



**Atrium Health**  
Navicent

The Medical Center

# Patient and Visitor Information Guide

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Address: 777 Hemlock Street  
Macon, Georgia 31201  
Phone: (478) 633-1000  
Online: [NavicentHealth.org](https://www.NavicentHealth.org)

*Last updated 04/2023*

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# PERSONAL INFORMATION

**This book belongs to:**

Name: \_\_\_\_\_

Room Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Physician: \_\_\_\_\_

Anticipated discharge date: \_\_\_\_\_

Follow-up appointment date: \_\_\_\_\_

## **Questions to consider when speaking with your health care providers:**

1. Who is my attending physician?
2. Who are the consultants on my case?
3. How long should I expect my hospital stay to be?
4. When can I expect to see my physician?
5. What are the results of my test?
6. How much pain can I expect?
7. How will my pain be controlled?
8. When can I get out of bed?
9. In order to prevent falls, we prefer to assist patients when using the restroom. Have I discussed this with my nurse?
10. When do I take my medications?
11. What is the purpose of my medications?
12. What are the side effects of my medications?
13. What will my follow-up care be?
14. Which physician do I see after leaving the hospital?
15. What kind of services will I need upon discharge?
16. How can I speed up my recovery?
17. What can my family and friends do to help?
18. How will I manage my health?





**New Medications**

Medication Name: \_\_\_\_\_

Purpose of Medication: \_\_\_\_\_

Possible Side Effects of Medication: \_\_\_\_\_

\_\_\_\_\_

Medication Name: \_\_\_\_\_

Purpose of Medication: \_\_\_\_\_

Possible Side Effects of Medication: \_\_\_\_\_

\_\_\_\_\_

Medication Name: \_\_\_\_\_

Purpose of Medication: \_\_\_\_\_

Possible Side Effects of Medication: \_\_\_\_\_

\_\_\_\_\_

Medication Name: \_\_\_\_\_

Purpose of Medication: \_\_\_\_\_

Possible Side Effects of Medication: \_\_\_\_\_

\_\_\_\_\_







# WELCOME

Throughout its more than 125-year history in the community, Atrium Health Navicent has remained dedicated to improving health, elevating hope and advancing healing for generations of central and south Georgia residents, providing nationally recognized quality care, close to home.

As part of Atrium Health, one of the largest integrated nonprofit health systems in the southeast, we provide

patients with access to many of the nation's leading medical experts and specialists, along with advanced innovations in virtual medicine and care.

In addition to hosting central Georgia's only American College of Surgeons Committee on Trauma verified Level I trauma center, we offer the central and south Georgia's only dedicated pediatric hospital providing children with the specialized care they need to grow and thrive.

Recognizing our vital role in the community, we are committed to bridging barriers to equitable access to health care through community health initiatives, collaborative partnerships and a system-wide social impact strategy.

We are proud to be your hospital system, and to have the opportunity provide you with the best care, close to home.

Sincerely,

A handwritten signature in black ink, appearing to read 'Delvecchio S. Finley'. The signature is fluid and cursive.

**Delvecchio S. Finley, MPP, FACHE**

*President*

*Atrium Health Navicent*

# ABOUT US

Atrium Health Navicent The Medical Center provides a broad range of community-based services including:

- Home Health and Hospice Care
- Outpatient Diagnostics
- Primary Care
- Urgent Care
- Wellness and Rehabilitation

Atrium Health Navicent The Medical Center serves an area of 30 counties (roughly 750,000 people) and employs over 4,500 people; approximately 700 of whom are physicians.

As well as operating Atrium Health Navicent Surgery, Atrium Health Navicent The Medical Center is the primary academic hospital for Mercer University School of Medicine; providing fellowship and residency programs, and is affiliated with multiple universities as a clinical education site.

As the second largest hospital in Georgia, Atrium Health Navicent The Medical Center is licensed for 637 beds, including:

- Cardiac Surgery
- Medical Surgery
- Pediatrics
- Trauma

## **Atrium Health Navicent Emergency Department**

With helipad capability and three (3) urgent-care centers — Atrium Health Navicent Emergency Department treats over 140,000 patients per year.

## **Atrium Health Navicent Rehabilitation Hospital**

As an entity of Atrium Health Navicent, Atrium Health Navicent Rehabilitation Hospital partners with Atrium Health Navicent The Medical Center to provide a 55-bed, medical-rehabilitation hospital for patients of all ages.

# ACCREDITATIONS

## Accredited by Det Norske Ventas Healthcare USA, Inc.

The only hospital accreditation program approved by the US Centers for Medicare and Medicaid Services (CMS) that integrates the ISO 9001 Quality Management System with the Medicare Conditions of Participation. DNV's NIAHO® accreditation program requires hospitals to evaluate the continuum of patient care throughout its facilities and take measured steps towards sustainable excellence!

## Magnet® Recognized Hospital for Nursing

The Magnet Recognition Program® was developed by the American Nurses Credentialing Center (ANCC) to recognize health care organizations that provide nursing excellence.

## Approved by Center for Medicare & Medicaid Services

### Storm Ready Approved

*Storm Ready* is a community preparedness program in the United States that encourages government entities and commercial gathering sites to prepare for severe storms.

On June 6, 2021, Atrium Health Navicent The Medical Center was re-recognized with the *Storm Ready* designation from the National Weather Service, Peachtree City.

#### What this Means to You

The communities that we serve are vulnerable to many types of severe weather. Our *Storm Ready* designation indicates that our facility is prepared to continue patient care during severe weather through advanced planning, education and awareness.

### Severe Weather Alerts

We want to draw your attention to a few overhead announcements:

#### 1. Tornado Watch

- The announcement for “Tornado Watch” will be given with a specific time frame.
- Tornado Watch indicates conditions are favorable for a tornado.
- It will be announced three (3) times.
- Please obey staff instructions during this time.

## 2. Tornado Warning

- The announcement for “Tornado Warning” will be given with a specific time frame.
- Tornado Warning indicates a tornado has been sighted or made touch down in the area.
- It will be announced three (3) times.
- Patients will be moved into the interior of their room and will be given additional items to help protect them.
- Patient rooms will also be prepared for the possible situation.
- Please obey staff instructions during this time.

## Licensed by the Georgia Department of Human Resources

### Nationally Recognized Academic Medical Center

An Academic Medical Center (AMC) is a tertiary care hospital that is organizationally and administratively integrated with a medical school. The hospital is the principal site for the education of both medical students and postgraduate medical trainees from the affiliated medical school; it conducts medical, academic, and/or commercial human subjects research under multiple approved protocols involving patients of the hospital. AMCs are intended to ensure that medical research breakthroughs lead to direct clinical benefits for patients.

### Nationally Verified Level 1 Trauma Center

A Level I Trauma Center is a comprehensive regional resource that is a tertiary care facility central to the trauma system. A Level I Trauma Center is capable of providing total care for every aspect of injury — from prevention through rehabilitation.

For more information visit [NavicentHealth.org](http://NavicentHealth.org)

# CORPORATE COMPLIANCE

Atrium Health Navicent employees and associates are committed to ethical behavior and compliance with all applicable laws, regulations and federal health care program requirements.

A Code of Conduct provides guidance to our employees and associates as to uphold strict adherence to laws, regulations and ethical conduct. Training regarding the compliance program and Code of Conduct is mandatory.

We have identified five Culture Commitments, built through the input of thousands of our teammates, as our guideposts for how we care for our patients and each other, every day.

- We create a space where all Belong.
- We work as One Team to make great things happen.
- We earn Trust in all we do.
- We Innovate to better the now and create the future.
- We drive for Excellence-always.

If you wish to remain anonymous, you may call the Atrium Health Compliance Hotline at **844-587-0825** and your concern will be routed to the appropriate Administrator.

Atrium Health Navicent complies with applicable federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin, race, or sex.

Atrium Health Navicent cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Atrium Health Navicent 는 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

# RULES AND REGULATIONS

## Cell Phones

Use of cellular phones is strictly prohibited within six-feet of patients on medical equipment. Use of RF (radio-frequency) transmitters (i.e., walkie-talkies, two-way radios, etc.) is prohibited when in close proximity to a patient that is connected to electrical medical equipment.

## Smoking

Atrium Health Navicent prohibits any form of tobacco including, but not limited to, cigarettes, electronic cigarettes, vapor sticks, cigars, pipe tobacco, chewing tobacco, and snuff in or on any of the buildings adjacent to Atrium Health Navicent buildings or properties defined as “on campus”.

As an organization, we are committed to the health and safety of our employees, physicians, volunteers, visitors, and patients. In line with our mission, we have a responsibility to promote a smoke-free/tobacco-free environment. By assuming a leadership role regarding smoking cessation, we will reduce the health risks associated with primary and second-hand smoke exposure for all individuals.

# VISITING HOURS

Based on COVID guidelines, please visit [NavicentHealth.org](https://www.navicenthealth.org) for updated information.

**Information Desk:** 7:00am – 7:00pm

**General Visiting Hours:** 9:00am – 9:00pm

## **The Pavillion:**

Monday through Friday: 5:00pm – 8:00pm

Saturday and Sunday: 10:00am – 8:00pm

## **Atrium Health Navicent Beverly Knight Olson Children’s Hospital:**

9:00am – 10:00pm

**Mother-Baby:** 9:00am – 9:00pm

## **Critical Care Units**

**STICU** (Surgical Trauma): 5:00am – 6:00am

**NICU** (Neuro): 10:00am – 12 noon

**CVICU** (Cardiovascular): 4:00pm – 6:00pm

**MSICU** (Med-Surg): 8:30pm – 10:00pm

## **Pediatric Intensive Care Unit:**

Closed for visitors between 6:30am and 8:30am

Closed for visitors between 6:30pm and 8:30pm

*No visitors after 10:30pm*

## **Intensive Care Nursery:**

**(Acute Side):** 8:00am – 10:00am; 12:30pm – 6:00pm; 8:00pm – 6am

**(Non-Acute Side):** 8:00am – 6:00pm. Except on Tuesday for discharge rounds from 10:00am – 10:30am and 8:00pm – 6:00am.

## **Atrium Health Navicent Behavioral Health - Inpatient Unit**

Hours: Times vary

*Please check with the nurses’ station.*

# PARKING

## Parking Deck Machines

### Credit or Debit Card Only Machine Locations

- Atrium Health Navicent Beverly Knight Olson Children's Hospital (1st floor, near registration desk)
- Atrium Health Peyton Anderson Cancer Center (2nd floor)
- Atrium Health Navicent Surgery (2nd floor, bridge connector)
- Atrium Health Navicent The Medical Center (1st floor, across from public relations' office)
- Atrium Health Navicent Surgery (1st floor, near elevators)
- Atrium Health Navicent Emergency Department (1st floor, emergency room waiting area)
- Atrium Health Navicent Heart & Vascular Care (1st floor, near elevators)
- Parking Deck — Green (3rd floor, bridge connector)

### Cash, Credit or Debit Card (Pay-on-Foot) Machine Locations

- Atrium Health Navicent Beverly Knight Olson Children's Hospital (main entrance, lobby)
- Atrium Health Navicent Peyton Anderson Health Education Center (lobby)
- Atrium Health Navicent Surgery (Pine Street main entrance, lobby)
- Atrium Health Navicent Heart & Vascular Care (main entrance, lobby)
- Atrium Health Navicent The Medical Center (Hemlock Street main entrance, lobby)

## Parking Passes

### All-Day Parking Pass (\$5)

All-day parking passes can be purchased for \$5, from a parking officer in the Atrium Health Navicent Police office (located on the 1st floor of Atrium Health Navicent The Medical Center) from 8am–4pm, Monday–Friday.

### Long-Term Parking Pass (Free)

Free long-term parking passes are available to caregivers and/or family members of long-term patients (i.e., patients who have been with us six (6) days; on the sixth day, after 4pm, the on-duty supervisor can provide long-term parking passes).

Parking officers may refer caregivers and/or family members to Atrium Health Navicent Police from 8am–4pm, Monday–Friday, for the purpose of obtaining free long-term parking passes. For more information, please call (478) 633-1490.



# DINING

Our mission is to provide you with excellent food service during your stay.

Your physician will order a recommended diet based on your health care needs and condition.

## Special Requests

Special requests — if allowed on your prescribed diet — may be placed through your catering associate or nurse.

## Guest Meals

Family members/caretakers (who stay with you) may purchase a meal tray. Meal tray orders may be placed through your catering associate or nurse.

### Guest meals (per tray) cost:

Breakfast: \$2.50

Lunch: \$4

Dinner: \$4

## Visitor Dining

(refer to “Campus Map” on page 31)

Visitors may call extension 3-1140 for our café daily menus.

### Carmella Joe’s

Location: Atrium Health Navicent Heart & Vascular Care (ground floor)

Hours: 6:30am–3pm, Monday–Friday

### Micro Market

Location: Atrium Health Navicent Surgery (6th floor)

Hours: Attendant on-site: 9am–2pm, Monday–Friday

### Morrison’s (Main) Cafeteria

Location: Atrium Health Navicent The Medical Center — East Tower (ground floor)

Hours: Open 7 days a week

6:15am–10am (Breakfast)

11am–7pm (Lunch–Dinner)

7pm–10pm (Grab-N-Go)

10pm–2am (Late Night)

**Ribbon's Café**

Location: Atrium Health Navicent Peyton Anderson Health Education Center  
(1st floor)

Hours: 8am–2pm, Monday–Friday

**Rosie's Café**

Location: Atrium Health Navicent Beverly Knight Olson Children's Hospital  
(1st floor)

Hours: 8am–2pm, Monday–Friday

# GIFT GARDEN

The Gift Garden offers:

- Balloons
- Clothing and loungewear
- Florist designed custom arrangements
- Green and blooming plants
- Phone chargers and electronics
- Snacks and gourmet baskets
- Specialty gifts

Location: Atrium Health Navicent The Medical Center (1st floor, main lobby)

Hours: 9am–5pm, Monday–Friday

Phone: (478) 742-4400 (extension 3-2360)  
1 (800) 628-4210 (toll-free)

*Major credit cards are accepted.*

*City-wide and hospital delivery available.*

# CAMPUS AMENITIES

## ATM

Automated Teller Machines (ATM) are located in:

- Atrium Health Navicent Heart & Vascular Care (ground floor)
- Atrium Health Navicent Peyton Anderson Health Education Center (2nd floor)
- Atrium Health Navicent The Medical Center (1st floor, main lobby)

Accessible 24/7

## Mail

Outgoing letters and small packages (less than 13oz.) received by 2pm, Monday–Friday, will go out the same day. Mail deposited after 2pm will go out the next business day.

**Outgoing mail must have the correct postage attached. The Mail Center does not sell stamps or offer window service.**

Location: Atrium Health Navicent The Medical Center — West Tower  
(1st floor)

## Vending Machines

*(Including a selection of snacks & drinks)*

Vending machines are conveniently located in waiting areas around the hospital. If there is not a waiting area near you, please check with the hospital staff.

# PATIENT ROOM

## Telephone

### To make a local call:

1. dial “9” to get a dial tone;
2. then, dial the phone number.

### To make a long distance or collect call, or charge a call to a third party:

1. dial “9” to get a dial tone;
2. then, dial “0”;
3. then, dial the area code and phone number;
4. wait until a hospital operator answers and let them know how you wish to charge the call.

*You may not charge long distance calls to your hospital bill or room*

### If you need assistance, please:

1. dial “0” for a hospital operator.

## Television Channels

Partnered with *TeleHealth*, Atrium Health Navicent The Medical Center provides educational programming across a broad range of health care categories. This condition-specific content provides useful post-discharge care information to patients and their families.

The *TeleHealth* education system can be accessed by turning on your television with the pillow-speaker, then following the instructions on the screen utilizing your telephone.

### **C.A.R.E.**

The C.A.R.E. channel — from *Healing HealthCare Systems* — is an alternative to commercial television and hospital sounds. The C.A.R.E. Channel is commercial-free, talk-free, and effective for all patients.

## TV (Cable) Channel Lineup

2	FOX (WGXA-DT)	37	Comedy Central
3	CW (WMAZ-DT2)	38	MTV - Music Television
4	CBS (WMAZ-DT)	39	VH1
5	NBC (WMGT-DT)	40	TLC The Learning Channel
6	RTN (WPGA-DT)	42	CNBC
7	WGNM	43	Country Music Television
8	PBS (WMUM-DT)	44	SYFY
9	WGN America	45	Disney Channel
10	TBS	46	Bravo
11	My TV (WMGT-DT2)	47	MSNBC
12	QVC	49	The Travel Channel
13	COX Macon WSB	50	TRU TV
14	Government Access -GOACO14	51	TV Land
15	WXADT2	52	The Golf Channel
17	COX Educational Access - EDACO1 7	53	Fox Sports 1
19	HSN	54	NBCSN
21	ESPN	55	ION Network
22	ESPN2	56	Paramount Network
23	CNN	57	Animal Planet
24	HLN	58	Food Network
25	The Weather Channel	59	History
26	The Discovery Channel	60	Home & Garden Television
27	USA Network	61	Univision Satellite
28	Nickelodeon	62	Fox Sports Southeast
29	Cartoon Network	63	Fox News Channel
30	A&E Network East	64	Fox Sports South (Full Time)
31	Lifetime	65	Oprah Winfrey Network
32	FX	66	AMC
33	Turner Network IV	67	Freeform
35	BET	96	Yurview
36	E! Entertainment Television	101	Discovery Family Channel
		102	Science Channel

103	Destination America	331	FYI Channel
104	Investigation Discovery	332	NBATV
105	American Heroes Channel	333	Tennis Channel
108	Nick Jr	334	Do-It-Yourself Network
110	EVINE Live	335	COOKING Cooking Channel
111	Cox Macon Media Marketplace	336	Life Discovery Life Channel
112	WMUBLD	337	Cox Sports Television
113	WMAZDT3	338	NHL Network
114	Hallmark Channel	339	MLB Network
115	GSN	348	WE tv
116	Fox Business	351	Oxygen
117	FXX	380	Daystar Television Network
118	SEC Network	382	Cowboy Channel
119	SECAHD	385	Eternal Word Television Network
120	SECBHD	386	Trinity Broadcasting Network
122	CSPAN2	387	BYU-IV
123	CSPAN3	388	INSP
124	National Geographic Channel	450	Univision TL Novelas
125	POP	465	Univision Deportes Network
126	MoviePlex	1098	MTVLIVE
127	Hallmark Movies & Mysteries	1099	Velocity
298	Cox ESPN Goal Line/Buzzer Beater	1099	Galavision Cable Network
319	ESPN University		
320	ESPN NEWS		
321	ESPN Classic		
322	Fox Sports 2		
323	NFL Network		
325	CNN International		
326	The Sportsman Channel		
327	Bloomberg Business Television		
328	CBS Sports Network		
329	Outdoor Channel		
330	Viceland		

# PATIENT SAFETY

It is our goal to provide you with the highest quality and safest patient care.

We **always wash our hands** before and after we provide care.

We always ask you your name and birthday, or check your armband before giving you medicine, treatment, or drawing blood.

You can help us with your safety by:

- Letting us know about your health history and home medications (this includes herbals).
- Letting us know when something is “beeping” in your room.
- Asking questions if there is something you do not understand.
- Asking for assistance when you need help getting out of bed.
- Not smoking during your hospital stay. Atrium Health Navicent The Medical Center is a tobacco-free facility. If you feel you cannot avoid smoking, talk with your nurse or doctor about what may help.
- Letting us know if there is a spill or clutter or equipment blocking your way to the bathroom.
- Letting us know how we can better serve you.

If you or a family member have concerns about your condition, you may contact:

1. Your assigned nurse
2. The charge nurse
3. The house supervisor (dial “O” to contact)

*On behalf of all of us at Atrium Health Navicent, we thank you for allowing us to serve you and wish you a speedy recovery.*

## Color-Coded Staff Uniforms

Our staff’s uniforms are styled and color-coded to help you identify your nurse from your clinical tech, or the person who draws your blood from the person who cleans your room, etc. (see next page for color guide)





## Color-Coded Staff Uniforms

Please use the following guide to assist:

### Central Supply Services, Clinical Engineering, Facilities, and IS

Shirt:  *Dark Green*  
Pants:  *Khaki*

### Central Transport

Scrub Top:  *Black*  
Scrub Pants:  *Black*

### Child Life Specialists

Scrub Top:   *Child Friendly or Black*  
Scrub Pants:  *Black*

### Children's Hospital Clinical Technicians

Scrub Top:  *Child Friendly/Burgundy/Wine*  
Scrub Pants:  *Burgundy/Wine*

### Children's Hospital Nurses

Scrub Top:   *Child Friendly/Blue or White*  
Scrub Pants:  *Navy Blue*

### Children's Hospital Radiology

Scrub Top:  *Child Friendly/Turquoise*  
Scrub Pants:  *Black*

### Children's Hospital Rehabilitation Services

Scrub Top:  *Child Friendly/Light Gray*  
Scrub Pants:  *Light Gray*

### Children's Hospital Respiratory

Scrub Top:  *Child Friendly/Teal*  
Scrub Pants:  *Teal*



### Clinical Technicians

Scrub Top:  *Burgundy/Wine*  
Scrub Pants:  *Burgundy/Wine*

### Environmental Services

Scrub Top:  *Caribbean Blue*  
Scrub Pants:  *Caribbean Blue*

### Laboratory

Scrub Top:  *Red*  
Scrub Pants:  *Red*

## Color-Coded Staff Uniforms (continued)

### Licensed Practical Nurse

Scrub Top:  *Ceil Blue*  
Scrub Pants:  *Ceil Blue*

### Nurses

Jacket:  *Navy Blue*  
Scrub Pants:  *Navy Blue*

### Pastoral Care

Shirt:  *Lavender*  
Pants:  *Pewter*



### Patient Access Specialists and Patient Account Advisors

Scrub Top:  *Deep Berry*  
Scrub Pants:  *Black*

### Pharmacy

Scrub Top:  *Hunter Green*  
Scrub Pants:  *Hunter Green*

### Radiology

Scrub Top:  *Black*  
Scrub Pants:  *Black*

### Rehab Services

Scrub Top:  *Light Gray*  
Scrub Pants:  *Light Gray*

### Respiratory

Scrub Top:  *Royal Blue*  
Scrub Pants:  *Royal Blue*

### Unit Secretary

Shirt:  *Steel Gray*  
Pants:  *Steel Gray*

# PATIENT RIGHTS

As our patient, we are committed to providing you excellent care.

We want you to know about your rights and responsibilities.

## **Patient Advocate**

If you cannot speak for yourself, you may appoint another person to speak on your behalf.

## **Photography and Videography Privacy**

In order to protect your privacy, photography and/or video recording is only allowed within compliance of Atrium Health Navicent policies. Prior authorization (a written informed consent) signed by you, or your representative, is required.

Photography and/or videography may be taken/recorded by family members or guests as long as you have the opportunity to object.

As a patient, you have the right to:

- Receive kind, respectful, and safe care — regardless of your ability to pay, age, color, disability, gender, race, religion, or sexual orientation.
- Be spoken to in a clear and easy to understand way. If you do not speak English, or have hearing or vision problems, we will provide free Interpreting Services to assist you.
- Be informed about your illness (diagnosis), treatment, and expected outcome (prognosis), so that you can discuss them with your doctor.
- Know the names and roles of the people caring for you.
- Refuse treatment, as allowed by law, during your hospital stay. If you refuse treatment, you will be offered other available care.
- Expect medical records to be private unless you give permission to release that information.
- Agree or disagree to participate in any research studies affecting your care.
- Refuse to participate in any photography or videography.
- Have an Advanced Directive, such as a *Living Will* or *Durable Power of Attorney for Healthcare*. These documents inform us as to your wishes for future care, and whom you have named to make choices for you if you cannot speak for yourself. An Advanced Directive makes sure your doctor knows if you would like to refuse or withdraw equipment and/or stop treatment (such as CPR) that may prolong your life. If you have

written an Advanced Directive, you should give a copy to the hospital, a family member, and your doctor.

- Have your privacy respected.
- Review your medical records and have information explained in a way that you can understand — except when not allowed by law.
- Expect care to be delivered to the best of our ability. Additional treatment, referral, or transferral to another area or facility may be necessary to provide you with the best quality of care. If a transfer is necessary, you will be informed of any risks and benefits.
- Know about hospital rules (including billing charges and payment options) that affect you.
- Receive information (prior to discharge) about agencies that may be helpful to you after discharge.
- Be asked about your pain and told about pain relief measures; to expect caring and concerned staff to do everything they can to safely help manage your pain.
- Be free from restraints of any type — unless your safety is at risk. If restraints are needed to prevent you from harm, we will be as gentle as possible and remove them as soon as medically possible.

## **Pediatric Patient Rights and Responsibilities of their Parent or Guardian**

Pediatric (i.e., child) patients have the same rights as adult patients.

### **Schoolwork**

Every pediatric patient has the right to continue their schoolwork while in the hospital.

### **Parents and guardians of pediatric patients are expected to:**

- Give consent for their child under the age of eighteen (18).
- Take part in their child's treatment; this includes:
  - Participate in planning the treatment.
  - Staying informed on the progress of the treatment.
  - Administering various forms of care and treatment.

### **Child Passenger Safety**

As required by law, upon discharge, secure children under the age of eight (8) in an appropriate car or booster seat.

If you have questions or concerns regarding child passenger safety, please visit [SafeKids.org](http://SafeKids.org).

## Submit a Complaint

We understand that you have the right to voice a complaint. Before calling, we encourage you to speak up and make sure the nurse in charge knows your concerns. You can voice your concerns in the following ways:

- If you are in the hospital, you can reach a Careline representative 24/7 by dialing “0” for the operator, then ask for the “Careline representative”.
  - The Careline representative will have someone address your concern within 24–48 hours and a department director will contact you for follow-up.
- If you feel your complaint is not resolved about your quality of care, you may contact us by calling the Public Relations office at (478) 633-1353, visiting [NavicentHealth.org](http://NavicentHealth.org) or write a letter to Atrium Health Navicent, 777 Hemlock Street, Macon GA 31201.

If you have concerns about the care you received, please know you may also contact:

1. **Centers for Medicare and Medicaid Services**

Address: Division of Survey and Certification Operations Office of  
the Regional Administrator Atlanta Federal Center  
61 Forsyth Street, SW, Suite 4T20  
Atlanta, GA 30303-8909  
Phone: (404) 562-7400

2. **DNV Healthcare USA**

Address: DNV Healthcare USA Attn: Complaints  
4435 Aicholtz Road, Suite 900  
Cincinnati, OH 45245  
Phone: (866) 496-9647  
Email: [HospitalComplaint@DNV.com](mailto:HospitalComplaint@DNV.com)  
Website: [DNVHealthcarePortal.com/patient-complaint-report](http://DNVHealthcarePortal.com/patient-complaint-report)

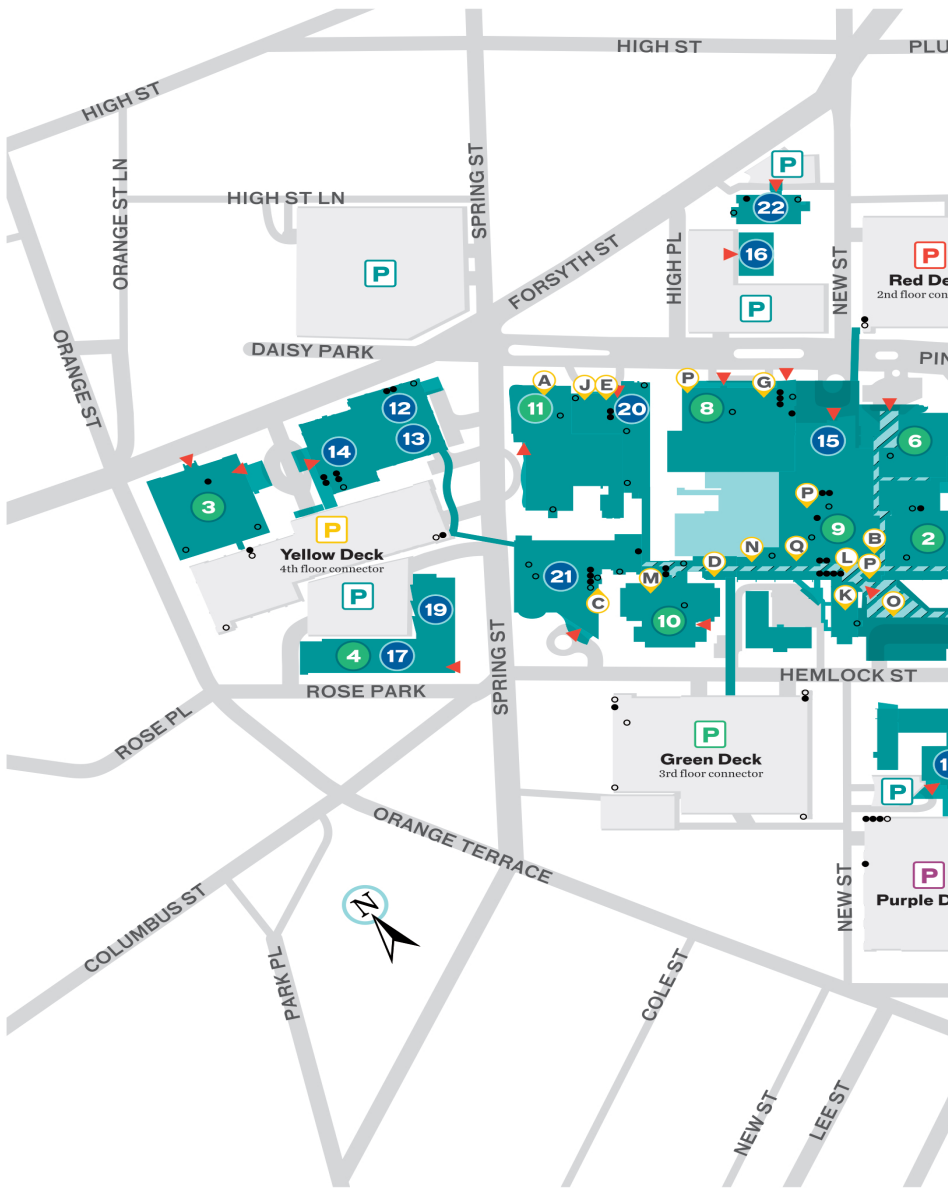
3. **Georgia Department of Community Health - Healthcare Facility Regulation**

Address: Healthcare Facility Regulation Division  
2 Peachtree Street NW – 31st Floor  
Atlanta, GA 30303-3142  
Phone: (800) 878-6442

4. **Kepro Quality Improvement Organization**

Phone: 888-317-0751

Complaints concerning implementation of Advance Directive requirements may be filed with the state agency that surveys and certifies Medicare and Medicaid Services providers.





**Atrium Health**  
Navicent

The Medical Center

777 Hemlock Street  
Macon, GA 31201  
(478) 633-1000

**Map Legend**

- Corridor (Main)
- Elevator
- Entrance
- Escalator
- Parking
- Staircase

**Campus Map**

**BUILDINGS**

- 1** 682 Hemlock Professional Building
- 2** East Tower
- 3** Lanier Building
- 4** Lofts at Navicent
- 5** Luce Tower Heart & Vascular
- 6** Medical Office Building
- 7** Peyton Anderson Cancer Center
- 8** Surgery Center & Professional Building
- 9** The Medical Center
- 10** West Tower
- 11** Beverly Knight Olson Children's Hospital

**DEPARTMENTS**

- 12** Center for Ambulatory Services
- 13** Children's Care Pediatric Gastro
- 14** Children's Health Care
- 15** Emergency Department
- 16** Emergency Medical Services
- 17** Employee Fitness (2nd floor)
- 18** Human Resources
- 19** LiveWELL Care
- 20** Pediatric Emergency Center
- 21** Peyton Anderson Health Education Center
- 22** Wound Care
- 23** W.T. Anderson Community Health Clinic

**SERVICES**

- ATM**
- A ATM (ground floor)
  - B ATM (1st floor)
  - C ATM (2nd floor)
- Chapel**
- D All Faith's Chapel (1st floor)
  - E Amos Chapel (1st floor)
- Dining**
- F Carmella Joe's (ground floor)
  - G Micro Market (6th floor)
  - H Morrison's Cafeteria (ground floor)
  - I Ribbon's Café (1st floor)
  - J Rosie's Café (1st floor)

**Other**

- K Gift Garden (1st floor)
- L Information Desk (1st floor)
- M Mail Center (1st floor)
- N Pastoral Care (1st floor)
- O Patient Dismissal (1st floor)
- P Patient Registration (1st floor)
- Q Police Office (1st floor)

## **Visitation Rights**

Atrium Health Navicent The Medical Center will ensure that all visitors enjoy visitation privileges consistent with patient preferences when not in conflict with other qualifying circumstances.

Patients are allowed to withdraw or deny consent to visitation at any time.

## **Visiting Hours**

*(refer to “Visiting Hours” on page 15, or visit [www.navicenthealth.org](http://www.navicenthealth.org) for current visitation policy.)*

See department-based policies, admission packets and/or posted signage for Atrium Health Navicent Beverly Knight Olson Children’s Hospital, Atrium Health Navicent Emergency Department, Atrium Health Navicent Family Birth Center, Intensive Care Units (ICU), Neonatal Intensive Care Unit (NICU), and Atrium Health Navicent Behavioral Health.



# PATIENT RESPONSIBILITIES

During your stay, please take an active role in your recovery.

As a patient, it is your responsibility to:

- Tell us about your health; including:
  - Past illnesses
  - Hospital stays
  - Use of medicine (this includes herbals)
- Ask questions when you do not understand what you have been told.
- Tell your doctor if you cannot go on with your treatment.
- Respect the needs of other patients, staff, and the hospital.
- Follow the hospital rules and regulations. (*refer to “Rules and Regulations” on page 14 and “Visiting Hours” on page 15*)
- Give insurance information and work with the hospital to set up payments when necessary.
- Work with us to manage your pain — report pain right away; ask questions.
- Share your concerns with hospital staff if treatment or care seems unsafe.

## Nurse Bedside Shift Report

### **What is nurse bedside shift report?**

*Nurse bedside shift report* is when nurses, going off and coming on duty, meet at your bedside to discuss your care. This affords you the opportunity to meet the nurse taking over your care, ask questions, and share important information with your nurses; however, this does not replace the conversations you have with your doctor.

You may invite a family member or friend to stay during *nurse bedside shift report*.

### **When is nurse bedside shift report?**

*Nurse bedside shift report* happens every day between:

- 6:45am–7:30am
- 6:45pm–7:30pm

It usually lasts five (5) minutes.

## What should you expect?

During *nurse bedside shift report*, the nurses going off and coming on duty will:

- **Introduce themselves to you and anyone with you.**  
The nurse coming on duty will write his/her name and phone number on the whiteboard in your room.
- **Invite you to take part in the nurse bedside shift report.**  
You can decide whom else can take part with you.
- **Talk with you about your health (including the reason you are in the hospital) and what is going on with your care.**  
The nurses will look at your medical chart.
- **Check the medications you are taking.**  
The nurses will look at your IVs, injuries, and bandages. They will also follow-up on any tests that were done, or lab work that was ordered.
- **Ask you what could have gone better during the last shift and what you hope to do during the next shift.**  
For example: you may want to get out of bed, or just sleep. The nurse will try to help you meet your goals.
- **Encourage you to ask questions and share your concerns.**  
If needed, the nurse coming on duty may come back after the bedside shift report to spend more time discussing your concerns.

## What should you do?

- **Actively Listen.**  
You are an important part of the health care team and we want to make sure you have complete and timely information about your care.
- **Speak up.**  
If you have questions or concerns, nurse bedside shift report is the perfect time to make them known.
  - **Ask questions if something is confusing.**  
If the nurses use any words, or share any information you don't understand, please ask them to explain it.

Atrium Health Navicent wants to make sure that you get the best care possible. If you have any concerns about the quality or safety of your care during your hospital stay, please let your nurse or doctor know.

If *nurse bedside shift report* does not happen, please ask to speak to the nurse director. If you are still concerned, please call our director of patient experience at (478) 633-6095.

# HELPFUL SERVICES

## Hospital Ethics Committee

Deciding about the care and treatment of patients can be difficult. As medical science advances, more people are finding themselves needing assistance with making these hard decisions. The Hospital Ethics Committee is here for that reason.

To reach a Hospital Ethics Committee member 24/7:

1. dial “O” for the operator;
2. then, ask for a “Hospital Ethics Committee member”.

*Seeking help will in no way hinder, or negatively affect your medical care!*

## Interpreting Services

Interpreting services are provided in accordance with the *Office of Civil Rights (OCR) Guidelines* and the *Americans with Disabilities Act (ADA)* as a part of your plan of care. At any time — while in our hospital — you, or a family member, may request the following interpreting services:

- **Telephone Interpreter** (for those who speak limited English)
- **Video Interpreter** (for those who are hearing impaired)

The staff member assisting you can help you access one of the interpreting services, or you may contact:

Department: Interpreting Services Office  
Hours: 9am–5pm, Monday–Friday  
Phone: extension 3-6868

*We will be glad to assist you! For after hours, please ask your nurse about interpreting assistance options.*

## Pastoral Care

Chaplains are available at all times for emergencies. Chaplains coordinate and provide pastoral care services for patients and their families throughout the hospital. For assistance reaching the emergency on-call chaplain, dial “O” for the hospital operator.

## Chapels

### 1. All Faiths Chapel

If you would like a prayer rug or any religious resources, please inform one of our staff members at the front desk of our Atrium Health Navicent Emergency Department.

Location: Atrium Health Navicent The Medical Center (1st floor)

Hours: 24/7

### 2. Amos Chapel

If you would like a prayer rug or any religious resources, please inform one of our staff members at the front desk of our Atrium Health Navicent Emergency Department.

Location: Atrium Health Navicent Beverly Knight Olson Children's Hospital (1st floor)

Hours: 24/7

## Police Assistance

Atrium Health Navicent Police officers are on duty around the clock for the protection of our guests, teammates and hospital property. Atrium Health Navicent Police officers are happy to assist/escort you to your automobile by calling (478) 633-1490.

## Support Groups for Victims of Abuse

The following support groups give help to those dealing with abuse:

- **Adult Protective Services**  
Phone: 1 (888) 774-0152
- **Child Protective Services** (24-hour hot-line)  
Phone: (478) 751-6130
- **GA Coalition Against Domestic Violence**  
Phone: 1 (800) 334-2836
- **Ombudsman Program** (long-term care)  
Phone: (478) 922-4464
- **Macon Judicial Circuit District Attorney's Office's Victim-Witness Assistance Program**  
Phone: (478) 621-6427

## Volunteer Resources

Volunteers add a special touch to our patients stay. These dedicated individuals vary in age, background, and skills; but all have one common goal: to help this hospital be the very best it can be!

Volunteers work in various departments within the hospital. If you are interested in more information, or applying to become a volunteer, please visit [NavicentHealth.org/get-involved](https://www.navicenthealth.org/get-involved).

# PATIENT DISCHARGE

When your hospitalization is no longer medically necessary, you will be discharged to the most appropriate setting.

Your health care team will keep you involved in your plan for discharge. Nursing staff will work with you to assure that you understand your discharge instructions and are prepared for discharge in a timely manner.

You can assist by arranging the following before discharge:

- Ask your ride to arrive ahead of the time.
- Make sure that you have arranged for help at home.

If you are leaving by ambulance, the hospital staff will make the arrangements.

Upon discharge, we will provide the following:

- New prescriptions (if needed).
- Review of your reasons for medication and common side effects.
- Review of *“How to care for yourself at home”* and *“What to look for after you have left the hospital”*.

## **Patient Satisfaction Survey**

Patients who have been discharged, or received services from one of our facilities, may be randomly contacted for a patient satisfaction survey.

This survey is one of many tools used to solicit customer feedback in order to improve customer satisfaction.

# AFTER HOSPITALIZATION

## Post-Acute Care

### **Atrium Health Navicent Hospice Pine Pointe**

Atrium Health Navicent Hospice Pine Pointe (the only not-for-profit hospice center located in Macon–Bibb County) provides for the emotional, physical, social, and spiritual needs of the dying person and their family members.

Location: Atrium Health Navicent Hospice Pine Pointe  
Address: 6261 Peake Road  
Macon, GA 31210  
Phone: (478) 633-5660

### **Golden Opportunities**

Committed to enhancing the quality-of-life (for people ages 55 and older), Golden Opportunities' goal is to help older adults remain active, healthy, and independent, by offering: educational opportunities, fun-filled activities and informational resources.

Location: Atrium Health Navicent Wellness Center  
Address: 3797 Northside Drive  
Macon, GA 31210  
Phone: (478) 757-7817

### **Atrium Health Navicent At Home**

Home Care offers in-home rehabilitation equipment and services.

Location: Atrium Health Navicent At Home  
Address: 618 Orange Street  
Macon, GA 31201  
Phone: (478) 633-5600  
Phone: (478) 633-5628

### **Rehabilitation Services**

Rehabilitation services are available while you are in the hospital. After your hospitalization, your physician may recommend rehabilitation for continuing recovery.

Available rehabilitation services include:

- Occupational
- Physical
- Speech Therapy

Phone: (478) 201-6748

## Post-Acute Care (continued)

The following services are options to help you return to an active lifestyle:

### **Atrium Health Navicent Rehabilitation Hospital**

Our provider for continued inpatient hospital level of care with nurses, physicians, and therapists specializing in rehabilitation.

Phone: (478) 201-6500

### **Atrium Health Navicent Wellness Center**

Starting a lifestyle of healthy living is easy, but remaining true to your commitment can be difficult. We help by offering membership to the Atrium Health Navicent Wellness Center. Through careful evaluation and a personal exercise plan, you can follow your workout program at your own pace.

For more information, please call or visit:

Location: Atrium Health Navicent Wellness Center

Address: 3797 Northside Drive

Macon, GA 31210

Phone: (478) 477-2300



# PHONE NUMBER DIRECTORY

**Adult Protective Services**

1 (888) 774-0152

**Atrium Health Navicent At Home**

(478) 633-5600

**Atrium Health Navicent Police**

(478) 633-1490

**Atrium Health Navicent Hospice  
Pine Pointe**

(478) 633-5660

**Atrium Health Navicent  
Rehabilitation Hospital**

(478) 201-6500

**Atrium Health Navicent  
Wellness Center**

(478) 477-2300

**CARELINE**

Dial "0" for an operator; ask for a  
"CARELINE Spokesperson"

**Centers for Medicare and  
Medicaid Services**

(404) 562-7400

**Child Protective Services (24-  
hour hot-line)**

(478) 751-6130

**Corporate Compliance**

(844) 587-0825

1 (888) 380-9008 (24-hour toll-free  
Helpline)

**Café Daily Menus**

extension 3-1140

**GA Coalition Against Domestic  
Violence**

1 (800) 334-2836

**Georgia Department  
of Community Health -  
Healthcare Facility Regulation**

(404) 657-5700

**Gift Garden**

(478) 742-4400 (extension  
3-2360)

1 (800) 628-4210 (toll-free)

**Interpreting Services Office**

extension 3-6868

**Kepro Quality Improvement  
Organization**

888-317-0751

**Ombudsman Program (long-  
term care)**

(478) 922-4464

**Patient Experience - Director**

(478) 633-6095

**Rehabilitation Services**

(478) 201-6748

**Macon Judicial Circuit District  
Attorney's Office's Victim-  
Witness Assistance Program**

(478) 621-6427



**Atrium Health**  
Navicent

The Medical Center

# Guía informativa para pacientes y visitantes

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Dirección: 777 Hemlock Street  
Macon, Georgia 31201  
Teléfono: (478) 633-1000  
Sitio web: [NavicentHealth.org](https://www.NavicentHealth.org)

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# INFORMACION PERSONAL

## Esta guía pertenece a:

Nombre: \_\_\_\_\_

Número de cuarto: \_\_\_\_\_

Número de teléfono: \_\_\_\_\_

Médico: \_\_\_\_\_

Fecha de alta prevista: \_\_\_\_\_

Fecha de la cita de seguimiento: \_\_\_\_\_

## Preguntas que debe considerar cuando habla con los proveedores médicos:

1. ¿Quién es el médico a cargo del tratamiento?
2. ¿Quiénes son los consultores en mi caso?
3. ¿Cuánto tiempo debo prever que durará mi hospitalización?
4. ¿Cuándo podré ver a mi doctor?
5. ¿Cuáles son los resultados de las pruebas?
6. ¿Cuánto dolor puedo llegar a sentir?
7. ¿Cómo se manejará el dolor?
8. ¿Cuándo me podré levantar de la cama?
9. Para impedir caídas, preferimos ayudar a los pacientes cuando usan el baño. ¿Hablamos de esto mi enfermera y yo?
10. ¿Cuándo debo tomar mis medicinas?
11. ¿Para qué se usan mis medicinas?
12. ¿Cuáles son los efectos colaterales de mis medicinas?
13. ¿Cuáles serán mis cuidados de control?
14. ¿Con qué médico debo ir de consulta después de salir del hospital?
15. ¿Qué tipo de servicios necesitaré después del alta?
16. ¿Cómo puedo acelerar mi recuperación?
17. ¿Cómo me pueden ayudar mi familia y amigos?
18. ¿Cómo manejaré mi salud?





## Nuevos medicamentos

Nombre de la medicina: \_\_\_\_\_

Objetivo de la medicina: \_\_\_\_\_

Posibles efectos colaterales de la medicina: \_\_\_\_\_

\_\_\_\_\_

Nombre de la medicina: \_\_\_\_\_

Objetivo de la medicina: \_\_\_\_\_

Posibles efectos colaterales de la medicina: \_\_\_\_\_

\_\_\_\_\_

Nombre de la medicina: \_\_\_\_\_

Objetivo de la medicina: \_\_\_\_\_

Posibles efectos colaterales de la medicina: \_\_\_\_\_

\_\_\_\_\_

Nombre de la medicina: \_\_\_\_\_

Objetivo de la medicina: \_\_\_\_\_

Posibles efectos colaterales de la medicina: \_\_\_\_\_

\_\_\_\_\_







# BIENVENIDO

Durante más de 125 años de historia en la comunidad, Atrium Health Navicent sigue comprometido a mejorar la salud y el bienestar de generaciones de residentes en el centro y sur de Georgia, mediante una atención de calidad reconocida nacionalmente, muy cerca de su casa.

Como somos parte de Atrium Health -uno de los sistemas de salud más grande, integrado y sin fines de lucro en el sudeste-, brindamos a los pacientes acceso a muchos de los expertos y especialistas médicos a la vanguardia en la nación, además de innovaciones de avanzada en medicina y cuidados virtuales.

Además de contar con el único centro de trauma de nivel 1 en el centro de Georgia -aprobado por el Comité sobre Trauma de American College of Surgeons -, ofrecemos el único hospital pediátrico especializado en el centro y sur de Georgia que brinda a los niños los cuidados especiales que necesitan para crecer y alcanzar su máximo potencial.

Como reconocemos nuestro rol fundamental en la comunidad, estamos comprometidos a derribar las barreras a un acceso equitativo a la atención médica mediante iniciativas comunitarias de salud, asociaciones de colaboración y una estrategia para causar un impacto social en todo el sistema.

Nos enorgullecemos de ser el sistema de salud de su hospital y tener la oportunidad de brindarle los mejores cuidados cerca de su casa.

Cordialmente,

A handwritten signature in black ink, appearing to read 'Delvecchio S. Finley'. The signature is fluid and cursive.

**Delvecchio S. Finley, MPP, FACHE**

*Presidente*

*Atrium Health Navicent*



# SEGURIDAD DE LOS PACIENTES

Nuestra meta es brindarle los cuidados más seguros y de la más alta calidad para pacientes.

Siempre nos lavamos las manos antes y después de proveer cuidados. Siempre le preguntamos su nombre y fecha de cumpleaños, o verificamos el brazalete antes de darle medicinas o tratamiento o extraer sangre.

Nos puede ayudar a mantener la seguridad de la siguiente manera:

- Infórmenos sobre su historial médico y medicinas que toma en casa (incluidas medicinas homeopáticas).
- Avísenos cuando escuche un sonido intermitente en el cuarto.
- Haga preguntas si no comprende algo.
- Solicite ayuda para levantarse de la cama.
- No fume mientras está hospitalizado. No está permitido fumar en The Medical Center de Atrium Health Navicent. Si cree que no puede evitar fumar, hable con la enfermera o el doctor para solicitar ayuda.
- Avísenos si un líquido se derrama o si hay objetos amontonados o que obstruyen el camino al baño.
- Nos interesa saber cómo podemos prestarle un mejor servicio.
- Si usted o un familiar tienen preguntas sobre su afección, se puede comunicar con:
  1. La enfermera asignada
  2. La enfermera a cargo
  3. El supervisor de la unidad (marque “O”)

*En nombre de todos nosotros en Atrium Health Navicent, le agradecemos que nos permita servirle y le deseamos una rápida recuperación.*

## Uniformes codificados por color del personal

Los uniformes de nuestro personal están diseñados y codificados por color para que pueda diferenciar a la enfermera del técnico clínico, o a la persona que extrae sangre de la persona que limpia el cuarto, etc.

Utilice la siguiente guía a modo de ayuda:

## Servicios de suministro centrales, ingeniería clínica, instalaciones e

## IS

Camisa:  Verdinegro  
Pantalones:  Caqui



## Transporte central

Camisa:  Negro  
Pantalones:  Negro




## Especialistas en vida infantil

Camisa:   Atractiva para niños  
Pantalones:  Negro

## Técnicos clínicos del hospital de niños

Camisa:  Atractiva para niños/borgoña/de color vino tinto  
Pantalones:  Borgoña/de color vino tinto

## Enfermeros del hospital de niños

Camisa:   Atractiva para niños/azul o blanco  
Pantalones:  Azul marino



## Radiología del hospital de niños

Camisa:  Atractiva para niños/turquesa  
Pantalones:  Negro

## Servicios de rehabilitación del hospital de niños

Camisa:  Atractiva para niños/gris claro  
Pantalones:  Gris claro

## Unidad respiratoria del hospital de niños

Camisa:  Atractiva para niños/azul verdoso  
Pantalones:  Azul verdoso

## Técnicos clínicos

Camisa:  Borgoña/de color vino tinto  
Pantalones:  Borgoña/de color vino tinto

## Servicios ambientales

Camisa:  Azul caribeño  
Pantalones:  Azul caribeño

## Laboratorio

Camisa:  Rojo  
Panalones:  Rojo



## Enfermeros practicantes habilitados

Camisa:  Azul celular  
Pantalones:  Azul celular

## **Enfermeros**

Camisa:  *Azul marino*  
Pantalones:  *Azul marino*

## **Capellán**

Camisa:  *Lavanda*  
Pantalones:  *Gris*

## **Recepcionistas para pacientes y asesores de cuentas de pacientes**

Camisa:  *Morado oscuro*  
Pantalones:  *Negro*

## **Farmacia**

Camisa:  *Verde oscuro*  
Pantalones:  *Verde oscuro*

## **Radiología**

Camisa:  *Negro*  
Pantalones:  *Negro*

## **Servicios de rehabilitación**

Camisa:  *Gris claro*  
Pantalones:  *Gris claro*

## **Servicios respiratorios**

Camisa:  *Azul francia*  
Pantalones:  *Azul francia*

## **Secretaría de unidad**

Camisa:  *Gris acero*  
Pantalones:  *Gris acero*

# DERECHOS DE LOS PACIENTES

Usted es nuestro paciente, y estamos comprometidos a brindarle cuidados sobresalientes.

Quisiéramos informarle los derechos y obligaciones que tiene en condición de paciente.

## **Intercesor del paciente**

Si no puede hablar por usted mismo, puede designar a otra persona para que se comunique en su nombre y representación.

## **Privacidad en relación con fotografías y videos**

Para proteger su privacidad, las fotografías y videos solo están autorizados si cumplen con las políticas de Atrium Health Navicent. Se necesita una autorización previa (un consentimiento informado escrito), firmado por usted o su representante.

Los familiares o visitantes pueden sacar fotos o grabar videos, siempre que usted tenga la oportunidad de hacer objeciones.

Como paciente, tiene derecho a:

- Recibir cuidados seguros, respetuosos y solícitos, cualquiera sea su capacidad de pago o su edad, color de piel, discapacidad, género, raza, religión u orientación sexual.
- Que le hablen en forma clara y fácil de comprender. Si no habla inglés o tiene problemas de visión o audición, le proveeremos servicios de interpretación gratuitos para ayudarlo.
- Que le informen sobre la enfermedad (diagnóstico), el tratamiento y el resultado esperado (prognosis) para que pueda hablar de ellos con el doctor.
- A conocer los nombres y funciones de los proveedores de cuidados.
- A rechazar un tratamiento, del modo autorizado por ley, durante la hospitalización. Si rechaza un tratamiento, le ofreceremos otros cuidados disponibles.
- A esperar que el historial médico sea confidencial, a menos que autorice la divulgación de información.
- A estar de acuerdo o en desacuerdo con participar en estudios de investigación vinculados con sus cuidados.
- A negarse a que se saquen fotografías o se graben videos.
- A contar con una Directiva Anticipada, por ejemplo, un *Testamento o Poder perdurable para la atención médica*. En estos documentos,

usted nos comunica sus deseos para la atención futura y la persona que usted designó para que tome decisiones si no puede hablar por sí mismo. Una Directiva Anticipada garantiza que el doctor sepa si usted desea rechazar o retirar equipos o parar tratamientos (por ejemplo, resucitación cardiopulmonar) que pueden prolongar su vida. Si tiene una Directiva Anticipada escrita, debe entregar una copia al hospital, un familiar y el doctor.

- Que se respete su privacidad.
- Repasar su historial médico y a que le expliquen la información de manera tal que pueda comprender, excepto cuando no está autorizado por ley.
- Esperar que se presten los mejores cuidados posibles. Un tratamiento, derivación o traslado adicionales a otra unidad o clínica que pueden ser necesarios para brindarle servicios de la mejor calidad. Si es necesario el traslado, se le informarán los riesgos y beneficios.
- Conocer las reglas del hospital (incluidos gastos de facturación y opciones de pago) que le corresponden a usted.
- Recibir información (antes del alta) sobre agencias que le pueden ayudar después de salir del hospital.
- A que le pregunten sobre el dolor y le informen medidas para aliviarlo; a esperar que el personal atento y solícito haga todo lo posible para aliviar el dolor de manera segura.
- A estar libre de sujeciones, a menos que su seguridad esté en juego. Si es necesario sujetarlo para impedir que se haga daño, seremos tan gentiles como sea posible y soltaremos las sujeciones tan pronto como sea médicamente posible.

## **Derechos y obligaciones de pacientes pediátricos, por parte de los padres o el tutor**

Los pacientes pediátricos (niños) tienen los mismos derechos que los pacientes adultos.

### **Tareas escolares**

Cada paciente pediátrico tiene derecho a continuar su tarea escolar mientras está hospitalizado.

### **Se espera que los padres y tutores de pacientes pediátricos:**

- Den consentimiento en nombre de sus hijos menores de dieciocho (18) años.
- Participen en el tratamiento del niño, incluido:

- Participar en la planificación del tratamiento
- Mantenerse informados sobre el progreso del tratamiento
- Proveer diversas formas de cuidados y tratamiento

### **Seguridad de los niños en un vehículo**

Después del alta, los niños menores de ocho (8) años deben viajar asegurados en un asiento elevado o apropiado para niños, del modo establecido por ley.

Si tiene preguntas sobre la seguridad de niños pasajeros de vehículos, vaya a [SafeKids.org](http://SafeKids.org).

### **Presentar una queja**

Comprendemos que tiene derecho a formular una queja. Antes de llamar, ¡lo alentamos a que exprese su opinión y se asegure de que el personal de enfermería a cargo conozca sus problemas! Puede presentar sus quejas de las siguientes maneras:

- Si está en el hospital, puede comunicarse con un representante Careline 24/7, oprimiendo el "0" para comunicarse con el operador. Luego, solicite un representante de Careline.
  - El representante de Careline solicitará que alguien solucione su problema dentro de las 24-48 horas y un director de departamento hará el seguimiento con usted.
- Si cree que no se resolvió su queja sobre la calidad de los cuidados, se puede comunicar con nosotros, llamando a la oficina de relaciones públicas -al (478) 633-1353-, o visitando nuestro sitio web, [NavicentHealth.org](http://NavicentHealth.org), o escribiendo una carta a Atrium Health Navicent, 777 Hemlock Street, Macon GA 31201.

Si tiene problemas con los cuidados recibidos, también se puede comunicar con:

1. **Dirección de los Centros para Servicios de Medicare y Medicaid (Centers for Medicare and Medicaid Services) – Unidad de la oficina de operaciones de regulación y acreditación del administrador regional (centro federal en Atlanta):**

Dirección: Division of Survey and Certification  
 Operations Office of the Regional  
 Administrator Atlanta Federal Center  
 61 Forsyth Street, SW, Suite 4T20  
 Atlanta, GA 30303-8909

Teléfono: (404) 562-7400

2. **DNV Healthcare USA**



Dirección: DNV Healthcare USA Attn: Complaints  
4435 Aicholtz Road, Suite 900  
Cincinnati, OH 45245  
Teléfono: (866) 496-9647  
Correo electrónico: [HospitalComplaint@DNV.com](mailto:HospitalComplaint@DNV.com)  
Sitio web: [DNVHealthcarePortal.com/patient-complaint-report](http://DNVHealthcarePortal.com/patient-complaint-report)

3. **Secretaría de Salud Comunitaria de Georgia (Georgia Department of Community Health) – Regulación de clínicas médicas**

Dirección: Healthcare Facility Regulation Division  
2 Peachtree Street NW – 31st Floor  
Atlanta, GA 30303-3142  
Teléfono: (800) 878-6442

4. **Kepro QIO**

Teléfono: 888-317-0751

Las quejas sobre el cumplimiento de los requisitos de Directivas anticipadas se pueden presentar ante el organismo público que regula y acredita a prestadores de servicios de Medicare y Medicaid.

## Derechos de visita

The Medical Center de Atrium Health Navicent garantizará que los privilegios de visita de todos los visitantes sean acordes con las preferencias de los pacientes, siempre que no estén en conflicto con otras circunstancias válidas.

Los pacientes pueden retirar o denegar el consentimiento para las visitas en cualquier momento.

## Horario de visitas

(Consulte el "Visiting Hours" on page 15).

# OBLIGACIONES DEL PACIENTE

Durante la hospitalización, se espera que siga las reglas y participe activamente en su recuperación.

Como paciente, es su responsabilidad:

- Informarnos sobre su estado de salud, lo que incluye:
  - Enfermedades pasadas
  - Hospitalizaciones
  - Uso de medicinas (incluidas, homeopáticas)
- Hacer preguntas cuando no comprende lo que se le dice
- Informar al médico si no puede seguir con el tratamiento
- Respetar las necesidades de otros pacientes, el personal y el hospital
- Seguir las reglas y regulaciones del hospital (consulte las “Rules and Regulations” on page 14 y el “Visiting Hours” on page 15)
- Proveer los datos del seguro médico y colaborar con el hospital para hacer arreglos de pago si es necesario
- Colaborar con nosotros para manejar el dolor, informar si siente dolor de inmediato y hacer preguntas
- Compartir sus inquietudes con el personal del hospital si el tratamiento o los cuidados no parecen seguros

## Informe de cambio de turno de enfermeras de cabecera

### ¿Qué es un informe de cambio de turno de las enfermeras de cabecera?

*El informe de cambio de turno de las enfermeras de cabecera* tiene lugar cuando las enfermeras que terminan o empiezan el turno se reúnen a la cabecera de la cama para hablar sobre los cuidados. Esto le da la oportunidad de conocer a la enfermera que se hará cargo de su cuidado, hacerle preguntas y compartir información importante con las enfermeras. Sin embargo, esto no reemplaza las charlas con su médico.

Puede invitar a un familiar o amigo a quedarse con usted durante el informe.

## ¿Cuándo se hace el informe de cambio de turno?

El informe de cambio de turno de enfermeras de cabecera ocurre todos los días entre:

- 6:45 a.m.–7:30 a.m.
- 6:45 p.m.–7:30 p.m.

Normalmente, dura cinco (5) minutos.

## ¿Qué debe esperar?

Durante este informe, las enfermeras que cambian de turno:

- **Se presentarán con usted y los acompañantes.** La enfermera que comienza el turno escribirá el nombre y teléfono en la pizarra blanca de su cuarto.
- **Lo invitarán a participar en el informe.** Debe decidir quién más participará con usted.
- **Hablarán sobre su estado de salud, incluido el motivo por el cual está hospitalizado y cómo siguen sus cuidados médicos.** Las enfermeras consultarán el expediente clínico.
- **Controlarán las medicinas que está tomando.** Las enfermeras examinarán la administración de suero, lesiones y vendajes. Además, harán un seguimiento de las pruebas hechas o los análisis de laboratorio encargados.
- **Le preguntarán qué se podría haber hecho mejor durante el último turno, y lo que espera que se haga en el próximo.** Por ejemplo, levantarse un rato de la cama o dormir. La enfermera tratará de ayudarlo a alcanzar esta meta.
- **Lo alentarán a hacer preguntas y compartir sus inquietudes.** Si es necesario, la enfermera que empieza el turno podrá regresar después de elaborar el informe para pasar más tiempo hablando de sus preocupaciones.

## ¿Qué debe hacer?

- **Escuche.** Usted es una parte importante del equipo de atención médica y queremos asegurarnos de que cuente con información completa y oportuna sobre los cuidados.
- **Hable.** Si tiene preguntas o problemas, el informe de cambio de turno de las enfermeras de cabecera es el momento perfecto para expresarlas.
- **Haga preguntas si no entiende algo.** Si las enfermeras usan palabras o comparten información que no comprende, siéntase en libertad de pedirles que le expliquen.

Atrium Health Navicent quiere asegurarse de que reciba la mejor atención posible. Si tiene preguntas sobre la calidad o seguridad de los servicios durante

la hospitalización, informe a la enfermera o el médico.

Véanse las políticas departamentales, paquetes de admisión o carteles anunciados del hospital de niños Atrium Health Navicent Beverly Knight Olson Children's Hospital, el Departamento de Emergencia de Atrium Health Navicent, la Maternidad de Atrium Health Navicent, la Unidad de Cuidados Intensivos (UCI), la Unidad de Cuidados Intensivos Neonatales (NUCI) y el Centro de Salud Conductual de Atrium Health Navicent.

Si no se prepara un informe de cambio de turno de las enfermeras de cabecera, solicite hablar con el director de enfermería. Si aún está preocupado, llame al director de experiencias de pacientes al 633-6095.









**Atrium Health**  
Navicent

The Medical Center