EASE THE TRANSITION from Hospital to Home!
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PATIENT CARE JOURNAL
Page 6

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“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

Frye
Regional Medical Center

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www.fryemedctr.com 828-315-5000 1
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Dear Patient:

On behalf of Frye Regional Medical Center, I would like to welcome you to our healthcare facility. Our goal is to create a positive environment that promotes healing and to provide you with the highest quality of service.

Our physicians and healthcare professionals are mindful that you have a choice when selecting a healthcare facility and we thank you for choosing Frye. It is our sincere belief that our healthcare professionals work together as a team and individually to meet or exceed your expectations while you are a patient at Frye Regional Medical Center. Our goal is 100% patient satisfaction.

If at any time during your visit you have comments or questions about your stay, I encourage you to call our Guest Relations Line at 828-315-3763. Our staff is available to address any concerns you may have during your stay with us. We also welcome favorable comments about a positive experience that occurs during your stay, or if there is a particular nurse or caregiver whom you wish to recognize for the quality of care they provide.

Again, thank you for the opportunity to be your healthcare provider. We hope your stay with us is an outstanding one and that your health and well-being will be restored. Please consider us again should you or one of your family members require healthcare services in the future.

Sincerely,

Peter Bradshaw, MD
General Surgeon
Frye Regional Medical Center
Frye Regional Medical Center is an acute care facility that has been serving the medical and health care needs of Catawba County and central western North Carolina since 1911.

The hospital’s main campus includes a comprehensive heart center, accredited cancer center and bariatric surgery program, orthopedics, a designated spine unit, inpatient and outpatient rehabilitation, neurosciences, a women’s center with level II nursery and pediatrics. FryeCare Physicians, LLC provide hospitalists and critical care coverage. Frye has several extended campuses to serve families throughout the area, including FryeCare Outpatient Imaging Center, Cardiopulmonary Rehabilitation, FryeCare Heart Diagnostics, Infusion Care, Vein and Wound Center, Piedmont Therapy, offering sports and industrial rehabilitation; South Campus for psychiatric services; the Frye Wellness and Education Center houses an accredited Center for Diabetes Self-Management Care, perinatal education and community wellness classes; Tate Surgery Center; Unifour Pain Treatment Center; and FryeCare Urgent Care in Conover. For employers, Frye provides industrial health services through Hart Industrial Clinic.

Frye Regional Medical Center is accredited by the Joint Commission, the nation’s oldest and largest hospital accreditation agency. To learn more about the hospital, visit HYPERLINK “http://www.fryemedctr.com/” www.fryemedctr.com, for a physician referral call 828-315-3391 or 800-339-8758.
Our Commitment to Care

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor with your compliments, complaints, or concerns. If you feel that your issue wasn’t resolved, please call the Patient Satisfaction Line in Administration at 828-315-5110. Frye Regional Medical Center seeks to provide prompt review and timely resolution of complaints and grievances from its inpatients and outpatients. If you have a complaint related to the Americans with Disabilities Act (ADA), contact the Vice President of Human Resources.

In addition, you have the right to file a complaint or concern with either or both:

The NC Division of Health Service Regulation
Complaint Intake Unit
2711 Mail Service Center
Raleigh, NC 27699-2711
800-624-3004

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
complaint@jointcommission.org

To register a complaint regarding Medicare or Medicaid, please contact:
The Carolinas Center for Medical Excellence Hotline
800-682-2650
For serious quality of care issues only.

In addition you may call the Tenet National Patient Satisfaction Line at 800-743-6333.

Ethics Committee

The hospital recognizes that healthcare choices involve difficult and complex decisions, and that questions or differences of opinion may arise which cannot be easily resolved. Therefore, the hospital has a committee to consult with patients, their family members, and healthcare providers and help them make these decisions. The committee consists of physicians, nurses, a social worker, representatives from the community, a lawyer, and member of our spiritual care staff. Please tell your nurse if you have an issue for the Ethics Committee.
Dear Patient and Patient Advocates,

On behalf of all the care providers and support team members at Frye Regional Medical Center, we want to thank you for coming to us for your health care needs. Our team is here to provide you with high quality care in a safe and healing environment.

This patient guide was developed to answer some of the questions you may have while you are in the hospital. The Table of Contents includes a list of topics that may be of interest to you including the Patient Journal pages, Your Rights and Responsibilities as a Hospital Patient, medication and safety information, advance directive information, discharge planning and other resources.

We encourage you to participate in your care during your hospital stay. As the most important person on the healthcare team your input is invaluable.

- Ask questions and voice your concerns
- Pay attention-make sure you are getting the right treatments and medicines.
- Educate yourself-learn about the medical tests you receive, your treatment and discharge plan.
- Find an advocate- pick a trusted family member or friend to be with you during your stay.
- Know what medicines you take and why you take them

Speak up and don’t be afraid to raise any issues relating not only to your care and treatment but also to overall hospital services and safety.

We want to take just a moment to talk about the new patient journal section in the Patient Guidebook. This was developed because being in the hospital can be overwhelming and you may have difficulty understanding everything that is going on. For example, it may be hard to remember the names of your doctors and nurses, what medications you are given, what tests are scheduled, and what questions you have for the doctors or nurses. To help you gather and organize this information we have added a section to use as a journal while you are here in the hospital.
The first page of the journal section has an example of a completed journal entry. We hope you will find the patient journal pages in the beginning of this Patient Guide book a useful tool in managing the important information about your hospital stay.

Above all, focus on getting well and returning to a life that is meaningful and full. Please let us know if this guidebook helps you to guide your thoughts and restore some sense of control.

Sincerely,

Kathee Martin, RN, MSN
Patient Safety Officer
Frye Regional Medical Center

Lerryn Crocker, RN, MSN, FNP, CNS
Chief Nursing Officer
Frye Regional Medical Center

We encourage you to participate in your care during your hospital stay. As the most important person on the healthcare team your input is invaluable.
**Patient Care Journal Example**

### Important Information you must know during your stay.

- **Visiting Hours**
  8:00 a.m. to 9:00 p.m.

- **Cafeteria Hours**
  See page 25

- **Important Phone Numbers**
  - Main Number: 315-5000
  - Valet Parking: 315-5227
  - Patient Rooms:
    - Dial 315-4+room number

- **Patient ID**—Our staff will check your name and check your ID bracelet before drawing blood, doing a procedure or giving meds. Please feel free to remind us if we forget.

- **Patient Family Password**—We have established a patient/family password to be used when calling to obtain information regarding your loved one over the phone. Ask your nurse for details.

- **Fall Prevention**—Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures, or because they’ve been sitting or lying down for too long. For your safety, please call for assistance before getting out of bed.

- **Hand Hygiene**—The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you, including your doctors and nurses, wash their hands too.

- **No Smoking**—For your safety, the hospital has established a “no smoking” policy within the facility and on hospital grounds.

### Day 1

<table>
<thead>
<tr>
<th>Date</th>
<th>4-8-13</th>
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<tbody>
<tr>
<td>Room Number</td>
<td>260</td>
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<tr>
<td>Phone Number</td>
<td>315-4260</td>
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<tr>
<td>Patient/Family Password</td>
<td>3415</td>
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<tr>
<td>Where Did I Park Today?</td>
<td>Green level of parking deck</td>
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<tr>
<td>Doctors/Nurses/Other Caregivers Today</td>
<td>Dia - Nurse Wesley - PA</td>
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<tr>
<td>Plan of Care for Today (Tests, Therapy, Surgery)</td>
<td>Walk 2 times</td>
</tr>
<tr>
<td>Medications</td>
<td>Aspirin</td>
</tr>
<tr>
<td>Discharge Plan</td>
<td>Home on Tuesday</td>
</tr>
<tr>
<td>Questions for my Doctors/ Nurses/ and Others</td>
<td>Home Health? Can I drive?</td>
</tr>
</tbody>
</table>
Day 1
Date ______________ Room Number ______________

Phone Number _________________________________

Patient/Family Password ________________________

Where Did I Park Today? _________________________
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Doctors/Nurses/Other Caregivers Today ___________
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Plan of Care for Today (Tests, Therapy, Surgery) _____
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Medications _________________________________
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Discharge Plan _______________________________
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Questions for my Doctors/ Nurses/ and Others
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Speak Up—Don’t be afraid to ask questions and voice concerns. It is your body. You have the right to know.

Pay Attention—Make sure you are getting the right treatments and medicines.

Educate Yourself—Learn about the medical tests you get and your treatment plan.

Find an Advocate—Pick a trusted family member or friend to be your advocate.

Know Your Medications—Know what medicines you take and why you take them.

Participate in Your Care—You are the center of the healthcare team

Keep track of information—USE THIS CARE JOURNAL
Patient Care Journal

**Hand Hygiene**
The single most important thing you can do to help prevent infection is to wash your hands and make sure that everyone who touches you- including your doctors and nurses- wash their hands too.
Please do not be afraid or embarrassed to speak up and remind them should they forget.

**Happy Birthday to You!**
Wash your hands with soap and warm water for 15 to 20 seconds,
That's about the same amount of time that it takes to sing the “Happy Birthday” song twice.

**No Soap? No Problem**
Alcohol-based hand cleaners are as effective as soap and water in killing germs.
To use, apply the cleaner to the palm of your hand and rub your hands together.
Keep rubbing over all the surfaces of our fingers and hands until they are dry.
You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

Day 2
Date ______________ Room Number ______________

Phone Number ______________

Patient/Family Password ______________

Where Did I Park Today? ______________

Doctors/Nurses/Other Caregivers Today ______________

Plan of Care for Today (Tests, Therapy, Surgery) ______________

Medications ______________

Discharge Plan ______________

Questions for my Doctors/ Nurses/ and Others ______________
Medications

Be sure the doctor knows all of the medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Make sure the nurse checks your ID band and scans the band and the medication. Remember, you play an important role in helping to reduce medication errors.

Know Your Medications

While you are in the hospital, our doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed and any side effects. Use your journal to record the medications and record any questions you may have.

Things to Know

- Name of Medication
- Why am I taking this?
- Side Effects

Day 3

Date ______________ Room Number ______________

Phone Number ______________________________________

Patient/Family Password _______________________________

Where Did I Park Today? ________________________________

Doctors/Nurses/Other Caregivers Today _________________

Plan of Care for Today (Tests, Therapy, Surgery) _________

Medications _________________________________

Discharge Plan _______________________________

Questions for my Doctors/ Nurses/ and Others

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**Patient ID**
Our staff will ask your name and check your identification bracelet before drawing blood, doing a procedure, or giving medication. We appreciate your participation in this important patient safety process. Feel free to remind us should we forget!

**Patient/Family Password**
We have established a patient/family password to be used when calling to obtain information regarding your loved one over the phone.
No information will be provided over the phone unless the family or personal representative has this patient/family password. Please check with your nurse for more details.

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**Day 4**
Date ______________ Room Number ____________

Phone Number ________________________________

Patient/Family Password ______________________

Where Did I Park Today? _______________________

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Doctors/Nurses/Other Caregivers Today _________

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Plan of Care for Today (Tests, Therapy, Surgery) ______

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Medications _________________________________

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Discharge Plan _______________________________

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Questions for my Doctors/ Nurses/ and Others

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### Preventing Falls

Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures, or because they have been sitting or lying down for too long. For your safety, please:

- Always call for assistance before getting out of bed
- Wear nonskid socks or properly fitting shoes with nonskid soles
- Keep the call button within easy reach
- Have necessary items within reach, such as your glasses, tissues, the telephone, and anything else you need
- When you get assistance, rise slowly from your bed or chair to prevent dizziness.
- Walk close to the wall and hold onto the handrail while in the bathroom
- Please note it may be necessary to for your caregiver to stay with you in the bathroom to ensure your safety
- Bed exit alarms are used at night and during the day as needed for your safety.
Patient Care Journal

Rapid Response Team

Help Line for Families
Dial 4778

The Rapid Response Team is a group of specially trained staff members who bring critical care expertise to the patient when needed. The purpose of the team is to quickly check the condition of the patient and provide help before there is a medical emergency such as a heart attack.

When to Call
- If there is a noticeable change in the patient’s condition that needs immediate attention and the health care team is not recognizing or addressing the concern
- If after speaking with a member of the health care team (i.e. nurses, physician), you continue to have serious concerns on how care is being given, managed, or planned

Call 4778 from your bedside phone.

Day 6

Date ______________ Room Number ______________

Phone Number_____________________________________

Patient/Family Password____________________________

Where Did I Park Today? ____________________________
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Doctors/Nurses/Other Caregivers Today _____________
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Plan of Care for Today (Tests, Therapy, Surgery) ______
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Medications _________________________________
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Discharge Plan _______________________________
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Questions for my Doctors/ Nurses/ and Others
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Rapid Response Team
Help Line for Families
Dial 4778

The Rapid Response Team is a group of specially trained staff members who bring critical care expertise to the patient when needed. The purpose of the team is to quickly check the condition of the patient and provide help before there is a medical emergency such as a heart attack.

When to Call
- If there is a noticeable change in the patient’s condition that needs immediate attention and the health care team is not recognizing or addressing the concern
- If after speaking with a member of the health care team (i.e. nurses, physician), you continue to have serious concerns on how care is being given, managed, or planned

Call 4778 from your bedside phone.
Do You Have PAIN?

Pain Management

You are the expert about how you are feeling. Be sure to tell the doctor or nurse when you have any kind of pain. To help describe your pain, be sure to report:

■ When the pain began
■ Where you feel pain
■ How the pain feels—sharp, dull, throbbing, burning, tingling
■ If the pain is constant, or if it comes and goes
■ What, if anything, makes the pain feel better
■ What, if anything, makes the pain feel worse
■ How much, if any, pain your medicine is taking away
■ If your medicine helps with the pain, how many hours of relief do you get?

Use the Pain Rating Scale on the next page to tell your doctor or nurse how severe your pain is.
Pain Rating Scale

0 No Hurt

2 Hurts Little Bit

4 Hurts Little More

6 Hurts Even More

8 Hurts Whole Lot

10 Hurts Worst

Day 8

Date ______________ Room Number _____________

Phone Number _________________________________

Patient/Family Password ________________________

Where Did I Park Today? _______________________

Doctors/Nurses/Other Caregivers Today ___________

Plan of Care for Today (Tests, Therapy, Surgery) ______

Medications _________________________________

Discharge Plan _______________________________

Questions for my Doctors/ Nurses/ and Others

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6 Things to Know Before You Leave

1. Discharge Summary
This is an overview of why you were in the hospital, which health care professionals saw you, what procedures were done, symptoms you may experience after discharge, what medications were prescribed, and other health information.

2. Medication List
This is a list of the medications you will be taking at home, the reason or purpose for the medication, the dose and prescribing doctor.

3. Rx
A prescription for any medications you need and the purpose.

4. Follow-up care instructions
Diet, Activities, How to care for incisions, What follow up tests you need, Medicines, Physicians appointments, Home care instructions, Important telephone numbers

5. Other Services
Follow up rehab, nursing home, out-patient testing, or in-home therapy. Get all the details you need before you leave

6. Community Resources
Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, and home care.

Please see pgs. 34-39 for more details.
Your health care is our priority. To determine where improvements are needed, this hospital takes part in the HCAHPS survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple choice questions about your hospital stay. Please take the time to respond to the HCAHPS survey; your feedback is valuable!

What is HCAHPS?
The Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of health care. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

You are part of the team

**COMMUNICATE** It’s your health; don’t be afraid to ask your doctors and nurses questions.

**PARTICIPATE** You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

**APPRECIATE** There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.

Hospital Compare is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

The Leapfrog Group rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. The survey measures how well hospitals meet the Leapfrog Group’s quality and safety standards. Survey results are reported on Leapfrog’s website for users to compare hospitals. [www.leapfroggroup.org/cp](http://www.leapfroggroup.org/cp)

The Joint Commission has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits, and certifies healthcare organizations that meet their high standards. Quality reports for all accredited organizations are available on their website. [www.qualitycheck.org](http://www.qualitycheck.org)
All patients at Frye Regional Medical Center must be registered. This is necessary for medical records as well as insurance and billing information. Most insurance companies tell us what information is needed.

To ensure no delays, all emergency patients will be provided with a medical screening exam prior to obtaining billing and insurance information. Your insurance card(s) will be copied. Insurance coverage will be verified by the hospital and you will be informed of your responsibility for deductibles and/or co-payments. If you have financial concerns, you should ask to speak with a financial counselor. You may pay your deductible and/or co-payments to anyone in the registration/admitting area. You may also make a payment 24 hours a day at our drop box located at the Cashier’s Office (a receipt will be mailed to you).

Notes and Questions

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During Your Stay

VISITING HOURS

General
8:00 a.m. – 9:00 p.m.
No more than 2 visitors allowed at the bedside at one time. Children may visit in most patient rooms if they are healthy and accompanied by an adult. Ask your nurse about visiting guidelines for your floor.

For the safety, health and healing of our patients we ask that you adhere to the visitation hours shown above. Rest is a key component in the healing process; therefore, we limit visiting hours to allow our patients uninterrupted rest at night.

We make special attempts to provide a quiet environment at night.

We have policies and procedures in place to help you and your family work with our doctors, nurses, and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Other Units Visiting Hours

Critical Care/Intensive Care Units
Ask the nurse on each unit for an information sheet about visitation. Any visitor remaining after 9:00 p.m. must have a visitor pass, which is issued by the charge nurse of the unit where the patient is located.

Waiting Areas

Specially designated waiting areas are available to family and friends on each floor of the hospital. The main lobby provides patients and visitors a quiet, comfortable area to visit. This area is also used as a waiting area for new admissions.

The Heart Tower lobby and the fifth floor in the North Tower also provide quiet waiting areas. Critical Care and Cardiovascular Intensive Care waiting areas are in the South Tower, located adjacent to these units. Children are not permitted in these waiting areas and visitors are limited to two per patient during visiting hours. Overnight sleeping is not permitted in the waiting areas. However, visitors are permitted in the hospital after hours with a visitor’s pass.

Gifts for Patients

Visitors should check with the nurse before bringing gifts of food and drink to patients to ensure that gifts are appropriate. Flowers are not permitted for patients in Critical Care and Intensive Care units, and some oncology patients may not be permitted to have flowers. Please check with your nurse.

Public Restrooms

Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect
For everyone’s health and safety, visitors should not use patient bathrooms.

their health. Public restrooms are located throughout the hospital.

**Parking**

Parking for family members and visitors is provided in the large lot and parking deck across from the front entrance of the medical center on North Center Street. Patients and visitors are cautioned not to park in reserved areas or in the semi-circular drive under the brick canopy at the front of the hospital. This area is used for admitting and discharge purposes only.

**Valet Parking**

For your convenience, Frye Regional Medical Center provides complimentary valet parking services for all patients and visitors. The free service, provided by Towne Park, is available Monday through Friday (closed on weekends and holidays) at the entrance of the Same Day Surgery Center from 5:00 a.m. to 5:00 p.m., and at the patient discharge area across from the parking garage from 7:00 a.m. to 8:00 p.m.

**Hospitality House**

Located across from the Same Day Surgery Center on 5th Ave., NE, Hospitality House is a “home away from home” available for out-of-town family members of seriously ill patients in area hospitals. Overnight accommodations are available for 18 guests; day use is available for families who need rest during the day. A family member must get a referral from the nursing staff caring for the patient in order to stay at Hospitality House. While there is no set cost for staying at Hospitality House, families are encouraged to make a tax-deductible donation.

**Your Room**

We have furnished and equipped your room to make your stay as comfortable and pleasant as possible. Frye offers a choice of private and semi-private rooms and will make every effort to honor your choice based on

Leave Your Valuables At Home

If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids, and dentures should be stored in your bedside stand when not in use. Please don’t put them on your bed or food tray—they may be damaged or lost.

Frye Regional Medical Center cannot be responsible for replacement of personal belongings.
During Your Stay

Calling Your Nurse
To call your nurse, use the button located at your bedside. When you press the button, the nursing station is alerted that you need assistance, and a light flashes above your door. A staff member will respond to your signal as soon as possible. Our commitment and response to your needs are very important to us. If your call bell is not answered within 2 minutes, please call again.

Medications
Medications that you take while you are hospitalized are prescribed by your physician, dispensed by the hospital pharmacy, and administered by a nurse. Medications dispensed by the hospital pharmacy meet the Food and Drug Administration’s requirements for clinical effect, therapeutic equivalence, and safety. For safety reasons, patients are not permitted to keep medications for self-administration in their room.

Your Hospital Bed and Bedside Table
Your hospital bed is electrically operated; your nurse will show you how to adjust it properly. The bed is also equipped with side rails for your safety, if needed, to prevent injury while you are asleep.

Room Temperature
All rooms in the hospital are centrally heated and air-conditioned. If your room is not comfortable, please notify the nursing staff.

During the Night
Please stay in your bed after you have prepared for sleep. Strange surroundings and sleeping medications may cause you to injure yourself if you get out of bed. For assistance during the night, please use your call button to contact the nursing staff. Call, don’t fall!

Wheelchairs
Wheelchairs are available on all nursing units. Please ask for assistance from a hospital staff member when getting in or out of a wheelchair, as doing so alone might be hazardous.
Interpreters
Interpreters are available in the hospital for those who don’t speak English. Please ask your nurse or another member of the hospital staff for assistance.

For the Hearing Impaired
Interpreters and other special devices for the hearing impaired are available if needed. To access TDD services, call 800-205-9920. To access North Carolina Voice Relay, call 800-999-8915, or ask your nurse for assistance.

Telephone
Telephones are provided in all patient rooms. Friends and family may call directly to your room by dialing 828-315-4 + your room number. If you do not wish to receive telephone calls, press the “make busy” button on your phone and callers will hear a busy signal. To help insure our patients’ rest and privacy, we ask that our patients do not receive calls between 10:00 p.m. and 6:00 a.m. If there is an urgent need to contact a patient, please call the nurses’ station for assistance.

To place a local call, dial 9 + the local number. To make a long-distance call, dial 90 or the “long distance” button, then 0 + the area code + the number. Long-distance calls must be made using a calling card or credit card. If you need assistance, dial “0” for the hospital switchboard.

Cell Phones
Although use of cellular phones inside the facility is not prohibited, we ask you to be respectful of our patients and staff by setting your ringers on low or silent while on the unit or in patient care areas.

Valuables
If you cannot send valuables home, you may store them in our safe during your stay. You will be issued a receipt, which you must use to reclaim your valuables when you leave. For more information, speak with your nurse. Please do not keep valuables in your room.

Effective Communication
Our staff wants to communicate effectively with you and your family members. By answering the questions below, the Hospital can better provide for you and your family’s communication needs.

All of the services listed below will be provided to you free of charge – please notify your nurse if you need any of the following:

We have an American Sign Language (ASL) Interpreter to help communicate with you.

We have a TTY with a Light Signaler.

We have a Signed English or Oral Interpreter.

Is there any other way by which we may communicate better with you?
During Your Stay

**TV**
Televisions are provided in each patient room. Charter Cable television service is provided free of charge. The control for your television is located on a remote control. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Channel listings are located on page 27. (Please note that private televisions are not permitted in your hospital room.)

**Lost and Found**
If you lose an item, please inform your nurse as soon as possible. Items that have been misplaced and found are returned to Security. For assistance, dial “0” for our operator.

**Fire Safety**
We periodically conduct fire and disaster drills. If you hear an alarm, please stay where you are. In the event of an actual emergency, hospital staff will notify you.

**Smoking**
Smoking and/or the use of any tobacco products is not permitted anywhere in the hospital, including the parking deck or on hospital grounds.

**Oxygen**
Special regulations must be followed when patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in areas where oxygen is in use.

**Electrical Appliances**
Some electrical appliances including hair dryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, and other devices are not permitted in patient rooms. If you must use an electrical appliance, please ask your nurse to have it inspected for safety prior to use. Electrical appliances from home are not permitted in Critical Care units.

**ATM**
For your convenience, an automated teller machine (ATM) is located just off the main lobby by the Cashier’s office.

**Mail and Flowers**
Mail and flowers will be delivered to you by a hospital volunteer. Please note that flowers are prohibited
in intensive care units. Any mail received after your discharge will be forwarded to your home address.

**Notary Public**
The services of a notary public for healthcare power of attorney and living wills are free of charge. Patients needing this service are to provide their own witness, as hospital employees or volunteers cannot be witnesses. For assistance in these areas, please notify your nurse.

**Patient Meals**
All of your meals are prepared by our Food and Nutrition Services Department according to the dietary instructions given to us by your physician. A food service representative will visit you each day to get your menu selections. Some patients have allergies or intolerance to certain foods. If these have not been identified on your order, please notify the Food and Nutrition Services Department at extension 3737 or notify the food services representative who delivers your trays. Telephone messages are answered from 6:00 a.m. to 7:00 p.m.

Patients are served breakfast between 7:00 a.m. and 8:30 a.m.; lunch between 11:00 a.m. and 12:30 p.m.; and dinner between 4:30 p.m. and 5:30 p.m. If you must be away from your room for tests or treatment during meal times, your nurse will notify Food and Nutrition Services when your diet is to be reinstated.

**Nutrition Counseling**
Registered Dietitians are on staff to provide nutritional education regarding therapeutic diets and nutrition assessments for patients. If indicated, your nurse or physician can order these for you.

**Cafeteria**
The cafeteria offers a variety of food at reasonable cost.

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**Where’s the Cafeteria?**

**Location:**
First Floor

Visitors are welcome to dine in the cafeteria.

**Café Hours of Operation:**
**Monday – Friday**
- Breakfast
  - 6:30 a.m. – 9:30 a.m.
  - Continental
- Lunch
  - 9:30 a.m. – 10:00 a.m.
- Grill
  - 11:00 a.m. – 2:00 p.m.
- Dinner
  - 5:00 p.m. – 6:30 p.m.

**Monday – Thursday Evening**
- Grill
  - 6:30 p.m. – 11:30 p.m.
- Late Night Dinner
  - 10:00 p.m. – 11:30 p.m.

**Saturday – Sunday**
- Breakfast
  - 7:00 a.m. – 9:30 a.m.
- Lunch
  - 11:00 a.m. – 1:30 p.m.
- Dinner
  - 5:00 p.m. – 6:30 p.m.
During Your Stay

Please visit us at www.fryemedctr.com

Gift Shop
The hospital’s gift shop is located in the main lobby. It is operated by the Frye Regional Medical Center Volunteer Auxiliary. The shop offers cards, toiletries, magazines, flowers, snacks, and gift items. For more information, call extension 3127.

   Hours of Operation:
   9:00 a.m. – 7:00 p.m. Monday through Friday
   Weekend hours vary

Vending Machines
Vending machines offering beverages and snacks are located outside the entrance to the cafeteria, in the Heart Tower lobby, and in family waiting rooms in the units. They are available 24 hours a day, 7 days a week.
<table>
<thead>
<tr>
<th>Channel</th>
<th>Number</th>
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<tbody>
<tr>
<td>WBTV (CBS)</td>
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<td>Government Access</td>
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<tr>
<td>WAXN (IND)</td>
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<td>WCCB</td>
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<td>WCNC</td>
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<td>WHKY (IND)</td>
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<td>WJZ (CW)</td>
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<tr>
<td>WSO (ABC)</td>
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<tr>
<td>Local Access – Photo1</td>
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<tr>
<td>WUNE (PBS)</td>
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<tr>
<td>WTVI (PBS)</td>
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<tr>
<td>QVC</td>
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<tr>
<td>WMYT-MyTV</td>
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<tr>
<td>WSPA-TV (CBS)</td>
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<td>TV Guide</td>
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<td>E!</td>
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<td>Style</td>
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<td>TNT</td>
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<td>USA</td>
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<td>fx</td>
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<td>ESPN2</td>
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<td>Fox Sports Net South</td>
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<td>SportSouth</td>
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<td>Charter Media</td>
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<td>Golf Channel</td>
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<td>Versus</td>
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<td>Speed Channel</td>
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<td>The Weather Channel</td>
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<td>CNBC</td>
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<td>MSNBC</td>
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<td>The Discovery Channel</td>
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<td>HGTV/Home and Garden Television</td>
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<td>Animal Planet</td>
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<td>ABC Family</td>
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<tr>
<td>The Disney Channel</td>
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<tr>
<td>Nickelodeon-East</td>
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<td>Cartoon Network</td>
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<td>Turner Classic Movies</td>
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<td>Hallmark Channel</td>
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<td>Oxygen</td>
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<td>Bravo - East</td>
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<td>SyFy</td>
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<td>Spike TV</td>
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<td>Comedy Central</td>
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<td>MTV</td>
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<td>CMT</td>
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<tr>
<td>BET</td>
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<td>CSPAN</td>
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<tr>
<td>GSN (Game Show)</td>
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</tbody>
</table>
Your Rights as a Hospital Patient

Your rights as a patient:

You have the right to be involved in the development and implementation of your plan of care.

You have the right to be told about the care you will receive and take part in decisions about your care, including the right to refuse care.

You have the right to your choice of post discharge care (Home Health Nursing Home, etc.).

You have the right to an interpreter or translation service. For language help a certified language line is available with help from the hospital staff.

To access devices for the hearing impaired contact hospital staff.

You have the right to know the names of the caregivers who treat you.

You have the right to safe care.

You have the right to have your pain treated.

You have the right to know when something goes wrong with your care.

You have the right to be treated with courtesy, respect and dignity.

You have the right to personal privacy.

You have the right to religious and spiritual services.

You have the right to access, request changes to and get information on release of your medical records.

You have the right to receive visitors of your choice.

You have the right to have a family member or representative and your own doctor notified of your admission to the hospital and to have a family member, friend or other person be present for emotional support.

You have the right to appoint another person as a decision maker when you are unable to make decisions about your care.

You have the right to give or refuse consent for care, treatment and services and for the use of recordings, films, or other images.

You have the right to decide whether or not to take part in research or clinical trials.

You have the right to create an advance directive such as a Living Will or Healthcare Power of Attorney and to have hospital staff comply with your wishes.

You have the right to be free from unfair treatment based on age, race, ethnicity, religion, culture, language, physical or mental disability, social or economic status, sex, sexual orientation and gender identity or expression.

You have the right to be free from neglect, exploitation, and verbal and sexual abuse.

You have the right to be free from all forms of abuse, harassment and punishment.

You have the right to be free from restraint or seclusion except to ensure the immediate safety of you or the hospital staff.

You have the right to protective and advocacy services.

You have the right to request and have a chaperone present during certain sensitive physical examinations and treatments.
For Pediatric patients
All rights and responsibilities listed for the adult patient also apply to the parent(s) and guardian(s) of their minor children.

Your responsibilities as a patient:
- Provide information to the hospital to facilitate your care, treatment and services
- Ask questions if you do not understand your treatment or care choices
- Follow instructions, policies, rules, and regulations that are in place to support safe and excellent care
- Support mutual respect by using civil language and conduct in your interactions with staff and doctors
- Meet your financial commitments

Your rights as a Medicare Beneficiary:
- You have the right to care that meets the standards of quality
- You have the right to skilled health care as long as it is medically necessary
- You have the right to written notice of all decisions affecting your health care coverage
- You have the right to complete information about the services provided and the care received
- You have the right to report any concern you have about the quality of care you receive to the Quality Improvement Organization (QIO):

To Our Patients
Our hospital accepts assignment on group insurance companies including Medicare, Medicaid, and Blue Cross when a valid card is presented at the time of registration. Once discharged, the hospital will bill your insurance company directly for all hospital charges.

You will receive a separate bill for professional services for radiology, pathology, anesthesiology, and emergency services as provided by:
- Catawba Radiological Associates, Inc.
- Piedmont Pathology Associates, Inc.
- Unifour Anesthesia Associates, P.A.
- Mountain Emergency Physicians

NOTE: When you come through our Anesthesia Department during pre-op for lab, x-rays, etc. you will be charged for these even if your surgery is cancelled.

For your records, the hospital will send a copy of the hospital bill upon request. Please check this bill for accuracy and should you have a question, your patient representative’s name will be attached. Please feel free to call
Rights & Responsibilities

866-904-6871. Once billed, we will work with your insurance company for about 45 days to resolve the bill. If we are having a problem at the end of 45 days, we may call or write asking for your help. After payment has been received from your insurance company, we will bill you directly for your balance remaining.

Complaints / Grievances
You have the right to voice concerns without fear of discrimination or reprisal, and to have these concerns reviewed and responded to in a prompt manner. If you or your authorized representative is not satisfied with the response to a grievance, you can ask the hospital to review the findings.

You have the right to the confidentiality of your clinical records. If you or your authorized representative thinks your privacy has been violated you may contact the hospital Compliance Officer at 828-315-5090. For other complaints or grievances, please call 828-315-5110.

You may also contact the following agencies to register a complaint:

The Joint Commission
Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181
E-mail: complaint@jointcommission.org
Fax: 630-792-5636

Office for Civil Rights, DHHS
61 Forsyth Street, SW. - Suite 16T70, Atlanta, GA 30303-8909
404-562-7886;
404-562-7884 (TDD)
404-562-7881 FAX

NC Division of Health Service Regulation Complaint Intake Unit
2711 Mail Service Center, Raleigh, NC 27699-2711
800-624-3004 (within N.C.)
or 919-855-4500
Fax: 919-715-7724

The Carolinas Center for Medical Excellence
100 Regency Forest Drive, Suite 200, Cary, NC 27518-8598
919-461-5500 (local),
800-682-2650 (toll-free),
800-735-2962 (TTY),
919-461-5700 (fax)
What are Your Advance Directives?

Patient Services Advance Directives
- You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of Directive:

Living Will
A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated, or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends, and medical professionals.

Healthcare Proxy
A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming them as your agent. Remember that an agent may have to use their judgment in the event of a medical decision for which your wishes aren’t known.

Durable Power of Attorney
For health care: A legal document that names your health care proxy. Once written, it should be signed, dated, witnessed, notarized, copied, and put into your medical record.

For finances: You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for health care. You may choose the same person for both, or choose different people to represent you.

What Are Advance Directives?
A living will, healthcare proxy, and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family, and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advance Directives.

Upon admission, you will receive an Advance Directives form from the state of North Carolina and documentation of receipt of this form will be placed in your medical record. Your Advance Directive is destroyed once you are discharged from the hospital. You must provide a new Advance Directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

For more information about Advance Directives or to obtain forms, please speak with your nurse.
**You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.**

### Who must follow this law?
- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other health care providers
- Health insurance companies, HMOs, and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

### What information is protected?
- Information your doctors, nurses, and other health care providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer’s computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

### You have rights over your health information.
*Providers and health insurers who are required to follow this law must comply with your right to:*
- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

**To make sure that your health information is protected in a way that doesn’t interfere with your health care, your information can be used and shared:**
- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses
- With your family, relatives, friends, or others you identify who are involved with your health care or your health care bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

**Without your written permission, your provider cannot:**
- Give your health information to your employer
Use or share your health information for marketing or advertising purposes
Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to www.hhs.gov/ocr/hipaa/ for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

If you or your authorized representative has a privacy concern, please call 803-329-6825.

For privacy complaints, referrals should be made, in writing, to:

United States Office of Civil Rights, Department of Health and Human Services
61 Forsyth St. SW Suite 3B-70
Atlanta, GA 30323
When it’s time to be released from the hospital, your physician will authorize a hospital discharge. This doesn’t necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, at left).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital’s discharge planner, who may be a nurse, social worker or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

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*If You Disagree*

You or a relative can appeal your doctor’s discharge decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital’s discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.
Make sure you have the following information before you leave the hospital:

1. Discharge summary. This is an overview of why you were in the hospital, which health care professionals saw you, what procedures were done, and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. But also having a list prepared by the hospital is a good way to double-check the information.

3. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don’t run out of needed medications.

4. Follow-up care instructions. Make sure you have paperwork that tells you:
   - what, if any, dietary restrictions you need to follow and for how long
   - what kinds of activities you can and can’t do, and for how long
   - how to properly care for any injury or incisions you may have
   - what follow-up tests you may need and when you need to schedule them
   - what medicines you must take, why, and for how long
   - when you need to see your physician
   - any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for

Be sure to meet with the hospital’s discharge planner early in your stay to ensure a smooth discharge process later on.

- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

6. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care, and agencies that can help with patient care and respite care.
Home Health Care
Part-time health care provided by medical professionals in a patient’s home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning and meal preparation. Medicare defines home health care as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment (DME)
Medical equipment that is ordered by a doctor for use in a patient’s home. Examples are walkers, crutches, wheelchairs and hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.

Independent Living
Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance and social outings and events are provided.

Assisted Living
An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don’t need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to doctors’ appointments, shopping, etc.

Nursing Home
A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and are also called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer’s disease or memory loss.

Hospice
A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility or within a hospital. Also referred to as “palliative” care, hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial, and legal needs of the patient and his or her family.

Respite Care provides a temporary break for caregivers. Patients spend time in programs such as adult daycare or in week-long or month-long stays in a care facility.
Preparing for Discharge

Going Home
When your doctor feels that you are ready to leave the hospital he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor. Checkout time is usually 11 a.m. on most units, however, checkout time depends on when your discharge orders are written by your physician.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- If you have stored any valuables in the hospital safe, please notify your nurse.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

Billing
What a Hospital Bill Covers
Your bill reflects all of the services you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone, and television; and charges for special services, which include items your physician orders for you, such as X-rays or laboratory tests.

Professional services for Radiology, Pathology, Anesthesiology, and Emergency Departments are provided by independent contractors. You will receive a separate bill for their services. If you have questions about these bills, please call the number printed on the statement you receive from them.

For your records, the hospital will send a copy of the hospital bill upon request. Please check this bill for accuracy of information and charges. If you should

When You Are Discharged
Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or activities, don’t be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

The following groups provide services at Frye Regional Medical Center:

- Catawba Radiological Associates, Inc.
  828-322-4600

- Piedmont Pathology Associates, Inc.
  828-322-3821

- Unifour Anesthesia Associates, P.A.
  828-327-8105

- Mountain Emergency Physicians
  800-599-0207
Preparing for Discharge

Uninsured?
A representative from the Patient Accounting Department will discuss financial arrangements with you. A hospital representative, who is also a representative of the Division of Family Services, is available to assist you in applying for Medicaid or other government-assistance programs. If you have a question, your patient representative’s name will be attached. Please feel free to call 866-904-6871.

Once billed, we will work with your insurance company for approximately 45 days to resolve the bill. If we are having a problem at the end of 45 days, we may call or write asking for your assistance. After payment has been received from your insurance company, we will bill you directly for your balance remaining.

NOTE: Please be advised that when you come through our Anesthesia Department during pre-op for lab, x-rays, etc. you will be charged for these procedures even if your surgery is cancelled.

Coordination of Benefits (COB)
Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when a patient is listed on more than one insurance policy, or when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicare
This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. We will need a copy of your Medicare
We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary. Co-payments are the responsibility of the patient.

Commercial Insurance
The hospital is responsible for submitting your bills to your insurance company and will do everything possible to expedite your claim. We will need a copy of your insurance card, driver’s license, and Social Security card. We also may need the insurance forms that are supplied by your employer or the insurance company. All patients should familiarize themselves with the terms of their insurance company. This will help with understanding the hospital’s billing procedures and charges. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

HMO or PPO
If you are a member of an HMO or PPO, your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan’s requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your healthcare plan; if so, their services may not be covered.
For the Caregiver

Your role as a patient advocate

While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, follow the advice in the Caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

Frye is proud to offer “Feel Good Friday,” a support group for caregivers of cancer patients. For more information, please call 828-315-3391.

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CAREGIVER...
know what condition your loved one is being treated for.

patient’s rights
Know your patient’s rights and responsibilities (See page 28).

advance directives?
Know whether or not your loved one has an advance directive and if so, what it specifies. (See page 31).

ask questions
If your loved one is too ill or reluctant to ask questions, make note of their concerns and any you may have and don’t be afraid to speak up (see Speak Up! on page 9).

help track medications
Your loved one may be prescribed medications while in the hospital and may be seen by several doctors.

what’s next?
Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.
Resources

Staff Definitions

The Medical Staff
Your medical care is directed by an attending physician who plans your treatment, records your history and progress, and keeps your referring physician informed of his or her findings and recommendations. Questions regarding your illness or treatment plan should be directed to your physician.

Hospitalists
When you are admitted to Frye Regional Medical Center, you may be cared for by a physician that specializes in the care of hospitalized patients: a hospitalist. FryeCare Physicians, LLC are the hospitalists that serve Frye and practice exclusively at our facility. They monitor your condition, order appropriate diagnostic tests, make treatment decisions and coordinate your hospital care with your other physicians. They keep your primary doctor informed of your admission and provide a summary of your hospital care when you are discharged.

Nurses
Nursing care is provided around-the-clock by a team of professional registered nurses, licensed practical nurses, and nurse assistants. A charge nurse is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the nurse manager if you have any questions or concerns.

Dietitians
A registered dietitian will review your medical record and work with your health care team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.

Rehabilitation Therapists  Ext. 3186
Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Technicians and Technologists
Skilled health professionals perform and assist with laboratory and other procedures, including x-rays, mammograms, ultrasounds, CT scans, MRIs, cardiac catheterizations, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Case Managers and Social Workers  Ext. 5907
If you have had an injury or illness that has altered your lifestyle, the demands placed on you and your family may initially be overwhelming. Questions may arise regarding finances, medical costs, length of hospital stay, and adjustments to a disability. A member of Frye’s Medical Case Management Department can help
you address these questions, locate resources, and provide support counseling as you and your family deal with new needs.

The Case Management Department is staffed by social workers and RN case managers Monday through Friday from 8 a.m. to 5 p.m., with limited staffing on Saturday and Sunday. You or a family member may call for an appointment by dialing extension 5907 within the hospital or 828-315-5907 from outside the hospital.

**Financial Counselors**
Financial Counselors are available to answer questions about your bill and help you to interpret financial policies and billing procedures at the hospital. A financial counselor may be reached at 828-315-3167 Monday through Friday from 8:00 a.m. to 5:00 p.m.

**Pharmacists**
While you are in the hospital all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

**Spiritual Care**
We understand that meeting our patients’ religious and spiritual needs is an important part of total patient care. Our pastoral care staff is available to assist you and we can provide numerous ministries, including: Jewish, Catholic, Jehovah’s Witness, Muslim, hearing-impaired, Spanish, and Hmong. If you desire a visit from the chaplain, or would like for your pastor to be notified, please tell your nurse of your request.

**Volunteers**
Every year, Frye volunteers contribute more than 30,000 hours of service to our hospital and play a vital role in providing you with the best possible services during your stay with us. You will recognize our volunteers by their special blue jackets. If you need directions or information, any volunteer will be happy to help you.

**Hospital Resources**

**Cancer Center**
The Cancer Center at Frye is accredited as a Comprehensive Community Cancer Center by the American College of Surgeons, and is the first hospital in the area to be recognized as a Breast Center of Excellence by the National Accreditation Program for Breast Centers. The center offers a multi-disciplinary approach to the diagnosis and treatment of cancer, utilizing surgical, medical, and radiation oncologists on staff, an on-site cancer registry, and highly skilled, passionate employees.

Frye prides itself in its community involvement by educating the public about various cancer types and prevention, and also offers a variety of support services for those facing cancer. Our caring and professionally trained staff is available to assist patients and their families as they battle cancer together.

Our new Frye Cancer Support Center, located next to the hospital at 328 North Center Street, provides patient education and hosts cancer support groups for patients, their families and
caregivers and our licensed clinical social worker is available to help you find needed resources or to adjust/cope with your diagnosis. For more information about the Center, call 828-315-3596.

Cancer patient navigation, including breast health navigation, programs are available at the Frye Cancer Center. For more information about the Breast Health Navigation program, call 828-315-7020. For other cancer navigation programs, call 828-315-5951. For more information about the Cancer Center or support services available at Frye, please call 828-315-3596.

**Center for Diabetes Self-Management Care**

Frye’s Center for Diabetes Self-Management Care offers a variety of educational opportunities and services for the diabetic patient, including insulin pump therapy, medical nutrition therapy, and a variety of support groups for both children and adults. A physician referral is required for all patients attending classes. For more information, please call 828-322-6699.

**Dialysis Services**

Hemodialysis procedures are provided on site by specially trained staff. This is an outsourced service that is available 24 hours a day, seven days a week. Nurses who care for dialysis patients and nephrologists work together to meet the unique needs of this population.

**Emergency Department**

The Emergency Department at Frye Regional Medical Center features 19 treatment rooms, including two designated for major trauma, three for cardiac care, one for orthopedics, and one for ENT and eye care, plus general treatment rooms. Additionally, the department contains an x-ray suite and decontamination shower. The ED is staffed with eight emergency medicine physicians board certified in emergency medicine. For more information, please call 828-315-3190.

**FryeCare Outpatient Imaging Center**

FryeCare is Frye’s full-service outpatient imaging facility, located in the Tate Medical Commons at 1781 Tate Blvd, Suite 101, in Hickory. FryeCare offers the latest technology in a warm, comfortable hotel-like atmosphere. Inviting amenities include convenient parking, terry cloth robes, a media center, a children’s play area, beepers to alert you for your upcoming procedure and protect your privacy, and extended hours for mammograms and our High-Field Open MRI. For more information, please call 828-315-7030.

**Frye Heart Center**

Having performed more than 820,000 cardiac procedures, the Frye Heart Center is one of the area’s most experienced cardiac teams. We offer an array of interventional and nonsurgical options. The Heart Center also offers private patient rooms, sophisticated monitoring systems, an established
cardiopulmonary rehab program, and a graduate rehab program. The Frye Heart Center is the only hospital in the Greater Hickory metro area to participate in the American Heart Association’s “Get With The Guidelines” program to help reduce the risk of a second heart attack or stroke. The Frye Heart Center has also been designated as a United Health Premium Cardiac Specialty Center, and has been recently designated the area’s only Accredited Chest Pain Center. For more information on the Frye Heart Center, please call 828-315-3278.

**Infusion Care Services**

The Infusion Care Center at Frye offers outpatients a wide spectrum of infusion services, using some of the latest technology, including needleless systems and ambulatory infusion pumps. Clinical nurse specialists administer parenteral medications including chemotherapy, antibiotics, hydration, antivirals, antifungals, immune globulin, blood products, steroids, hematopoietic agents, monoclonal antibody therapy, enzyme replacement, and IV catheter care while aiding in patient and clinician education. The Infusion Care Center works closely with the Cancer Center at Frye as well as other Cancer Centers across North Carolina. Staff members also work closely with Hospice and other home health agencies. Our infusion care facility gives Frye an increased ability to manage all aspects of patient care in a hospital-based outpatient facility for services traditionally delivered in the home care setting. Frye Infusion Care can also provide patients with Home Infusion Therapy for those who are unable to receive therapy at the Infusion Center. Patients can have the medications administered in their home as well as their other home health needs. Frye Home Infusion works with most of the home health agencies in our area. For more information about Infusion Care services at Frye, please call 828-315-3043 or 888-446-3874.

**Orthopaedic Services**

Frye Regional Medical Center’s Institute for Advanced Orthopedics and Spine Surgery offers a wide array of services for patients experiencing bone and joint pain. Blue Cross and Blue Shield of North Carolina (BCBSNC) has named Frye Regional Medical Center as a Blue Distinction Center+ in both Spine Surgery and Knee and Hip Replacement. From diagnostic testing to inpatient and outpatient rehabilitation, our team of professionals strives to facilitate a rapid return to an active, pain free lifestyle.

**Primary Stroke Center**

In 2008, Frye Regional Medical Center became the Greater Hickory Metro...
Area’s first Primary Stroke Center, certified by the Joint Commission, the nation’s oldest and largest hospital accreditation agency. The concept for stroke care centers is similar to that of a trauma center combining the resources of a number of specialties to quickly evaluate and treat patients with complex medical needs. Like a trauma center, the stroke center team works closely with local emergency medical services so that proper care can begin before the patient arrives at the hospital. According to a group of 14 national organizations known as the Brain Attack Coalition, hospitals with stroke centers have shown improved treatment times for stroke care and better patient outcomes. To learn more about stroke care, call 828-315-3984.

Therapy
Should your physician order therapy as part of your treatment plan, you will receive care from our team of Occupational Therapists, Physical Therapists, Respiratory Therapists, and/or Speech Therapists. Their goals will be customized for your particular needs and approved by your physician to assist you with mobility, activities of daily living, swallowing, communication, breathing, etc. so you can resume your regular routine as soon as possible. If you have any questions regarding your therapy, please call extension 3186.

Radiology
The Radiology Department is located on the first floor of the hospital. The services provided are MRI, CT, ultrasound, nuclear medicine, interventional radiology, and diagnostic radiography.

Rehabilitation Services
The Rehabilitation Services at Frye offer a full range of therapy, including physical, occupational and speech therapies, in the acute and outpatient settings, and an Inpatient Rehabilitation Center, located within the hospital. The Center provides a comprehensive, integrated approach, individualized for each patient to help ensure that each one reaches the next level of care. Seventy-eight percent of Frye’s inpatient rehab patients return home after treatment, according to current 2010 e-rehab data. Physicians specializing in physical medicine and rehabilitation are on staff at the Inpatient Rehabilitation Center. For more information, please call 828-315-3748. For details about outpatient therapies, please call 828-315-3186.

Smoking Cessation
A smoking cessation pamphlet is available to all patients and families. Smoking cessation classes are offered through the Cancer Center in conjunction with the American Cancer Society...
to assist patients, employees, and the general public in their efforts to quit smoking. For more information, call 828-315-3596.

**Surgical Weight Loss Program**
The Surgical Weight Loss Program at Frye Regional Medical Center offers surgical hope and help to the morbidly obese who have tried repeatedly to lose the excess weight and keep it off. Our program is implemented by a multidisciplinary team consisting of surgeons, anesthesiologists, psychologists, physical therapists, nurses, a dietitian, and support staff, who work together to help the patient achieve a healthier lifestyle. For more information, call 828-315-5577.

**The Unifour Pain Treatment Center**
The Unifour Pain Treatment Center is staffed by Pain Certified Anesthesiologists, registered nurses and registered radiology technicians who specialize in the treatment of patients with chronic and acute pain. We are committed to quality personalized treatment plans for our patients with diseases and injuries that cause them pain. The Unifour Pain Treatment Center physicians work in close contact with primary care physicians, specialists, therapists and counselors for a team approach to pain management. Physician and self referrals are accepted. For further information please call 828-324-4005.

**Vascular Center**
Frye’s Vascular Center takes a comprehensive approach to the complexity of vascular disease. Our team of vascular surgeons, cardiologists, cardiothoracic surgeons, interventional radiologists, endocrinologists, and podiatrists offers an array of services to treat your poor peripheral circulation. Our Vascular Coordinator is available to assist you through the diagnostic and treatment process. For more information, please call 828-315-3036.

**Vein & Wound Center**
The Vein & Wound Center of Frye Regional Medical Center offers the VNUS Closure procedure and Cutera CoolGlide XEO Aesthetic Laser System. Candidates for treatment may include those interested in comprehensive cosmetic and medical treatment of spider veins and varicose veins, as well as people with skin conditions such as age spots, sunspots, wrinkles, and pigmented lesions, and those interested in hair removal. In addition to vein services, the Center offers medical treatment for swollen limbs and non-healing wounds. Non-healing wounds are wounds that are not showing significant improvement or complete healing within a reasonable amount of time. Staffed by physicians specializing in vascular surgery, general surgery, and podiatry, and registered nurses with advanced training in wound care, sclerotherapy and laser
technology, the Vein & Wound Center is able to coordinate with referring physicians to provide comprehensive care. For more information about the Vein & Wound Center, please call 828-315-5840.

**Women’s Pavilion**

The Women’s Pavilion at Frye offers a concentrated focus on women’s special needs and is committed to providing quality services in a comfortable, home-like environment. The Pavilion includes luxurious birthing suites and is home to a Level-II neonatal intensive care nursery. The Women’s Pavilion provides additional services, including perinatal education, labor & delivery, lactation services, newborn nursery, and continuing education for child development. For more information about the Women’s Pavilion, please call 828-315-3272.

**South Campus**

Frye Regional Medical Center’s South Campus is an 81 bed behavioral health hospital providing crisis stabilization for adults who suffer from emotional, behavioral and addictive difficulties. South Campus offers a peaceful setting in which to deliver quality mental health care. South Campus, although physically separated from our medical/surgical facility, has at its disposal all of the resources provided by Frye Regional Medical Center. The treatment provided by South Campus is based on serving the individual needs of each patient. The programs of South Campus provide a secure, warm environment capable of the flexibility to address the changing needs of each patient. For more information, call 828-315-5777.

**Support Groups**

**Suicide Prevention Help**

If you or someone you care about is thinking about suicide, ask for help. You are not alone. Sources of help include friends, family members, spiritual or religious leaders, teachers, counselors, or healthcare providers. Advice may also be available from your employee assistance program.

A suicide hotline is also a good source of information. Call:
- National Hopeline Network
  800-SUICIDE
  800-784-2433
- Another source of advice and information is the National Mental Health Association Resource Center at 800-969-6642.

If you think someone else is about to act, call for help immediately. Call 911 and stay with the person until help arrives. Remember: the more detailed the person’s plan, the more important it is to get help quickly.

**Home Care**

There are occasions when patients need additional treatment or care after they are discharged from the
hospital. To meet the special needs of these patients, Frye Regional Medical Center offers some specific options:

**Guardian Home Health** is a full service Medicare/Medicaid-certified home care agency that supplies nurses; physical, speech, and occupational therapists; medical social workers, and home health aides for home health care. Case Management or nursing will also provide a full listing of Medicare approved home health services.

**American Home Patient**, a durable medical equipment company accredited by the Joint Commission, is an option available to patients and provides a wide range of medical equipment, supplies, and oxygen therapy equipment to patients in their homes. Case Management or nursing will also provide a full listing of Medicare approved durable medical equipment companies.

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### Caregiver Resources

**www.caregiving.com**

Online support groups and articles on caregiving

**800-MEDICARE**

www.medicare.gov

Official U.S. government site for people with Medicare

**Children of Aging Parents**

800-227-7294

www.caps4caregivers.org

Information, referrals and support for caregivers of the elderly and chronically ill

**www.aoa.gov**

Caregiver resources from the Administration on Aging

**Eldercare Locator**

800-677-1116

www.eldercare.gov

Help with locating aging services throughout the U.S.

**National Alliance for Caregiving**

www.caregiving.org

Support for family caregivers and the professionals who serve them

**National Family Caregivers Association**

800-896-3650

www.nfcacares.org

Support for caregivers of chronically ill, aged, or disabled loved ones