

Inpatient Resource

Guide



Real change lives here



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Welcome

to Piedmont Columbus Regional

At Piedmont Columbus Regional, we touch the lives of many in our community and throughout the region with our programs and services. It is our desire to not only meet but exceed your expectations while you are a patient with us.

We exist to make a positive difference in every life we touch, and we are committed to providing the compassionate quality care and treatment you deserve at our facilities.



The information in our inpatient resource guide has been specially prepared for you, with the hope that it will answer questions you or your family members and visitors may have while you are a patient with us. Please feel free to take this guide with you and refer to it during your stay.

If you have any questions or needs, please ask us for assistance. We will do everything possible to ensure that your time at Piedmont Columbus Regional is as pleasant as possible.

Thank you for choosing Piedmont Columbus Regional and entrusting us with your care. We consider it a privilege to serve you.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Hill', written in a cursive style.

Scott Hill, M.Ed., MHA, FACHE
President and Chief Executive Officer
Piedmont Columbus Regional

About Us

For more than a century, Piedmont has been caring for patients, and caring about them. We've earned our reputation by treating patients and their loved ones the way we'd want to be treated. By listening and genuinely hearing. By alleviating pain by also alleviating fear. It's what separates us from any other health care organization out there.

Our Purpose, Our Promise

To make a positive difference in every life we touch.

Our Vision

We are transforming health care, creating a destination known for the best clinicians and a one-of-a-kind experience that always puts patients first.

Our Values

Champion Patient-Centered Care

We consistently deliver the highest quality, safest, patient-centered care and services, in what we consider to be "The Piedmont Way." This includes maintaining the highest ethical standards and treating our patients, their families and each other with compassion, courtesy, transparency and respect to create a one-of-a-kind experience we would want for ourselves.

Exemplify Teamwork and Connections

We embrace diverse ideas, perspectives and skills to create a collaborative workplace where the best talent wants to work and succeed.

Be an Owner

We demonstrate a deep commitment to our patients and communities by being good stewards of Piedmont's resources and accepting personal accountability in all we do.

Embrace the Future

We encourage innovation and continually seek better ways to achieve our goals, strengthen patient care and services, and improve upon Piedmont's brand and reputation.

Who We Are

Piedmont Columbus Regional dates back to 1836, when the local hospital was a small building on the Chattahoochee River. It is now the region's health care leader, offering compassionate care and an unwavering commitment to patients.

Piedmont Columbus Regional – Midtown Campus is an acute care hospital that features a regional Level II trauma center. It is one of only six perinatal centers in the state with a Level III neonatal intensive care unit and a full-service, pediatric intensive care unit. The Midtown Campus is the only Piedmont facility with a children's hospital and has been home to the Family Medicine Residency Program since 1972.

Piedmont Columbus Regional – Northside Campus has been dedicated to providing exceptional community care since 1984. As a licensed 100-bed, general acute care community hospital, it specializes in orthopedic and spine, earning national recognition for its exceptional clinical quality and top-notch customer service. The hospital offers a comprehensive range of medical services, including emergency care, knee and hip joint replacement, spine treatment and surgery, advanced reconstructive surgery, general surgery, robotic surgery, bariatrics, gynecological surgery, urology services, endoscopy, and dialysis.

Accreditations

- BARIATRIC CENTER OF EXCELLENCE, American College of Surgeons (Northside Campus)
- ONCOLOGY PROGRAM, American College of Surgeons (Midtown Campus, John B. Amos Cancer Center)
- NATIONAL DIABETES PREVENTION PROGRAM, CDC (Midtown Campus)
- FAMILY MEDICINE RESIDENCY PROGRAM, Accreditation Council for Graduate Medical Education (Midtown Campus)

Your Satisfaction

Your health care is our priority. To determine where improvements are needed, our hospital takes part in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all U.S. hospitals.

After you are released from Piedmont Columbus Regional, you may be selected to participate in the HCAHPS survey. The survey asks multiple-choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey—your feedback is valuable!

Patient Family Concerns

We welcome direct contact and pride ourselves on response to patient concerns. At any time, should you or your family have any concerns or problems, please contact our **Patient Experience Representatives at 706.494.4900**. You may contact the Georgia Department of Human Resources' Office of Regulatory Services, Hospital Complaints, even if you have not made a complaint to the hospital first.

Call 404.657.5700, or write to:

**Georgia Department of Community Health
Healthcare Facility Regulation Division**
2 Peachtree Street, NW • Suite 31-447
Atlanta, Georgia 30303

Or, you may contact **DNV Healthcare:**

Website: dnvhealthcareportal.com/patient-complaint-report

Email: hospitalcomplaint@dnv.com

Phone: 1.866.496.9647

Fax: 281.870.4818

Mail: DNV Healthcare USA Inc.

ATTN: Healthcare Complaints

1400 Ravello Drive

Katy, TX 77449

Piedmont Midtown Administration 706.571.1200

Piedmont Northside Administration 706.494.2100

Staff Recognition

To recognize an employee for outstanding care, you may reach out to the Patient Experience Department at 706.494.4900 or complete a Promise 360 form, found at Piedmont.org/Promise360.

Piedmont Columbus Regional also participates in The DAISY Award, a program that recognizes extraordinary nurses. The online nomination form may be found at Piedmont.org/DAISYAward.

Your Support Team

It's our goal to make your visit as convenient, comfortable and pleasant as possible. People who can help are listed below.

Chaplains and Spiritual Care

A chaplain is available to provide nondenominational pastoral care, support and counseling. The chaplain works closely with community religious leaders of all faiths and can arrange a visit from a minister or appointed spiritual leader of the patient's choice. Chaplains may be reached by dialing the operator at "0".

Financial Services Assistance

Medical costs are often unanticipated, and not all expenses are covered by insurance. Please know that we have financial assistance programs that can make your payments more manageable. For more information call 706.571.1672.

Public Safety

Public Safety staff members are available 24/7 as a resource for patients, families and staff members. Contact Security by dialing "0" on an internal hospital phone, or by calling the hospital's main number.

Language Interpretation/Services for Those with Vision or Hearing Impairments

Our language services are available at no charge to assist patients or family members who presents with a language other than English as their spoken language, or otherwise requests auxiliary aids and services, will be provided by a qualified interpreter and other auxiliary aids and services to ensure effective communication through Language Services Associates or a staff member with demonstrated competencies. Interpreter Services are available 24 hours a day, 7 days a week.

Language Services Associates: 866.560.7907 (Your care team will provide you with an access code.)

Piedmont Columbus Regional Sign Language Phone Line: 800.255.0135

Discrimination is Against the Law

Piedmont Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, gender, color, national origin, age, disability, sexual orientation, gender identity or gender expression.

If you believe that Piedmont Columbus Regional has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance.

Instructions on how to file a grievance can be found at

<https://www.piedmont.org/about-piedmont-healthcare/non-discrimination-policy>.



Visitation Guidelines

Patients' friends and family are an important part of the care team.

All visitors who will be entering into the hospital must adhere to all safety guidelines and processes that are in effect at the time of their visit.

Patients should identify a primary loved one that will be their dedicated visitor during their inpatient stay in the hospital. We may only share Information pertaining to your stay and care with your permission. The identified emergency contact will be the person that our team will communicate with at admission.

Parking

Self-parking lots are available for our patients and visitors free of charge. A tesla charger is available to patient and visitors at the Northside campus.

Tobacco-Free Campus

All Piedmont Columbus Regional locations prohibit the use of tobacco products inside or outside the buildings. Smoking and the use of all other tobacco products (including but not limited to: cigarettes, cigars, chewing tobacco, snuff, pipe smoking and vaporized tobacco inhalers) are not permitted. Prohibited locations include all buildings, entrances, hallways, walkways, grounds, parking areas, and vehicles parked on Piedmont property.



Piedmont Columbus Regional Northside Campus

Main Line 706.494.2100 100 Frist Court, Columbus, Georgia 31909

Amenities

Food and Nutrition

The Northside campus offers an inviting dining experience at Jack's Place for patient families and friends, as well as multiple vending options. You'll find the café on the hospital's lobby level.

Jack's Place Cafeteria

Monday–Friday

Breakfast 6 a.m. to 10 a.m.
Lunch 11 a.m. to 2 p.m.
Dinner 5 p.m. to 6:30 p.m.

Saturday–Sunday

Breakfast 7:30 a.m. to 9 a.m.
Lunch 11 a.m. to 1 p.m.

Vending

For 24/7 access to fresh food, pastries, snacks and hot and cold beverages, please visit our vending machines located throughout the hospital:

- 1st floor next to the entrance of Jack's Place
- 1st floor adjacent to Surgery Waiting area

Patient Meals

Nutrition is an important part of healing. Patients are given meal options, with menus delivered by staff members. An individualized order is prepared for patients for each meal. Trays for patient meals are prepared at the following times and delivered shortly after:

Breakfast 7:30 a.m.
Lunch 12 p.m.
Dinner 4:30 p.m.

Visiting Guidelines:

Visiting hours are from 8:00 a.m. to 8:00 p.m. We appreciate the important role your family and loved ones play in your care and the healing process. Still, for the comfort of other patients, we ask that you limit the number of visitors. All visitors, including family members, must pick up a visitor's badge from the information desk at the entrance and wear it while in the hospital.

Gift Shop

The gift shop at the Northside campus is located in the lobby on the first floor.

Monday–Friday 10 a.m. to 4 p.m.
Saturday–Sunday Closed

You'll find freshly cut flowers, floral arrangements and roses in the gift shop. To purchase flowers, call 706.494.2158 during gift shop hours. Orders can be placed over the phone and will be delivered to the patient's room.

Pharmacy

Clinical pharmacists are an integral part of the health care team whom manage the medication therapy needs of each patient. Medication therapy is optimized to achieve therapy goals and obtain desired outcomes of care. A discharge prescription program is a convenient service offered to patients upon discharge.

Piedmont Pharmacy, North

5601 Veterans Parkway, Suite 1800, Columbus, GA

Monday–Friday 8:30 a.m. to 5 p.m.
Closed 12:30 p.m. to 1 p.m. for lunch

Wi-Fi

Free wireless Internet access is provided throughout the hospital. Look for Courtesy Internet on your mobile device's available networks.

Telephone Directory

Security	Dial 0
Main Telephone	706.494.2100
Patient Accounting/Billing	1.855.788.1212
Environmental Services	706.494.2349
Interpreter Services	866.560.7907 (access #: 200386)
Food and Nutrition	706.494.2180
Gift Shop	706.494.2158
Patient Experience, CareLine	706.494.4046

Television Directory: Northside Campus

CH	TV STATION
3	CBS
4	NBC
5	CW
6	ABC
7	FOX
8	CNN
9	FOX NEWS
10	ESPN
11	FOX SPORTS 1
12	ESPN2
13	WEATHER CHANNEL
14	INSP Western TV
15	DISCOVERY
16	HALLMARK
17	LIFETIME
18	NATIONAL GEOGRAPHIC
19	HGTV
20	FOX BUSINESS
21	FOOD
22	HISTORY CHANNEL
23	TLC
24	ANIMAL PLANET
25	USA NETWORK
26	PARAMOUNT NETWORK

Piedmont Columbus Regional Midtown Campus

Main Line 706.571.1000

710 Center Street, Columbus, Georgia 31901

Amenities

Food and Nutrition

The Midtown campus has two dining facilities, a coffee shop and vending machines.

Midtown Food Court

The food court is on the first floor, offering main courses along with salads, sandwiches and desserts. Guests may dine comfortably in the food court or pass through to The Dugout, a sports-themed area offering multiple televisions.

Monday–Friday

Breakfast	5:30 a.m. to 10:30 a.m.
Lunch	11 a.m. to 2 p.m.
Dinner	4:30 p.m. to 8 p.m.

The Garden Café

The café is on the lobby level of the Midtown Campus and offers fresh grill items.

Monday–Saturday

Breakfast	5:30 a.m. to 10:30 a.m.
Lunch/Dinner	11 a.m. to 8 p.m.

Sundays closed

Midtown Coffee

Located on the lobby level across from Patient Registration, Midtown Coffee serves Starbucks hot coffee and pastries, cold beverages and limited snacks.

Monday–Friday

6:30 a.m. to 5 p.m.

Vending

For 24/7 access to fresh food, pastries, snacks and hot and cold beverages, please visit our vending machines located throughout the hospital:

1st floor:	adjacent to elevators
2nd floor:	Lobby level across from Pre-registration and next to ER
3rd floor:	near the Conference Center hallways
4th floor:	Family waiting room

Patient Meals

Nutrition is an important part of healing. Patients are given meal options, with menus delivered by staff members. An individualized order is prepared for patients for each meal. Trays for patient meals are prepared at the following times and delivered shortly after:

Breakfast	7 a.m.
Lunch	11 a.m.
Dinner	4 p.m.

Gift Shop

The gift shop is on the lobby level. The Auxiliary department manages the gift shop and donates 100% of its profits to Piedmont Columbus Regional. Small personal items, gifts and flowers are available.

Monday–Friday 9 a.m. to 9 p.m.

Call 706.571.1481 for more information or phone orders.

Pharmacies

Piedmont Pharmacy – Community Health
1800 10th Street, Columbus GA 31901
706.321.3777

Piedmont Pharmacy – Family Health
1800 10th Street (located in the Family Practice bldg)),
Columbus GA 31901

Piedmont Pharmacy – Midtown
710 Center Street, Columbus GA 31901
706.571.1992
Monday-Friday 9:00 a.m. to 5:30 p.m.

Amenities, Continued: Midtown Campus

Wi-Fi

Piedmont Columbus Regional Midtown provides free wireless Internet access throughout the hospital. Look for free Wi-Fi on your mobile device's available networks.

Telephone Directory

Security	Dial 0
Main Line	706.571.1000
Patient Accounting/Billing	1.855.788.1212
Environmental Services	706.571.1640
Interpreter Services	866.560.7907
Food and Nutrition	706.571.6417
Gift Shop	706.571.1481
Patient Experience, CareLine	706.494.4900



Television Directory: Midtown Campus

CH		CH		CH		CH	
3	WRBL (CBS 3) Columbus	19	NBC Sports Channel	34	Paramount Network	49	Disney Channel
4	WLTZ (NBC 38) Columbus	20	Fox News	35	SyFy	50	Nickelodeon
5	WLTZ DT-2 (CW)	21	CNN	36	Food Network	51	Cartoon Network
6	WTVM (ABC 9) Columbus	22	HLN	37	History	52	Animal Planet
7	WXTX (Fox 54) Columbus	23	CNBC	38	Lifetime	53	Discovery Channel
8	GPB	24	MSNBC	39	Hallmark Channel	54	MTV
9	ION Television	25	TNT	40	HGTV	55	VH1
10	WGN America	26	TBS	41	GSN	56	CMT
11	Weather Channel	27	FX	42	Turner Movie Classics	57	BET
12	ESPN	28	USA	43	TV Land	58	OWN
13	ESPN2	29	A&E	44	Freeform	59	National Geographic
14	Fox Sports South	30	AMC	45	Travel Channel	60	Investigation Discovery
15	Sports South	31	Bravo	46	TruTV	61	Univision
16	Fox Sports 1	32	Oxygen	47	Comedy Central		
17	Golf Channel	33	TLC	48	E!		



Piedmont Columbus Regional: Your Hospital Stay

Patient Rights and Responsibilities

Piedmont Columbus Regional for The Medical Center, Inc. (d/b/a/ Piedmont Columbus Regional Midtown) and Hughston Hospital, Inc. (d/b/a Piedmont Columbus Regional Northside) are committed to serving you with compassion, care, skill and respect. It is our policy to respect the individuality and dignity of all patients, and to honor—in accordance with law—an adult patient's right to make decisions regarding treatment. This includes an adult patient's right to consent to, refuse or alter treatment plans and the right to formulate advance directives, which will govern if you become incapacitated.

You have the right to:

- Not be denied access to treatment or accommodations that are medically indicated on the basis of race, color, national origin, religion, sex, gender identity or expression, sexual orientation, or disability. Piedmont Columbus Regional does not exclude people or treat them differently because of race, color, national origin, age, disability or gender. You will not be denied treatment needed to stabilize an emergency medical condition, regardless of your ability to pay or the payment source for such care.
- Participate in the development and implementation of your plan of care
- Make informed decisions regarding your care
- Talk with the physician responsible for your care and to receive information necessary to understand your medical problem and planned treatment
- Be questioned and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own gender present during certain parts of a physician examination, treatment or procedure performed by a health professional of a different gender and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
- Care in a safe setting
- Freedom from abuse, harassment or exploitation
- The appropriate assessment, management of and education regarding your pain
- Identity and professional status of individuals providing service to you
- Receive Beneficiary Notice to appeal a coverage decision, premature discharge, or make a complaint regarding quality of care to the QIO
- Refusal of Care
- Ethical Consideration with conflicts of values, principles or interest resolved through the collaboration of the professional staff and the patient, and when appropriate, the patient's family or other representative.
- Free aids and services to people with disabilities to help you communicate effectively. If you need a qualified language interpreter, written information in other formats or free language services for those whose primary language is not English, you may contact the 1557 Coordinator at 706.571.1515. If you believe Piedmont Columbus Regional has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability or gender, you can file a written grievance with the 1557 Coordinator. Send your grievance to: Executive Offices, Attention 1557 Coordinator, 710 Center Street, Columbus, Georgia 31901, call 706.571.1515, fax 706.571.1216 or email crh.ethicspoint.com.
- Consideration as an individual with personal values and beliefs. Patient may exercise cultural and spiritual beliefs that do not interfere with the well-being of others or the planned course of medical therapy.
- Have a family member or representative of your choice notified promptly of your admission to the hospital, and be present during your stay to visit or provide support
- Have your attending physician notified promptly of your admission to the hospital
- Privacy regarding information necessary for medical care and regarding the privacy of your body
- Request privacy status while in the hospital. Under such circumstances, no information about your presence in the hospital will be provided to anyone.

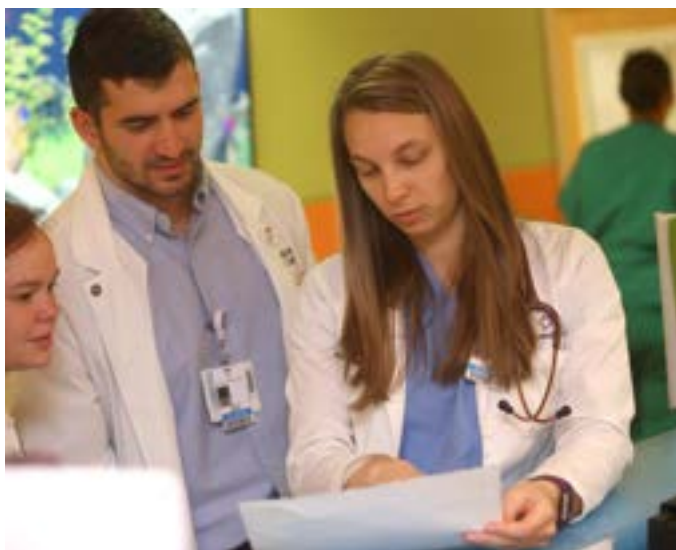
- Be placed in protective privacy when considered necessary for personal safety
- Request a transfer to another room if another patient or visitor in the room is unreasonably disturbing you
- Expect all communications and records pertaining to your care to be treated as confidential. You have the right to access your medical record in accordance with state law. Your medical record will be read only by individuals directly involved in your treatment or in the monitoring of its quality. Other individuals can read your medical record only on your written authorization or that of your legally authorized representative. Medical records may be available for review for research purposes upon the approval of the Chief of Staff, Medical Director and the Chief Operating Officer, Hospital Division.
- Examine and receive an explanation of your bill
- The proper and safe use of restraints when they are required in acute medical, surgical and behavioral management
- Reasonable attention to complaints and grievances when communicated to any member of the health care team
- The freedom to voice such concerns without fear of reprisal or compromise of care. If you would prefer to report your concern outside the area you are receiving care, you may contact our Administrative Offices, Chief Operating Officer, Hospital Division; or the Administrator on Call, Piedmont Columbus Regional Midtown, 710 Center Street, Columbus, GA 31901 706.571.1200; Piedmont Columbus Regional Northside, 100 Frist Court, Columbus, GA 31909 706.494.2101. The hospital will make every effort to provide a written response to a grievance in (10) days. If the grievance cannot be resolved in (10) days, you will be informed of the plan of action to include an anticipated date of the written response. In addition to or instead of this process, you may also address concerns to the Georgia Medical Care Foundation, 1455 Lincoln Parkway, Atlanta, Georgia 30346 404.982.0411.



- Contact the hospital administration if you have any unresolved patient safety or quality-of-care concerns. An alternative is the Ethics and Compliance Hotline (855.795.3609).
- Participate in the consideration of biomedical ethical issues that may arise during your care. Any health care team member will refer your request of this nature to the appropriate party.
- Request access to protective and advocacy services
- Receive care that addresses the needs of the patient at the end of life and participate in ethical questions that arises in the course of your care
- Be informed of any investigation, research or educational activities involved in your treatment

Your Responsibilities:

- Provide, to the best of your knowledge, accurate and complete information about your present complaints, past illness, hospitalizations, medications and other matters relating to your health.
- Ask questions when you do not understand what you have been told about your health care and what you are expected to do.
- Follow the treatment plan developed with the practitioner. If you refuse treatment or fail to follow the practitioner's instructions, you are responsible for the outcomes.
- Meet your financial obligations and commitments agreed to with the hospital.
- Follow the hospital's rules and regulations concerning patient care and conduct.
- Be considerate of other patients and hospital personnel by not making unnecessary noise, smoking or causing distractions. Patients and families are responsible for respecting the property of other people and that of the hospital.



Advance Directive

Piedmont Columbus Regional recognizes the importance of a patient's participation in all aspects of their care. Executing an advance directive is an option that expresses personal health care choices. Advance directives are documents written in advance of serious illness that state patient choices about medical treatment or name someone to make those choices for patients if they are unable to do so. The Patient Self Determination Act (effective Dec. 1, 1991) mandates that all health care institutions provide adult patients with written information about their rights to make decisions concerning their medical care.

Piedmont Columbus Regional's Patient Bill of Rights, Patient Responsibilities and the Georgia Advance Directive Healthcare form are included in the Patient Care Information given to patients on admission for their convenience and information. This in no way indicates that Piedmont Columbus Regional requires or requests a patient to execute an Advance Directive. The execution and possession of an Advance Directive is a completely personal choice.

Virtual Nursing Program

Piedmont is on the cutting edge of technology. Implementing virtual nursing like no other in Georgia, Piedmont is dedicated to providing excellent patient care. The new Virtual Nursing program is designed to support bedside nurses with a virtual care team to provide help and support across a broad spectrum of nursing tasks. More specifically, virtual nurses will assist with administrative-heavy tasks, such as admissions and discharges, to allow our bedside nurses more time to focus on the hands-on care that only they can provide

Your Health Care Team

During your inpatient hospital stay, you will be cared for by a team of providers, which may or may not include the following: your doctor, a hospitalist, specialists, nurses, medical students and residents, patient care technicians, pharmacists, radiologist technicians, and rehabilitation therapists.

We know it can be difficult to remember all the different care providers whom you will meet during your stay. While this is not a complete list, these are the care providers most patients are likely to frequently encounter. Please feel free to ask any care provider what their role in your care is, any time you have questions.

You and Your Family

You, as the patient, and your immediate family are the center of your health care team.

Physicians

The attending physician is the doctor who supervises your treatment. He or she may be assisted by other doctors, interns, residents, fellows and medical students.

Hospitalists

These board-certified physicians manage your care if you do not have a primary care provider or if your provider prefers that a hospitalist handles your inpatient care.

Intensivists

These physicians, who are board certified in critical care medicine, manage your care if you are in our intensive care unit. They coordinate patient care and work together with specialists, surgeons and your primary physicians.

Nurse Practitioners/Physician Assistants

These licensed professionals work closely with your attending physician to provide 24/7 care.

Registered Nurses

These licensed professionals have primary responsibility for your care and direct the care provided by other members of the nursing team. They may be assisted by nursing students.

Patient Care Technicians

These assistants support the nurses in taking care of you.

Pharmacy

Pharmacists and Pharmacy Technicians manage all drug therapy within the facilities.

Case Management

Social workers and case managers help you and your hospital team create a discharge plan for your care after you leave the hospital. Plans may include assistance with the activities of daily living, nursing home or assisted-living placement, home health care, rehabilitation and other services.

Respiratory Therapists

Respiratory therapists are certified medical professionals who treat problems with your lungs or breathing. They're not doctors, but they work closely with your doctors to diagnose and monitor your condition.

Physical and Occupational Therapists

Physical therapists focus on improving the patient's ability to perform movement. Occupational therapists focus on improving a patient's ability to perform daily living activities.

Environmental Services

These team members clean and disinfect your room.

Dietary

These dietary staff members deliver your food to you at mealtimes.

Imaging Technologists

These professionals perform diagnostic imaging examinations. They are responsible for positioning patients and ensuring that a quality image is produced. They work with radiologists. Imaging technicians include radiologic technologists, sonographers, MRI technologists and nuclear medicine technologists.

Phlebotomists

Lab personnel are authorized to draw your blood for various laboratory tests.

During Your Stay

Your Bed

The hospital bed in your room is designed for safety. Your nurse will teach you how the bed operates. For your safety, please call for assistance before getting out of bed.

Your Communication Board

The white communication board located in your room directly across from your bed is designed to keep you informed of information such as the date, names of your care team, goals for the day, etc.

Your Call Light

For your safety, if you need to call your nurse, you can use the call button that is located on the nurse call handset. There is an emergency cord in the bathroom in the event that you require assistance. Your caregiver will explain how to use the handset and emergency cord upon arrival to the unit.

Your Telephone

Bedside telephones are available for patient use. For in-hospital phone calls, simply dial the last four digits of the phone number you are trying to reach. To make telephone calls outside the hospital, pick up the phone and dial 9, followed by the area code and phone number you are trying to reach.

Room Cleaning

Our professional environmental services team is committed to the cleanliness of your room and restroom during your hospital stay. Your room will be cleaned every day and the associate will introduce themselves when they enter your room. If you have any comments or concerns about the cleanliness of your room, you may inform your nurse or patient care technician.

Personal Belongings

We cannot accept responsibility for valuables you bring to the hospital. We strongly encourage you to leave your money and valuables at home or send them home with family members. This includes medications, unless otherwise instructed by your doctor. If you require eyeglasses, dentures and/or hearing aids for daily living activities during your stay, these items require special care. Tell your nurse that you use these items. Take care not to leave any of your personal items on your meal tray, wrapped in paper towels, or lying on your bed, as they may be accidentally disposed of or lost.

We cannot assume responsibility for these items, should you misplace or damage them, nor will we replace your lost personal items.



Patient Safety: A Commitment to Quality

Piedmont Columbus Regional is committed to providing consumers with accurate, honest information about clinical processes and the patient experience. We believe well-informed patients take a more active role in improving their health condition. Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital heal better. By working together with your health care team, you can lower your risk of harm and make your stay safer.

Fall Prevention

In the hospital, patients are at a higher risk of falling. Illness, surgery and medicines can weaken muscles and/or affect your balance and judgment.

To improve the odds of not falling, WE will do the following:

Determine if you are at a higher risk of falling. Your nurse assesses your risk of falling when you are admitted to the hospital and then throughout each day.

If you are at risk, we will provide special care and support including:

- Signage to advise caregivers and loved ones to inform them that we are paying special attention to your mobility
- A yellow bracelet to let our caregivers know to support you wherever you are in our hospital or facilities. Even your slippers will be yellow and have a special grip pattern to keep you from slipping!
- A bed or chair equipped with an audible signal to let us know you have moved away and need our assistance.
- Caregivers will assist you with the appropriate equipment, and remain with you while you use the bathroom. Most falls happen in this situation.

To improve the odds of not falling, YOU should do the following:

- If you feel dizzy or weak, use the call light to get assistance before you get up.
- Always wear your nonslip slippers.
- If your health care team has asked you not to get up without staff help, use the call light to get assistance before you get up.

- Prevent falls by getting up slowly.
- Before standing, sit on the edge of the bed for a few minutes.
- Make sure you have a clear path to your chair or the bathroom before getting
- Be aware of any tubes, drains or equipment attached to your body that might cause you to trip
- Do not use mobile objects such as IV poles, over-bed tables or unlocked wheelchairs to steady yourself.
- Do not turn off your bed or chair notification device.

Infection Prevention

Patients and visitors should cover their mouths and noses when sneezing or coughing by using tissues or the bend of the elbow. Using correct hand hygiene protocol is an important aspect of infection prevention. Tissues and masks are available upon request. Visitors who are feeling unwell, have a fever or are known to be contagious should stay home and communicate with their hospitalized loved one using the telephone or electronic means of visitation such as video call applications on cell phones or tablets.





Hand Hygiene

Clean your hands and remind others to clean theirs, too. Use hand sanitizer or wash your hands with soap and water after using the bathroom, before eating or after touching anything that might be soiled. If your hands are visibly dirty, wash them well with soap and water for 15 seconds. Health care providers are required to wash or sanitize their hands before and after seeing a patient. They should wear gloves when they perform tasks such as drawing blood, touching wounds or handling body fluids. Don't hesitate to remind your care team members to clean their hands or to wear gloves. Make sure your family, visitors and companions wash or sanitize their hands before and after seeing you. If they are sick, please ask them to stay home or leave.

Skin Care

You may find yourself needing to spend most of your stay in a bed or in a chair. We want to be sure that you do not develop any skin irritation or injury as a result of having limited mobility.

Here are some things YOU can do to avoid irritation and injury:

While in bed, change your position at least every two hours. The team will assist you if you are unable to turn on your own.

While sitting in a chair, shift your weight at least every hour. If you can't move yourself, ask one of us to help you.

Eat a balanced diet to maintain healthy skin and help heal any wounds.

Exercise your body to stay as strong and flexible as possible. Ask for assistance before you attempt to move about.

Discuss your toileting habits with your team so that we can keep your skin clean and dry.

Sometimes, turning in bed, sitting in a chair or taking a walk can seem difficult because of discomfort or fatigue. Talk to your care team to discuss options to improve your comfort while keeping your mobility.

Patient ID Verification

When you're admitted to the hospital, we give you a safety band with your name, date of birth and medical record number. This safety band must be worn at all times during your hospitalization. Staff members will always check your safety band before giving you any medicine or performing any test or procedure. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified often—it's for your own safety. We use barcode technology to help make sure medicine is matched to the patient.

Understanding Your Medications

While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery. During your first day in the hospital, we ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins and herbal supplements you are taking. Also, we need to know about any allergies or reactions you may have to medicines, foods or supplements.

Ask your health care team the following questions:

- What is the name of the medicine, and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks and activities I should avoid while taking this medicine?
- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?

Medications and Side Effects

This chart provides information about some of the most common side effects associated with medications you may receive during your stay. This list is not exclusive. If you have questions or concerns about medications you may be taking, please ask your nurse or provider.



Use	Medication: Generic (Brand)	Most common side effects
Pain	Hydrocodone/Acetaminophen (Vicodin®, Lortab®, Norco®) Hydromorphone (Dilaudid®) Morphine (MS Contin) Oxycodone/Acetaminophen (Percocet®) Tramadol (Ultram®)	Constipation, nausea/vomiting, rash/itching, may cause drowsiness or dizziness
Nausea/vomiting	Ondansetron (Zofran®) Promethazine (Phenergan®) Scopolamine patch	Constipation, fatigue, may cause headache
Heartburn or reflux stomach ulcer	Famotidine (Pepcid®) Pantoprazole (Protonix®) Sucralfate (Carafate®)	Diarrhea, may cause headache
Heart failure, heart rhythm changes	Diltiazem (Cardizem CD®, Cartia XT®, Tiazac®, Dilacor XR®)	May cause headache, drowsiness or dizziness
To decrease blood pressure and heart rate	Amiodarone (Cordarone®, Pacerone®) Digoxin (Lanoxin®, Digitek®)	May cause headache, drowsiness or dizziness
Antibiotic for bacterial infection	Amoxicillin/Clavulanate (Augmentin®) Cephalosporin class (Ceftin®, Ancef®, Rocephin®, Mefoxin®) Clindamycin (Cleocin®) Levofloxacin (Levaquin®) Metronidazole (Flagyl®) Piperacillin/Tazobactam (Zosyn®) Vancomycin (Vancocin®)	Rash/flushing, nausea/vomiting, may cause headache, stomach upset, diarrhea
Anti-anxiety, sedation, or insomnia	Alprazolam (Xanax®) Clonazepam (Klonopin®) Diazepam (Valium®) Lorazepam (Ativan®) Temazepam (Restoril®) Zolpidem (Ambien®)	May cause drowsiness or dizziness, may cause headache
Prevention or treatment of blood clot formation	Apixaben (Eliquis®) Aspirin Clopidogrel (Plavix®) Dabigatran (Pradaxa®) Enoxaparin (Lovenox®) Heparin Rivaroxaban (Xarelto®) Warfarin (Coumadin®)	Risk of bleeding, may cause stomach upset

Use	Medication: Generic (Brand)	Most common side effects
Anti-inflammatory	Celecoxib (Celebrex®) Hydrocortisone (Cortef®) Ibuprofen (Motrin®) Ketorolac (Toradol®) Methylprednisolone (Solu-Medrol®) Prednisone	Insomnia, may cause stomach upset
Diuretic (to reduce fluid retention)	Bumetanide (Bumex®) Furosemide (Lasix®) Torsemide (Demadex®) Spironolactone (Aldactone®)	Electrolyte depletion (may cause sodium or potassium levels in your blood to change), dehydration, dizziness, decreased blood pressure
To decrease cholesterol	Atorvastatin (Lipitor®) Pravastatin (Pravacho®) Rosuvastatin (Crestor®) Simvastatin (Zocor®) Ezetimibe (Zetia®) Fenofibrate(Tricor®) Ezetimibe/Simvastatin (Vytorin®)	Muscle pain, may cause headache, may cause stomach upset
To decrease blood pressure and heart rate: Heart attack or heart failure	Beta Blockers: Atenolol (Tenormin®) Carvedilol (Coreg®) Labetalol (Trandate®) Metoprolol (Lopressor®) ACE Inhibitors or Angiotensin Receptor Blockers: Enalapril (Vasotec®) Lisinopril (Zestril®) Irbesartan (Avapro®) Captopril (Capoten®) Olmesartan(Benicar®)	Cough (ACE Inhibitors), may cause drowsiness or dizziness
Respiratory (to help you breathe)	Duoneb® Albuterol aerosol® MDI® Atrovent® Pulmicort® Symbicort®	Increased heart rate, nervousness, nausea and vomiting, thrush (powders — rinse your mouth to prevent)

Speak Up

Let us know if something is bothering you or if you have questions. It's your body—you have a right to know. Your health is too important to worry about being embarrassed if you don't understand something your doctor, nurse or other health care professional tells you. Don't be afraid to ask about safety. Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication. Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

- Participate in all decisions about your treatment
- You are the center of the health care team
- You and your doctor should agree on exactly what will be done during each step of your care
- Know who will be taking care of you, how long the treatment will last and how you should feel
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your visit summaries from previous outpatient visits and hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.



When You Are Discharged

Before you are discharged from a Piedmont Columbus Regional hospital, we want to make sure you are prepared to continue your healing process safely at home or your next level of care. Your care team, including your nurse, physician, case manager and other ancillary department members will assist you with the resources you need for your next level of care. As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

Billing and Financial Assistance

Piedmont Healthcare has partnered with Patientco to provide simpler billing statements with easy-to-follow summaries and enhanced online bill-pay technology. You'll find a simple way to track, manage and pay health care expenses via the PatientWallet. In the PatientWallet, you can also find low monthly payment options.

Financial Assistance

Piedmont Healthcare understands not all patients have the ability to pay their health care bills. We offer financial assistance to qualifying patients. It is our goal to work with our patients to find ways to make Piedmont's medical care more affordable. If you are having trouble paying for all or some of your health care services, please speak with our Patient Financial Care team at 855.788.1212.

How to Apply for Assistance

Free copies of the FAP and the FAP application may be obtained through any of these sources:

In-person: Hospital Admissions Office

Phone: 855.788.1212

Fax: 770.916.7511

Online: piedmont.org

Email: assistance@piedmont.org

Mail:

Piedmont Healthcare Customer Service
ATTN: Financial Assistance
2727 Paces Ferry Road, Building 2, Suite 500
Atlanta, Georgia 30339



MyChart Patient Portal

A big part of staying healthy is staying connected—removing barriers that keep patients from their medical information and the doctors and professionals that care for them. To provide better access, we offer MyChart, a digital tool that makes it easy for you to connect with Piedmont doctors through a safe, secure portal. This portal is accessible from your phone or from a website and displays medical information about the care you receive at all Piedmont Healthcare hospitals and their associated physician offices. We strongly encourage you to enroll and use the portal so you can participate in your care.

Using MyChart, You Can:

- Access your test results. No more waiting for a phone call or letter. View your results and your doctor's comments.
- Manage your appointments. Schedule your next appointment, view details of your past and upcoming appointments, cancel appointments.
- Communicate with your providers. Get answers to your medical questions from the comfort of your own home.
- Request prescription refills. Send a refill request for any of your refillable medications.
- Participate in telemedicine. Virtual visits allow you to stay home and get the care you need, using a computer to speak with and see your provider.
- Find general medical advice for non-urgent questions.

With MyChart, you can access all your medical records in one place, plus track and review current health issues, medications, allergies and immunizations. You can also receive preventative care reminders, browse health topics and even email your doctor directly—all from a single, online portal.

Questions? Call, chat or email with our Customer Solution Center team for any questions or information about getting help with bills.

Phone: 855.788.1212

Live chat: piedmont.org

Email: customerservice@piedmont.org

MyChart: Messages

How to Sign Up

Your doctor's office can also help, or call 1.855.788.1212 and select option 3. We're available to help Monday to Friday from 7 a.m. to 7 p.m.



MyChart On-the-Go App

The MyChart app can be downloaded through the App Store for iPhones and the Google Play Store for Android devices.



Piedmont Now App

The Piedmont Now mobile app provides indoor navigation at the Midtown and Northside campuses, quick access to appointment availability near you including Emergency Department wait times, online scheduling for doctor's appointments, provider information and more.

Piedmont Now can be downloaded through the App Store for iPhones and the Google Play Store for Android devices.



Giving at Piedmont

Piedmont Healthcare is a federally certified 501(c)3 nonprofit community hospital system. As a nonprofit, gifts are a vital part of supporting our mission and directly benefit the health and wellness of patients in our community. Donor gifts help us to provide high-quality patient centered care, using updated techniques and equipment, with highly trained physicians and health care providers. Gifts also make exciting new improvements possible both across the system and locally.

Piedmont Columbus Regional Foundation: Say Thank You to Your Care Team

Every day, we hear extraordinary stories from grateful patients about the care and compassion demonstrated by their physicians, nurses, housekeeping or others at Piedmont Columbus Regional. In response, patients or family members often ask, “How can I say ‘thank you’ to the people who made a difference while I was in the hospital?” Perhaps you’ve already expressed your appreciation with a handshake, a hug or a note but would like to do something more—something that will make an even greater impact.

Making a gift in honor of the caregivers who made a memorable impression on you or a loved one will celebrate the special care you received and ensure we have the resources to continue excellent patient care for future generations.

Your special caregiver will receive a card notifying them a gift was made in their honor. The gift amount is not disclosed.

To make a tribute gift and say thank you to a caregiver, you can visit our online giving page at www.piedmont.org/pcrfoundation or call the PCR Foundation office at 706.660.6115.

Thank you for letting us care for you or your loved one.



Your care matters.

Here's how to make the most of it.

1. Ask for care instructions to be provided to you in writing. Too many words? Ask for information in pictures and infographics, or however best you learn.
2. Document your wishes for end-of-life care, and encourage your loved ones to document their end-of-life care preferences as well.
3. Sign on to your medical center's patient portal. If you read something you know is not right, ask to have it corrected.
4. Request a second opinion.
5. When you receive exceptional care, let someone in Patient Experience know or ask to complete a DAISY Award or Promise 360 nomination.
6. When you have concerns about your care, speak up in the moment. Ask what your treatment options are.
7. If your care provider uses language you don't understand, ask them to repeat themselves using different words.
8. When your caregiver is entering information about you into the electronic medical record, ask what is being input.
9. Complete patient satisfaction surveys honestly and constructively.
10. Enlist a loved one to be your care partner. During a hospitalization, ask that they be provided education on your aftercare needs and that they be notified of the plan for your discharge.
11. Come to doctor appointments prepared. Bring a notepad with questions, your medication list and any other pertinent personal health care information.
12. Tell your care provider how you would define a quality outcome — in your own terms (for instance, being able to walk up a flight of stairs, being able to play with your grandchildren without getting winded, etc.).
13. If you are hospitalized and are having trouble getting the rest you need to heal, ask for ear plugs, soothing music or to have the door to your room closed.
14. Download a health care app to help you manage and monitor vital aspects of your personal health, such as diet, exercise, sleep patterns, blood pressure, etc.
15. Engage a patient advocate or patient liaison if concerns are not being addressed to your satisfaction.
16. When instructions are being conveyed, ask your care team to SHOW you, not just tell you, so you are empowered to more confidently and competently care for yourself. Ask to have your care partner included in these instructions so they can be taught how you would like them to participate.
17. Don't hesitate to let your care team know if you're uncomfortable.
18. Become informed of when hospital rounds will occur so that you can plan for family to be present, either live or virtually.
19. State your feelings. They matter just as much as your physical condition.

Piedmont Columbus Regional – Northside Campus

100 Frist Court
Columbus, Georgia 31909
706.494.2100

Piedmont Columbus Regional – Midtown Campus

710 Center St.
Columbus, Georgia 31901
706.571.1000

