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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?
Questions to Ask
Medication Information
### New Medications

<table>
<thead>
<tr>
<th>Medication Name:</th>
<th>Purpose of Medication:</th>
<th>Possible Side Effects of Medication:</th>
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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,

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 Navicent는 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 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.

<table>
<thead>
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<th>Guest meals (per tray) cost:</th>
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<tr>
<td>Breakfast: $2.50</td>
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<tr>
<td>Lunch: $4</td>
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<tr>
<td>Dinner: $4</td>
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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 “O” 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

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<th>Channel Name</th>
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<tr>
<td>3</td>
<td>CW (WMAZ-DT2)</td>
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<tr>
<td>4</td>
<td>CBS (WMAZ-DT)</td>
</tr>
<tr>
<td>5</td>
<td>NBC (WMGT-DT)</td>
</tr>
<tr>
<td>6</td>
<td>RTN (WPGA-DT)</td>
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<tr>
<td>7</td>
<td>WGNM</td>
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<td>8</td>
<td>PBS (WMUM-DT)</td>
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<td>WGN America</td>
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<td>TBS</td>
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<td>My TV (WMGT-DT2)</td>
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<td>QVC</td>
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<td>COX Macon WSB</td>
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<td>14</td>
<td>Government Access - GOAC014</td>
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<td>WGXADT2</td>
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<td>23</td>
<td>CNN</td>
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<td>USA Network</td>
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<td>Nickelodeon</td>
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<td>Cartoon Network</td>
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<td>A&amp;E Network East</td>
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<td>E! Entertainment Television</td>
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<td>Comedy Central</td>
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<td>MTV - Music Television</td>
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<td>VH1</td>
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<td>TLC The Learning Channel</td>
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<td>CNBC</td>
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<td>Country Music Television</td>
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<td>ION Network</td>
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<td>56</td>
<td>Paramount Network</td>
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<td>57</td>
<td>Animal Planet</td>
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<td>58</td>
<td>Food Network</td>
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<td>59</td>
<td>History</td>
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<tr>
<td>60</td>
<td>Home &amp; Garden Television</td>
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<tr>
<td>61</td>
<td>Univision Satellite</td>
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<tr>
<td>62</td>
<td>Fox Sports Southeast</td>
</tr>
<tr>
<td>63</td>
<td>Fox News Channel</td>
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<tr>
<td>64</td>
<td>Fox Sports South (Full Time)</td>
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<tr>
<td>65</td>
<td>Oprah Winfrey Network</td>
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<td>AMC</td>
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<td>67</td>
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<td>96</td>
<td>Yurview</td>
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<td>101</td>
<td>Discovery Family Channel</td>
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<tr>
<td>102</td>
<td>Science Channel</td>
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<td>Channel</td>
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<tr>
<td>103</td>
<td>Destination America</td>
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<td>104</td>
<td>Investigation Discovery</td>
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<td>105</td>
<td>American Heroes Channel</td>
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<td>Nick Jr</td>
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<td>110</td>
<td>EVINE Live</td>
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<td>111</td>
<td>Cox Macon Media Marketplace</td>
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<td>112</td>
<td>WMUBLD</td>
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<td>113</td>
<td>WMAZDT3</td>
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<td>114</td>
<td>Hallmark Channel</td>
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<td>115</td>
<td>GSN</td>
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<td>116</td>
<td>Fox Business</td>
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<td>CSPAN3</td>
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<tr>
<td>124</td>
<td>National Geographic Channel</td>
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<tr>
<td>125</td>
<td>POP</td>
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<tr>
<td>126</td>
<td>MoviePlex</td>
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<td>127</td>
<td>Hallmark Movies &amp; Mysteries</td>
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<tr>
<td>298</td>
<td>Cox ESPN Goal Line/Buzzer Beater</td>
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<tr>
<td>319</td>
<td>ESPN University</td>
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<tr>
<td>320</td>
<td>ESPN NEWS</td>
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<tr>
<td>321</td>
<td>ESPN Classic</td>
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<td>322</td>
<td>Fox Sports 2</td>
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<td>323</td>
<td>NFL Network</td>
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<td>325</td>
<td>CNN International</td>
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<tr>
<td>326</td>
<td>The Sportsman Channel</td>
</tr>
<tr>
<td>327</td>
<td>Bloomberg Business Television</td>
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<tr>
<td>328</td>
<td>CBS Sports Network</td>
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<tr>
<td>329</td>
<td>Outdoor Channel</td>
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<td>330</td>
<td>Viceland</td>
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<td>331</td>
<td>FYI Channel</td>
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<td>332</td>
<td>NBATV</td>
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<tr>
<td>333</td>
<td>Tennis Channel</td>
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<tr>
<td>334</td>
<td>Do-It-Yourself Network</td>
</tr>
<tr>
<td>335</td>
<td>COOKING Cooking Channel</td>
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<tr>
<td>336</td>
<td>Life Discovery Life Channel</td>
</tr>
<tr>
<td>337</td>
<td>Cox Sports Television</td>
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<tr>
<td>338</td>
<td>NHL Network</td>
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<td>MLB Network</td>
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<td>351</td>
<td>Oxygen</td>
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<tr>
<td>380</td>
<td>Daystar Television Network</td>
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<tr>
<td>382</td>
<td>Cowboy Channel</td>
</tr>
<tr>
<td>385</td>
<td>Eternal Word Television Network</td>
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<tr>
<td>386</td>
<td>Trinity Broadcasting Network</td>
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<tr>
<td>387</td>
<td>BYU-IV</td>
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<tr>
<td>388</td>
<td>INSP</td>
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<tr>
<td>450</td>
<td>Univision TL Novelas</td>
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<tr>
<td>465</td>
<td>Univision Deportes Network</td>
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<tr>
<td>1098</td>
<td>MTVLIVE</td>
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<tr>
<td>1099</td>
<td>Velocity</td>
</tr>
<tr>
<td>1099</td>
<td>Galavision Cable Network</td>
</tr>
</tbody>
</table>
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 "0" 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:

<table>
<thead>
<tr>
<th>Department</th>
<th>Scrub Top</th>
<th>Scrub Pants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Supply Services, Clinical Engineering, Facilities, and IS</td>
<td>■ Dark Green</td>
<td>■ Khaki</td>
</tr>
<tr>
<td>Central Transport</td>
<td>■ Black</td>
<td>■ Black</td>
</tr>
<tr>
<td>Child Life Specialists</td>
<td>■ Child Friendly or Black</td>
<td>■ Black</td>
</tr>
<tr>
<td>Children’s Hospital Clinical Technicians</td>
<td>Child Friendly/Burgundy/Wine</td>
<td>Child Friendly/Burgundy/Wine</td>
</tr>
<tr>
<td>Children’s Hospital Nurses</td>
<td>■ Child Friendly/Blue or White</td>
<td>■ Navy Blue</td>
</tr>
<tr>
<td>Children’s Hospital Radiology</td>
<td>■ Child Friendly/Turquoise</td>
<td>■ Black</td>
</tr>
<tr>
<td>Children’s Hospital Rehabilitation Services</td>
<td>Child Friendly/Light Gray</td>
<td>Child Friendly/Light Gray</td>
</tr>
<tr>
<td>Children’s Hospital Respiratory</td>
<td>■ Child Friendly/Teal</td>
<td>■ Teal</td>
</tr>
<tr>
<td>Clinical Technicians</td>
<td>■ Burgundy/Wine</td>
<td>■ Burgundy/Wine</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>■ Caribbean Blue</td>
<td>■ Caribbean Blue</td>
</tr>
<tr>
<td>Laboratory</td>
<td>■ Red</td>
<td>■ Red</td>
</tr>
</tbody>
</table>
### Color-Coded Staff Uniforms (continued)

<table>
<thead>
<tr>
<th>Position</th>
<th>Scrub Top Color</th>
<th>Scrub Pants Color</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Licensed Practical Nurse</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scrub Top:</td>
<td>▪ Ceil Blue</td>
<td></td>
</tr>
<tr>
<td>Scrub Pants:</td>
<td>▪ Ceil Blue</td>
<td></td>
</tr>
<tr>
<td><strong>Nurses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jacket:</td>
<td>▪ Navy Blue</td>
<td></td>
</tr>
<tr>
<td>Scrub Pants:</td>
<td>▪ Navy Blue</td>
<td></td>
</tr>
<tr>
<td><strong>Pastoral Care</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shirt:</td>
<td>▪ Lavender</td>
<td></td>
</tr>
<tr>
<td>Pants:</td>
<td>▪ Pewter</td>
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</tr>
<tr>
<td><strong>Patient Access Specialists and Patient Account Advisors</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scrub Top:</td>
<td>▪ Deep Berry</td>
<td></td>
</tr>
<tr>
<td>Scrub Pants:</td>
<td>▪ Black</td>
<td></td>
</tr>
<tr>
<td><strong>Pharmacy</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scrub Top:</td>
<td>▪ Hunter Green</td>
<td></td>
</tr>
<tr>
<td>Scrub Pants:</td>
<td>▪ Hunter Green</td>
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</tr>
<tr>
<td><strong>Radiology</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scrub Top:</td>
<td>▪ Black</td>
<td></td>
</tr>
<tr>
<td>Scrub Pants:</td>
<td>▪ Black</td>
<td></td>
</tr>
<tr>
<td><strong>Rehab Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scrub Top:</td>
<td>▪ Light Gray</td>
<td></td>
</tr>
<tr>
<td>Scrub Pants:</td>
<td>▪ Light Gray</td>
<td></td>
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<tr>
<td><strong>Respiratory</strong></td>
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<tr>
<td>Scrub Top:</td>
<td>▪ Royal Blue</td>
<td></td>
</tr>
<tr>
<td>Scrub Pants:</td>
<td>▪ Royal Blue</td>
<td></td>
</tr>
<tr>
<td><strong>Unit Secretary</strong></td>
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</tr>
<tr>
<td>Shirt:</td>
<td>▪ Steel Gray</td>
<td></td>
</tr>
<tr>
<td>Pants:</td>
<td>▪ Steel Gray</td>
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</tbody>
</table>
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.
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 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
   - Website: 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.
**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 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 “0” 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 “0” 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.
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
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Protective Services</td>
<td>1 (888) 774-0152</td>
</tr>
<tr>
<td>Atrium Health Navicent At Home</td>
<td>(478) 633-5600</td>
</tr>
<tr>
<td>Atrium Health Navicent Police</td>
<td>(478) 633-1490</td>
</tr>
<tr>
<td>Atrium Health Navicent Hospice Pine Pointe</td>
<td>(478) 633-5660</td>
</tr>
<tr>
<td>Atrium Health Navicent Rehabilitation Hospital</td>
<td>(478) 201-6500</td>
</tr>
<tr>
<td>Atrium Health Navicent Wellness Center</td>
<td>(478) 477-2300</td>
</tr>
<tr>
<td>CARELINE</td>
<td>Dial “0” for an operator; ask for a “CARELINE Spokesperson”</td>
</tr>
<tr>
<td>Centers for Medicare and Medicaid Services</td>
<td>(404) 562-7400</td>
</tr>
<tr>
<td>Child Protective Services (24-hour hot-line)</td>
<td>(478) 751-6130</td>
</tr>
<tr>
<td>Corporate Compliance</td>
<td>(844) 587-0825</td>
</tr>
<tr>
<td></td>
<td>1 (888) 380-9008 (24-hour toll-free Helpline)</td>
</tr>
<tr>
<td>Café Daily Menus</td>
<td>extension 3-1140</td>
</tr>
<tr>
<td>GA Coalition Against Domestic Violence</td>
<td>1 (800) 334-2836</td>
</tr>
<tr>
<td>Georgia Department of Community Health - Healthcare Facility Regulation</td>
<td>(404) 657-5700</td>
</tr>
<tr>
<td>Gift Garden</td>
<td>(478) 742-4400 (extension 3-2360) 1 (800) 628-4210 (toll-free)</td>
</tr>
<tr>
<td>Interpreting Services Office</td>
<td>extension 3-6868</td>
</tr>
<tr>
<td>Kepro Quality Improvement Organization</td>
<td>888-317-0751</td>
</tr>
<tr>
<td>Ombudsman Program (long-term care)</td>
<td>(478) 922-4464</td>
</tr>
<tr>
<td>Patient Experience - Director</td>
<td>(478) 633-6095</td>
</tr>
<tr>
<td>Rehabilitation Services</td>
<td>(478) 201-6748</td>
</tr>
<tr>
<td>Macon Judicial Circuit District Attorney’s Office’s Victim-Witness Assistance Program</td>
<td>(478) 621-6427</td>
</tr>
</tbody>
</table>
Guía informativa para pacientes y visitantes

Dirección: 777 Hemlock Street
Macon, Georgia 31201
Teléfono: (478) 633-1000
Sitio web: NavicentHealth.org
Índice

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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?
Información sobre medicamentos
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: ________________________

______________________________________________________________
Notas
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,

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.
- Avisenos 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
Pantalones: 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 solicitos, 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 pregulen 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 diecinueve (18) años.
- Participen en el tratamiento del niño, incluido:
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.

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, 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
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, síñtase 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.