

A PATIENT'S GUIDE TO CARE



Carolinan Medical Center
Union

600 Hospital Drive | Monroe, NC 28112 | 704-283-3100
www.cmc-union.org



Carolinan Medical Center
Union

Uncompromising Excellence. Commitment to Care.

Expect Excellence

Thank you for choosing Carolinas Medical Center-Union for your care. You are very important to us, and each member of the CMC-Union family has a sincere, personal interest in your comfort and well-being.

During your stay, you will meet many of us – physicians, nurses, technologists, therapists and volunteers. In addition, there are others working quietly behind the scenes to ensure you receive high-quality, compassionate care closer to home.

This Patient Guide contains information to help make your stay with us as comfortable as possible. We will do all we can to make your stay with us an excellent experience. If at any time you have questions or feel like you are not receiving excellent care, please contact the nurse manager on the floor of your stay or call our Patient Assistance Hotline at 704-296-4020.

Once again, we thank you for choosing CMC-Union. We wish you a quick and full recovery.



Hospital Telephone Numbers

Main Phone Number	704-283-3100
Admitting	704-283-3170
Administration	704-283-3460
Business Office	704-283-3290
Chaplain	704-283-3478
Day Surgery Center	704-283-3138
Gift Shop	704-283-3477
Home Care	704-283-3381
Lactation Center	704-225-2890
Medical Records	704-283-3120
Menu Line	6426
Outpatient Registration	704-283-3171
Patient Information	704-283-3300
Patient Representative/Hotline	704-296-4020
Rehabilitation Services	704-283-3277
Security	704-283-3195
Surgical Services	704-283-3145
Volunteer Services	704-225-2622
Women's Center	704-283-3254
Waiting Rooms	
Cardiovascular Center	704-283-3367
Critical/Intensive Care Unit	704-283-3356 or 3357
Labor and Delivery	704-283-3294
Surgery	704-283-3107

Telephones

Your family and friends can reach you by dialing 704-283-3 plus your room number. Incoming calls can be received between 7:00 a.m. and 9:30 p.m., unless you or your physician request restrictions. There is no charge for incoming calls.

Telephone – How to Activate

- To make a call within the hospital, dial the last four digits of the number.
- For local calls, dial 9, wait for the dial tone and dial the number. There is no charge for local calls.
- All long distance calls must be collect calls, credit card calls or billed to a third party.

Tobacco Free Campus

Smoking or tobacco use by patients, visitors and employees is not permitted on the hospital grounds or at any of our owned, leased or managed facilities. All of us at CMC-Union thank you for not smoking or using tobacco products during your stay with us.

Mail

Our volunteers deliver mail to patients in their room. You can give stamped, outgoing mail to the volunteer who delivers your mail. Stamps are available for purchase in the hospital gift shop. Mail received after your discharge will be forwarded to your home.

Valuables

CMC-Union is not responsible for the loss or damage of any personal property kept in your room. We encourage you to send your valuables home with your family or friends. If this is not possible, ask your nurse to have your valuables checked with the cashier for safe storage.

Housekeeping Services

Our goal is to provide you with a clean, well-maintained hospital room during your stay. If you would like attention to a particular housekeeping problem, please ask your nurse or patient representative to contact Environmental Services.

Hospital Beds

Your nurse will demonstrate how to use your electrically operated bed. Bedside rails are for your protection and may be raised if you're resting, recovering from surgery or taking certain medications.

Newspapers

Copies of our local newspaper are provided free of charge by CMC-Union and delivered to patient rooms. Newspapers are also available for purchase in the hospital gift shop.

Notary Public

A notary is available at CMC-Union during normal business hours. If you need the services of a notary public, please ask your nurse for details.

Patient Education

At times, a patient may want more information about his/her illness and its prescribed treatment. CMC-Union offers patient education through our staff, a closed-circuit television station, brochures and other printed materials. For more information, ask your nurse or patient representative.

Pastoral Care

A chaplain is available to provide support and encouragement to patients and family members in times of need. Please ask your nurse or call 704-283-3478 for more information. Our non-denominational chapel, located in our Outpatient Treatment Pavilion, is open 24 hours a day for quiet reflection and prayer.

Ethical Issues

Patients and their families who are faced with a moral issue relating to patient care have the option of having the issue brought before CMC-Union's Ethics Committee through a consult. Our Ethics Committee provides an objective assessment of ethical dilemmas and offers recommendations. The committee has no decision-making authority. To request a consult, please ask your nurse, physician or patient representative.

As a patient, it is your responsibility to:

- Provide complete and accurate information about your medical history.
- Follow the treatment plan recommended by your physician. This may include following reasonable instructions of nurses and other hospital staff as they implement the physician's plan of care and as they enforce applicable Medical Center rules and regulations.
- Make it known whether you clearly understand a contemplated course of action and what is expected of you.
- Be considerate of the rights of other patients and hospital personnel and to follow hospital rules and regulations that apply to your care and conduct while a patient.
- Accept the consequences of the decisions you make regarding medical care, to refuse a course of treatment, and to not follow your physician's instructions.
- Provide the hospital with accurate and timely information concerning your sources of payment and your ability to meet financial obligations.

- Participate in the development and implementation of your plan of care.
- Formulate an Advance Directive and have the hospital staff and practitioners comply with the directives.
- Have a family member or representative of choice and a personal physician notified promptly of admission to this hospital.
- Have your personal privacy respected.
- Access information contained in your clinical records within a reasonable time frame, except in certain circumstances specified by law.
- Be free from restraints of any form that are not medically necessary.
- Appropriate assessment and management of your pain, information about pain and pain relief measures, and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain.
- A concerned staff committed to pain prevention and management.
- Health professionals who respond quickly to your reports of pain.
- Have your reports of pain believed.
- State-of-the-art pain management.
- Dedicated pain relief specialists.
- File a grievance and be provided, by the hospital, with contact information for the government agency that handles questions and complaints.

State Agency Complaint Department
 2711 Mail Service Center
 Raleigh, NC 27699
 919-733-7461

If you would like a copy of the entire Patient Rights Policy or more information, please call our Patient Assistance Hotline at 704-296-4020.

What to Bring With You

You may bring the following items with you to the hospital:

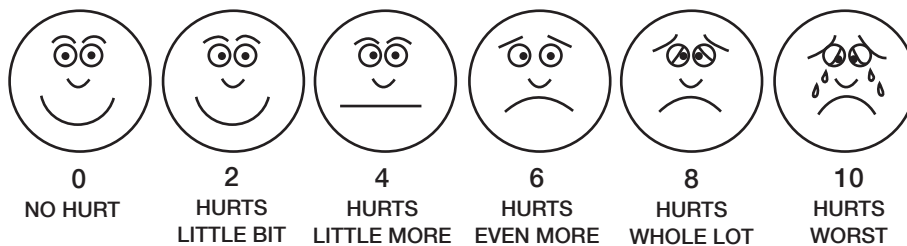
- Robe, slippers with non-skid soles, and basic toiletries including case for glasses, hearing aids or denture containers
- A list of allergies to medications or foods
- A complete list of all current prescription medications and over-the-counter medications such as herbals, vitamins or dietary supplements including the strength, dose and frequency of the medications
- A copy of your advance directive
- Insurance identification cards and any special forms or preauthorizations needed
- A check or credit card for deductibles, co-payments or deposits (once registered, please send home).

Controlling Your Pain

Your comfort is very important to us. You have the right to appropriate assessment and management of your pain. Pain management is a necessary part of your treatment plan. We ask that you discuss pain relief options with your physician, ask for pain relief options when pain first begins, tell us when pain is not relieved, and tell us about any concerns you have about pain treatment to help your doctor and nurse assess your pain.

Keeping Pain in Control

Knowing where pain is and how much you “hurt” is very important in helping your physician and nurses decide on the best treatments for you. While you are in the hospital, your nurses and other healthcare providers will ask you to rate your pain or discomfort using the scale below.



If you have no pain, use a “0”. A “10” means that your pain is the worst that it can possibly be. The numbers in between mean that your pain may be mild, moderate to severe.

Treating Pain

Your pain can be treated in many ways. To treat your pain your physician may prescribe medicine that can be given to you in a pill, a shot or through an intravenous catheter (IV) in your arm. Your nurses and other healthcare providers will also help you with other types of treatment to help control your pain. These may include relaxation techniques, positioning, applying hot or cold packs and massage.

Possible Side Effects of Pain Medication

Side effects of pain medication that sometimes occur include nausea, constipation, sleepiness, itchiness and difficult urination. If you are bothered by any of these side effects, or if your IV is painful, tell your nurse or doctor.

CMC-Union is committed to the care of people – from birth to death – in a manner that ensures their dignity, privacy and respect. As a patient, you have the right to:

- Receive accurate information about your health status, course of treatment, prospects for recovery, and outcomes of care in terms you can understand.
- Be informed not only about the physician’s recommendations, but also about alternative treatment that might preserve your life, prevent disease and relieve suffering.
- Refuse treatment.
- Choose others to gather information and make decisions for you.
- Confidential treatment of all communications and records pertaining to your care and stay in the hospital.
- Receive care in a safe and secure environment, free from all forms of verbal or physical abuse or harassment.
- Receive reasonable responses to requests made for appropriate and medically indicated care and services.
- Be admitted and placed in a room based only on patient needs and availability of services.
- Be transferred only upon request, except when the necessary care cannot be given at CMC-Union. If transferred, you will receive stabilizing emergency treatment and a receiving physician will be contacted to accept the transfer. Records will be prepared to accompany you.
- Be accompanied to transportation and assisted into a vehicle after discharge.
- Receive respect regarding your values and beliefs.
- Receive spiritual support upon request.
- Have access to the Ethics Committee.
- Voice your concerns or complaints.
- Examine and receive an explanation of your hospital bill to ensure that you will be billed only for the services and care provided.

Whom should I talk to about an advance directive?

You should talk to those closest to you about your advance directive and your feelings about the healthcare you would like to receive. Your doctor or healthcare provider can answer medical questions. A lawyer can answer questions about the law. Some people also discuss the decision with clergy or other trusted advisors.

Where should I keep my advance directive?

Keep a copy in a safe place where your family members can get it. Give copies to your family, your doctor or other healthcare provider, your healthcare agent, and any close friends who might be asked about your care should you become unable to make decisions.

What if I have an advance directive from another state?

An advance directive from another state may not meet all of North Carolina's rules. To be sure about this, you may want to make an advance directive in North Carolina, too. Or you could have your lawyer review the advance directive from the other state.

Where can I get more information?

Your healthcare provider can tell you how to get more information about your advance directive or you may contact your patient representative during your hospital stay.

Patient Safety

CMC-Union will take every precaution to prevent medical errors. As part of our prevention efforts, we will continually check your identity and ask you about your care. We also encourage you to be a participant in your care. Here are some ways you can partner with us to prevent medical errors:

- Make sure every healthcare team member who cares for you checks your ID bracelet. Please help us by keeping your ID bracelet in place until discharge.
- Ask us any questions you may have and discuss your concerns. Ask a family member or friend to speak for you if you are not able to speak for yourself.
- Let us help you out of bed until we know you are steady on your feet.
- Give us complete and correct information about your health history, personal habits and diet.
- Make sure your physician knows what medications you are currently taking.
- Ask what each medicine is for and alert your physician and nurses about any allergies or side effects.
- Find out why a test or treatment is needed and how it will help you.
- Ask your physician about the results of your tests.
- Feel free to ask your caregiver if they have cleaned their hands before providing care to you.
- Be sure you know what to expect when you go home and know what to report to your physician.

Nursing Care

Nursing care is provided by registered nurses, licensed practical nurses and certified nursing assistants. If you have any questions or concerns about the care you receive while in the hospital, please talk to a nurse or the nurse manager on your unit.

Calling Your Nurse

Use the button at your bedside to call your nurse for assistance. The button alerts the nurses' station that you need assistance. A nurse will respond to your request as quickly as possible.

Keeping You Safe

Consent Forms

At the time of your admission, you will be required to sign forms consenting to treatment, accepting financial responsibility and assigning health insurance benefits. If you are under the age of 18 and unmarried, a parent or legal guardian must sign for you. All medical and personal history will be held in strict confidence.

Identification Band

For your protection, we ask that you wear an ID band at all times until you are discharged. If the information on the band is wrong, or if the band should fall off or be removed for any reason, please be sure to tell your nurse.

Hand Washing

Hand washing is one of the most effective ways to prevent the spread of infection and is the professional responsibility of all healthcare workers. When you are at CMC-Union, feel free to ask our staff if they have washed their hands. Also, remember to wash your own hands to prevent the spread of contaminants.

Do I have to have an advance directive?

Making a living will or a healthcare power of attorney is your choice. If you become unable to make your own decisions and you have no living will or a person named to make medical decisions for you (healthcare agent), your doctor or healthcare provider will consult someone close to you about your care.

How do I make an advance directive?

You must follow several rules when making a formal living will or a healthcare power of attorney. These rules are to protect you and ensure that your wishes are clear to the doctor or other provider who may be asked to carry them out. Both a living will and healthcare power of attorney must be written and signed by you while you are still able to understand your condition and treatment choices and to make those choices known. Both types of advanced directives must be witnessed by two qualified people and be notarized.

Are there forms I can use to make an advance directive?

Yes. There is a living will form and a healthcare power of attorney form that you can use. These forms meet all of the rules for a formal advance directive. Using the special form is the best way to make sure your wishes are carried out.

When does an advance directive go into effect?

A living will goes into effect when you are going to die soon and cannot be cured, or when you are in a persistent vegetative state. The powers granted by your healthcare power of attorney go into effect when your doctor states in writing that you are not able to make or to make known your healthcare choices. When you designate a healthcare power of attorney, you may name the doctor you would want to make this decision.

What happens if I change my mind?

You can cancel your living will either by destroying all the copies of it or by informing your doctor that you want to cancel it. You can change your healthcare power of attorney by signing another one or by telling your doctor and each healthcare agent you named of the change.

When you are admitted for care at CMC-Union, you will be asked if you have an advance directive. An advance directive is a set of directions you give about the medical treatment you want if you become unable to decide for yourself in the future. North Carolina has two ways to make a formal advance directive. One way is called a “living will;” the other way is called a “healthcare power of attorney.”

- **Living Will:**

In North Carolina, a living will is a document that tells others that you want to die a natural death if you are terminally and incurably sick or in a persistent vegetative state from which you will not recover. In a living will, you can direct your doctor not to use heroic treatments that would delay your dying, for example by using a breathing machine (respirator or ventilator) or to stop such treatments if they have been started. You can also direct your doctor not to begin or to stop giving you food and water through a tube (artificial nutrition or hydration).

- **Healthcare Power of Attorney:**

In North Carolina, you can name a person to make medical care decisions for you if you later become unable to decide yourself. This person is called your “agent.” In the legal document, you name who you want your agent to be. You can say what medical treatments you would want and what you would not want. Your agent then knows what choices you would make.

The following are common questions and answers concerning advance directives:

What are my rights?

If you are 18 or older and mentally competent, you have the right to make decisions about your medical treatment. You should talk to your physician or other healthcare provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your doctor. If you want to control decisions about your healthcare, even if you become unable to make or express them yourself, you will need an “advanced directive.”

Patient Visiting Hours

Visiting hours are designated to provide the maximum rest for patients while allowing friends and family the opportunity to visit their loved one in the hospital. Visiting hours vary from one nursing unit to another. Please note that only balloons made of mylar – a foil material that holds helium – are permitted in the hospital. Balloons made of other materials, such as latex, cannot be brought into the hospital because many patients and staff members are allergic to latex.

Critical Care, Intensive Care Unit

- Two members of the immediate family may visit between 11 a.m. and 6 p.m. and between 8 p.m. and 8:30 p.m.

Progressive Care/Medical/Surgical Units (3rd and 4th Floors)

- Open visitation from 8 a.m. to 8:30 p.m. Children under 12 may visit with a nurse’s permission. Three guests per visit, please.

Women & Children’s Center (2nd Floor)

- Open visitation from 8 a.m. to 8:30 p.m. Children under 12 may visit with a nurse’s permission. Three guests per visit, please.
- Birthing Center family members or support persons over age 12 may visit at any time before the delivery at the discretion of the physician and/or nurses. Two family members or support persons are allowed during delivery unless the physician or nurse grants special permission. Siblings under 12 may visit the new baby as soon as possible after birth and at the discretion of the staff.

Patient Discharge

Discharge Planning

If you or your family will need medical assistance after discharge, our Quality Outcomes Department will help you with the discharge planning process. Our Quality Outcomes staff can be of special help in arranging home care or continued care in another specialized facility including arrangements for:

- Home care, skilled nursing care or hospice care
- Outpatient physical, speech and occupational therapy
- Medical equipment
- Medical transportation
- Home meal programs
- Referrals to a variety of community agencies

Discharge Procedures

Your physician will determine when you may be discharged. To complete the discharge process, please observe the following procedures:

- While discharge times vary from patient to patient, please be aware that it may occur as early as 8 a.m. and we advise patients to make transportation arrangements accordingly. In addition, due to the nature of the process, your discharge time may be significantly later in the day. We appreciate your patience as the discharge process typically takes one to two hours to complete.
- Before you leave, be sure you understand any instructions regarding medications or follow-up office visits.
- Don't forget to check all drawers, cabinets and night stands before leaving to make sure you have all your belongings. The hospital cannot be responsible for personal property left behind. Also, remember to claim any valuables that were kept by the hospital.
- When you are ready to leave, hospital personnel will escort you to the exit.

Physician Billing

In addition to your hospital bill, you may receive bills from hospital-based physician groups involved in your care. These physicians are not employees of the hospital so you will be billed separately for the services they provide.

It is important to note that although CMC-Union may have a contract with your insurance company, we cannot guarantee that your anesthesiologist, cardiologist, pathologist, radiologist or emergency department physician also has a contract.

If you are unsure or have questions, please contact your insurance company about your coverage for the following hospital-based physician groups.

- Carolinas Emergency Group, LLC (emergency physicians)
- 704-283-3396
- Carolinas Pathology Group, PA (pathologist) - 704-973-5500
- Charlotte Radiology (radiologist) - 704-362-1945
- Mid Carolina Cardiology (EKG interpretation) - 704-226-0500
- InPatient Consultants (hospitalist) - 704-225-9614
- Sanger Heart & Vascular Institute (EKG interpretation)
- 704-283-1990
- Southeast Anesthesiology Consultants (anesthesiologist)
- 704-377-5772

Uninsured or Underinsured

If you are uninsured or underinsured you may be eligible for financial assistance. Please contact one of our financial counselors at 704-283-3177.

Financial Matters

Hospital Billing

Once discharged, CMC-Union will submit the bill to your insurance company to make payment. According to the terms of your insurance policy, you may be responsible for portions of your bill such as co-payments, co-insurance and deductibles. Until the bill is paid in full, regular statements will be mailed to you advising you of the status of your account. Should the insurance company deny payment on all or any portion of your hospital bill, arrangement for payment may be made with the Patient Accounting Department at CMC-Union.

Your hospital bill will include daily charges for your room, nursing care, meals, housekeeping, laundry, building maintenance and admitting, and medical records. Additional charges may include the cost of diagnostic tests, therapeutic services, medications and supplies ordered by your physician.

Medical Records

If you should need to have access to your medical records after you are discharged, you will need to complete an Authorization for Release of Medical Information Form, which can be mailed or faxed to you if you call Medical Records at 704-283-3120. You must have identification with you when you come to the hospital for your medical records. According to federal, state and CMC-Union regulations, your treatment remains absolutely confidential.

Patient Satisfaction Surveys

Please be advised that in order to assess our patient services, CMC-Union employs a market research service to contact patients regarding their satisfaction with our services. If you are contacted by telephone shortly after your discharge, we urge you to share your satisfaction or dissatisfaction with your stay at CMC-Union. Thank you in advance for your time and assistance.

Amenities for Family, Friends and Visitors

ATM

An automated teller machine is located in the hallway next to the Emergency Department. This ATM dispenses \$20 bills only.

Cafeteria & Vending Machines

For our visitors, the hospital's cafeteria is located on the ground floor. Meals are served daily. Hours are subject to change and are posted at the entrance to the cafeteria. Vending machines offering sandwiches, snacks and drinks are located next to the cafeteria.

Chapel

The hospital chapel, located inside the Outpatient Treatment Pavilion at the end of the connecting hospital corridor, is available for prayer and meditation 24 hours a day. A brief service, led by the hospital chaplain, is held every Wednesday at 12:30 p.m. Holiday schedules may vary.

Cheer Corner Gift Shop

The hospital has a full-service gift shop with a wide variety of merchandise. The gift shop is open from 7 a.m. to 8 p.m., Monday through Friday; and 12 p.m. to 4 p.m. on Saturday and Sunday. The gift shop is closed for hospital-recognized holidays.

Mail, Flowers and Balloons

Flowers sent to patients are delivered directly to the patient's room by local florists. Please note that flowers are not permitted in the Intensive and Critical Care Unit. Only balloons made of mylar – a foil material that holds helium – are permitted in the hospital because many patients and staff members are allergic to latex.

Guest Trays

Guest trays for family members of patients may be ordered for a nominal fee. Information for ordering is available through the cashier in the cafeteria. Breakfast orders should be placed by 7 a.m., lunch orders by 10:30 a.m., and dinner orders by 4 p.m.

Parking

Parking areas have been designated for patients, visitors, employees and physicians. Handicapped parking is available in front of the main hospital, as well as the Outpatient Treatment Pavilion. There is no charge for parking.

Tobacco Free Campus

Smoking or tobacco use by patients, visitors and employees is not permitted on the hospital grounds or at any of our owned, leased or managed facilities. All of us at CMC-Union thank you for not smoking or using tobacco products during your visit with us.

Wireless Internet Access

We are pleased to provide free wireless Internet access to our patients, visitors and guests with laptop computers, personal digital assistants (PDA) and similar devices. Below are settings necessary to access our guest wireless network.

- Wireless signal = 802.11b/g
- SSID = CHSGuest
- Encryption is not required.
- Printers are not available.
- You must have up-to-date virus protection.