** We may use medical information about you to contact you in an effort to raise money for the hospital and its operations. We may disclose medical information to a foundation related to the hospital so that the foundation may contact you in raising money for the hospital. We only would release contact information, such as your name, address and telephone number and the dates you received treatment or services at the hospital. You may opt out of being contacted for fund-raising purposes. If you do not want the hospital to contact you for fundraising efforts, please notify us via email at [optout@northside.com](mailto:optout@northside.com).

**Hospital Directory:** We may include certain limited information about you in the hospital directory while you are a patient at the hospital. This information may include your name, location in the hospital, your general condition (e.g., fair, stable, etc.) and your religious affiliation. Unless there is a specific written request from you to the contrary, this directory information, except for your religious affiliation, may also be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if they don't ask for you by name. This information is released so your family, friends and clergy can visit you in the hospital and generally know how you are doing. If you do not want your information to be listed in the hospital directory, please ask to be listed as a "No-Information" patient.

**Individuals Involved in Your Care or Payment for Your Care:** We may release medical information about you to a friend or family member who is involved in your medical care. We may also give information to someone who helps pay for your care. In addition, we may disclose medical information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location.

**Research:** Under certain circumstances, we may use and disclose medical information about you for research purposes. We generally will obtain your written authorization to use your medical information for research purposes. There may be limited circumstances when access to your information for research purposes may be allowed without your specific consent. These will be limited to cases when use or disclosure was approved by an Institutional Review Board or Privacy Board.

**Business Associates:** There are some services provided in the Hospital through contracts with business associates. One example is the copy service we use when making copies of your health record. When these services are contracted, we may disclose your healthcare information to our business associate so that they can perform the job we have asked them to do. To protect your health information, however, we require the business associate to appropriately safeguard your information.

**As Required By Law:** We will disclose medical information about you when required to do so by federal, state or local law.

**To Avert a Serious Threat to Health or Safety:** We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

**Marketing and Sale of Health Information:** We must obtain your written authorization prior to most uses of your health information for any marketing purposes or disclosures that constitute a sale of your health information.

**Psychotherapy Notes:** Most uses and disclosures of psychotherapy notes will only be made with your written authorization.

**Other Uses and Disclosures:** Other uses and disclosures of your health information not covered by this Notice will be made only to you or with your written authorization.

## SPECIAL SITUATIONS

**Organ and Tissue Donation:** If you are an organ donor, we may release medical information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.

**Military and Veterans:** If you are a member of the armed forces, we may release medical information about you as required by military command authorities. We may also release medical information about foreign military personnel to the appropriate foreign military authority.

**Workers' Compensation:** We may release medical information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness. Your written authorization to this release is required, however, if you do not consent to release of information, your workers' compensation benefits may be denied and you will be responsible for the costs of your medical care.

**Public Health Risks:** We may disclose medical information about you for public health activities. These activities generally include the following:

- To prevent or control disease, injury or disability;
- To report births and deaths;
- To report the abuse or neglect of children, elders and dependent adults;
- To report reactions to medications or problems with products;
- To notify people of recalls of products they may be using;
- To notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition;

**Health Oversight Activities:** We may disclose medical information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

**Lawsuits and Disputes:** If you are involved in a lawsuit or a dispute, we may disclose medical information about you in response to a court or administrative order. We may also disclose medical information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request (which may include written notice to you) or to obtain an order protecting the information requested.

**Law Enforcement:** We may release medical information if asked to do so by a law enforcement official:

- In response to a court order, subpoena, warrant, summons or similar process;
- To identify or locate a suspect, fugitive, material witness, or missing person;
- About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
- About a death we believe may be the result of criminal conduct;
- About criminal conduct at the hospital; and
- In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.

**Coroners, Medical Examiners and Funeral Directors:** We may release medical information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also release medical information about patients of the hospital to funeral directors as necessary to carry out their duties.

**National Security and Intelligence Activities:** We may release medical information about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

**Protective Services for the President and Others:** We may disclose medical information about you to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigations.

**Inmates:** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official. This release would be necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

# YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

English - Spanish

YOUR WELL BEING AND HEALING ARE OUR PRIMARY CONCERN. WE BELIEVE THAT  
A POSITIVE EXPERIENCE IS A RESPONSIBILITY THAT IS SHARED BY YOU  
AND YOUR HEALTH CARE PROVIDERS.

## YOUR RIGHTS AS A PATIENT OF A NORTHSIDE AFFILIATED MEDICAL PRACTICE

- You have the right to request and receive information on patient rights, responsibilities and ethics.
- You have the right to considerate, and respectful care and compassionate medical care, regardless of your race, religion, national origin, any disability or handicap, gender sexual orientation, gender identity or expression, age, military service or the source of payment for your care.
- You have the right to an identified surrogate decision-maker, as allowed by law, when you cannot make decisions about your own care, treatment, and service.
- You, your family, and/or surrogate decision maker have the right, as appropriate and as allowed by law, to be involved in care, treatment, and service decisions, including the assessment and treatment of your pain.
- You have the right to request an environment that preserves dignity and contributes to a positive self-image.
- You have the right to request privacy and confidentiality as reasonable and appropriate under the circumstances.
- You have the right to communication that you understand, including qualified medical interpretation services and other reasonable accommodations, free of charge, if you have special communication needs due to vision, speech, hearing, language, or cognitive barriers or impairments.
- You have the right to request consultation with another physician or specialist, including a pain specialist.
- You and, when appropriate, your family have the right to be informed about the care you receive, including treatment, services and anticipated and unanticipated outcomes.
- You or your surrogate decision-maker have the right to accept or refuse medical or surgical treatment to the extent permitted by law, including for-going or withdrawing life-sustaining treatment or withholding resuscitative services, in accordance with law and regulation.
- You have the right to execute, review and revise an advance directive, and, upon admission to the hospital, receive information on the extent to which the organization is able, unable or unwilling to honor advance directives. (The existence or lack of an advance directive does not determine an individual's access to care, treatment and services.)
- You have the right to request access, request amendment to, and receive an accounting of disclosures regarding your own health information as permitted under applicable law, including current information concerning your diagnosis, treatment and prognosis (Health Information Portability & Accountability Act 1996).
- You and your family have the right to request an ethics consultation to assist in resolving any ethical issues, concerns or dilemmas regarding your care, treatment and services.
- You have the right to request to be considered as a candidate for organ/tissue/eyes donation.
- You have the right to have your wishes concerning organ donation honored, within the limits of the law or organizational capacity.
- You have the right to reasonable personal safety while you are a patient, including access to protective services, as allowable by law and as reasonable under the circumstances.
- You have the right to request to be informed of rules and regulations that apply to you as a patient, and to speak to a Patient Relations Representative to have complaints, suggestions for improvements or concerns heard.

- All patients have the right to be free from physical or mental abuse, and corporal punishment.
- All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others, and must be discontinued at the earliest possible time.
- You have the right to freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services.
- You have the right not to be transferred to another facility or organization, except in an emergency or as authorized by law, without your consent to the transfer, including a complete explanation and alternatives to a transfer. (The other facility and you must accept the transfer.)
- You have the right to request an itemized and detailed explanation of charges for services rendered, and to be provided with financial counseling free of charge, as appropriate.
- Northside Hospital and its affiliated practices strive to provide satisfactory care, however if you have a concern that you feel was not satisfactorily addressed, you have the right to contact a Patient Relations representative. You also have the right to file a concern with the Georgia Department of Community Health. You may reach them at 404-657-5728 or by mail at 2 Peachtree Street, NE, 33rd Floor, Atlanta, GA 30303. Patient safety concerns can be reported to The Joint Commission:
  - At [www.jointcommission.org](http://www.jointcommission.org), using the “[Report a Patient Safety Event](#)” link in the “Action Center” on the home page of the website
  - By fax to 630-792-5636
  - By mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181
- If you are admitted to Northside Hospital, you will be notified of additional rights you may have as a hospital patient.

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## YOUR RESPONSIBILITIES

In order to create a partnership that will improve your care, we ask that you give careful consideration to your responsibilities to:

- Provide, to the best of your knowledge, accurate and complete information about your health history, current condition and current medication and adverse reactions.
- Ask questions if you do not understand any aspect of the care, treatment, or services provided for you.
- Cooperate with your doctor, nurse, and other caregivers.
- Follow the recommended treatment plan.
- Report changes in your condition or anything you think might be a risk to you.
- Ask the doctor or nurse what to expect regarding pain and pain management.
- Take responsibility for the outcome if you decline or refuse the recommended treatment.
- Communicate your wishes regarding end of life decisions, including advance directives, with your family, physician, personal attorney and spiritual advisor.
- Discuss your wishes regarding organ/tissue/eye donation with your family, physician, personal attorney, and spiritual advisor.
- Show respect and consideration of others.
- Respect the privacy rights of others. Photographs, films, videos, and voice recordings of other patients or staff are not permitted.
- Follow the practice’s policies and regulations.
- Fulfill the financial obligations of receiving care, including accepting financial responsibility for any consultations with physicians or specialists, including pain specialists.
- Request interpretation services when necessary.
- Know that “more” is not always better. It is a good idea to find out why a test or treatment is needed and how it can help you.
- If you have a test, don’t assume no news is good news. Always ask for the results of all tests.

**S**peak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

**P**ay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professional. Don't assume anything.

**E**ducate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

**A**sk a trusted family member or friend to be your advocate.

**K**now what medications you take and why you take them. Medication errors are the most common health care mistake.

**U**se a hospital, clinic, surgery center, or other health care organization for your healthcare needs.

**P**articipate in all decisions about your treatment. You are the center of the health care team.

The Northside Hospital healthcare system is an 838 bed, not-for profit healthcare provider with more than 120 locations across Metro Atlanta, including three acute care, state-of-the-art hospitals in Atlanta, Cherokee and Forsyth. Atlanta consumers consistently voted Northside their "Most Preferred Hospital for Overall Healthcare Needs" in the National Research Corporation's annual Healthcare Market Guide. More than 2,500 physicians and 10,000 employees serve more than 1,000,000 patient visits annually across a full range of medical services.

Please **SPEAK UP**

Discuss any concerns or questions with your:

Nurse or other Caregiver  
Unit Charge Nurse/Supervisor  
Department Manager  
House Coordinator

or

contact a Patient Relations Representative at:

Atlanta 404-851-8904  
Forsyth 770-844-3686  
Cherokee 770-224-2580

**YOUR SAFETY AND WELL BEING  
ARE OUR CONCERN.**



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## PARTNERSHIP FOR SAFETY

Information Guide



### SURGERY

#### PREVENTING WRONG SITE SURGERY

To make sure they are doing the right surgery on the right body part, on the right person, your doctor may mark the spot on your body that is to be operated on.

You can help by making sure only the correct part is marked. Ask your surgeon if they will be taking a "time out" to check information about your surgery just before it begins.

#### PREVENTING SURGERY INFECTION

Before your surgery, you may be asked to help clean the area on your body that is to be operated on, and you may be given an antibiotic medication.

#### JOIN US IN A PARTNERSHIP FOR SAFETY

Be an active participant in your care.

To our patients and their families...  
*We are committed to treating you with courtesy and respect.*



## HANDWASHING

Handwashing is the single most important thing that you and your caregiver can do to prevent the spread of infection. Use soap and water or alcohol-based foam. Please feel comfortable asking your caregivers if they have washed their hands before starting a procedure.

Here are four easy steps you can do to assist us in fighting the spread of infection.

### 1. Clean your hands.

- Use soap and warm water. Rub your hands really well for at least 15 seconds.
- If your hands do not look dirty, clean them with alcohol based foam. Rub the sanitizer all over your hands, especially under your nails and between your fingers until your hands are dry. Allow to dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, change a diaper, or play with a pet.

### 2. Make sure your health care providers clean their hands before they treat you.

- Don't be afraid to gently remind them.

### 3. Cover your mouth and nose when you sneeze or cough.

- Use a tissue! Be sure to throw away used tissues and then clean your hands.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, wash them right away.

### 4. Follow your nurse's directions if you or your loved one is placed on isolation precautions.

- Being on isolation does not mean that your condition has worsened or changed.
- Isolation is an added measure taken to prevent contagious diseases from being spread from a patient to other patients, healthcare workers, and visitors.

## UNDERSTANDING YOUR PLAN OF CARE

This guide is to assist you during your hospital stay and includes important information to prepare you for your discharge. Every time you talk with your doctor, nurse or other caregiver about your daily activities and goals, use the "Ask Me 3" questions to better understand your health.

(1)

What is my main problem?

(2)

What do I need to do?

(3)

Why is it important for me to do this?

If you don't understand something that your caregiver tells you, just ask them to explain.

## INFORMED CONSENT

If you are having a procedure, make sure that you and your doctors agree and are clear on exactly what will be done.

## PATIENT ADVOCACY

We suggest that you choose a trusted family member or friend to be with you and be your advocate. This is someone who can help get things done and speak for you if you are unable. You and your family are encouraged to seek assistance from any staff member if you have concerns about changes in your condition.

## INTERPRETATION SERVICES

Qualified medical interpretation services are provided free of charge. If you have a special communication need due to vision, speech, hearing or language problems, ask the staff caring for you to provide an interpreter.

## MEDICATION SAFETY

Make sure that your doctors and nurses know about all the medicines you are taking, including:

- Prescription
- Over-the-Counter
- Dietary supplements such as vitamins and herbs

Bring a list with you to include:

- Name of medicine, dose
- When and how often you take your medicines
- Any allergies or side effects you have experienced

Your nurse or caregivers will correctly identify you by using your name and the medical record or account number from your patient armband before giving you any medication. Your nurse will tell you about any new medications you may receive while in the hospital and their possible side effects.

## DISCHARGE SAFETY

On discharge, you will receive a complete list of the medicines you should take home. The list will include:

- The right combination of previous home medications and any new prescriptions.
- Any new prescriptions your doctor has ordered.

Before leaving the hospital, be sure to discuss any questions you may have with your nurse or other health care professional.

## ACCURATE PATIENT IDENTIFICATION

Before giving you any medication or performing any procedure or treatment, we must correctly identify you. We will compare the full name and medical record or account number listed on your hospital forms with the information on your patient armband. Your armband is the primary means of identifying you. You can help us keep you safe by wearing it at all times during your visit to the hospital. If you are wearing the armband of another healthcare facility, it will be removed by our hospital staff. In outpatient areas, where armbands are not used, we will ask you your full name and date of birth.

## PERSONAL SAFETY

A "Risk to Fall" assessment is done for all patients on admission and daily while you are in the hospital. If you have a problem which limits your ability to walk or otherwise care for yourself, please discuss this with your nurse. If you have concerns for your own personal safety or for someone dependent on you, ask your nurse to assist you in contacting someone who can help.

## JOIN US IN A PARTNERSHIP FOR SAFETY

Be an active participant in your care.

To our patients and their families...

*We are committed to treating you with courtesy and respect.*