

SPEAK UP!

Ask Questions and
Voice Concerns

**KNOW
YOUR
RIGHTS**

**SUCCESSFUL
DISCHARGE**

How to Plan Ahead

PATIENT GUIDE

Key Information For Your Stay



FREE!

**Take This
Copy Home
With You**

 **TANNER**
MEDICAL CENTER
EAST ALABAMA

www.tanner.org | 256.357.2111

An illustration of a hand, palm facing up, with various blue and orange germ-like shapes on it. The hand is orange and is set against a dark blue background on the left side of the page. A vertical red line separates the hand illustration from the text on the right.

Clean your hands.

Everyone who comes into your room should properly clean their hands — healthcare workers, housekeepers and loved ones alike.

It's always OK to ask someone to clean their hands upon entry and when they leave your room. They may use the hand sanitizer available by the door or soap and water in the sink.

The germs on your hands can cause respiratory infections, digestive problems like diarrhea and vomiting, infections at surgery sites or other breaks in the skin, and more.

Protect yourself. Protect other patients.
Protect the community.

Clean hands save lives.



CONTENTS

WELCOME	2
ABOUT US	3
NONDISCRIMINATION NOTICE...	4
OUR COMMITMENT TO CARE.....	5
FAST FACTS ABOUT YOUR STAY...6 <i>Plus TV Channel Guide</i>	
SPECIAL SECTION	8
RIGHTS & RESPONSIBILITIES	13
LEAVING THE HOSPITAL	15



Take Charge of Your Care

- Speak Up, Plus 7 Key Ways to Take Charge of Your Care
- Check IDs
- Prepare for Surgery
- Manage Your Meds
- Pay Attention to Your Care

On Our Cover

Speak Up
*Ask Questions and
Voice Concerns*

Know Your Rights

Successful Discharge
How to Plan Ahead

Attention: If you speak another language, language assistance services, free of charge, are available to you. Call 1.800.481.3293.

Atención: Comuníquese con su enfermera para obtener el código PIN y acceder a esta función.

The editorial content displayed here is the responsibility of PatientPoint. This material is for your educational use only. It does not contain, nor should it be construed as containing, medical advice. Talk to your doctor before making any lifestyle or treatment changes. Sponsors are responsible for the material provided, and your healthcare provider's participation in the program does not represent an explicit or implied endorsement of any material presented. The people shown are models and are not known to have any health condition. Images are for illustrative purposes only. Image credits: Getty Images, iStockphoto. ©2021 PatientPoint*

Welcome



MISSION STATEMENT

To provide a continuum of quality health care services within our resource capabilities.

To serve as a leader in a collaborative effort with the community to provide health education, support services and care for all our citizens.

Thank You for Trusting Us

We realize that you'd rather be at home than in the hospital, but please rest assured that your patient care team will do its best to make you as comfortable as possible during your stay at Tanner.

If you have any questions or concerns, please feel free to ask your physician or nurse. And if you have concerns about the care provided by your patient care team, we encourage you to contact our patient representative to register your concerns so we may address them and provide for an improved patient experience.

The quality of care you expect to receive from Tanner is an important part of why you chose us, and we take our commitment to your health very seriously.

Sincerely,

Loy M. Howard
President and CEO
Tanner Health System

We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

About Us

Why We Are the Right Choice for Your Care

Our Vision

Through the caring and dedication of our team of employees and physicians, Tanner Health System will be recognized as the Provider of Choice for quality, accessible health care for our patients and our community.

As a patient of Tanner Health System, you have access to a range of services designed to provide care not just for your illness, but for you as a person.

These services include:

- Behavioral health care
- Breast care
- Cancer care
- Diabetic clinic
- Diagnostic imaging services
- Emergency care
- Heart care
- Home health
- Hospice care
- Immunology
- Infusion services, including treatment for multiple sclerosis
- Intensive care
- Maternity care
- Medical unit
- Occupational health
- Orthopedic services
- Pain management
- Pediatrics
- Rehabilitation services
- Respiratory therapy
- Sleep disorders
- Surgical services
- Swing bed program
- Urgent care
- Urology
- Vascular care
- Women's care
- Wound care

For more information on the resources available at Tanner Health System, visit www.tanner.org.

Nondiscrimination Notice

Tanner Medical Center Alabama, Inc. (Tanner) doesn't exclude, deny care, treatment or services to, or otherwise discriminate against any person on the basis of race, color, national origin, veteran status, disability (hearing impairment, speech impairment, etc.), limited English proficiency (LEP), sex, sexual orientation or age in admission to, participation in, or receipt of the services, whether carried out by Tanner directly or through a contractor or any other entity with which Tanner arranges to carry out its programs and activities.

Tanner provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

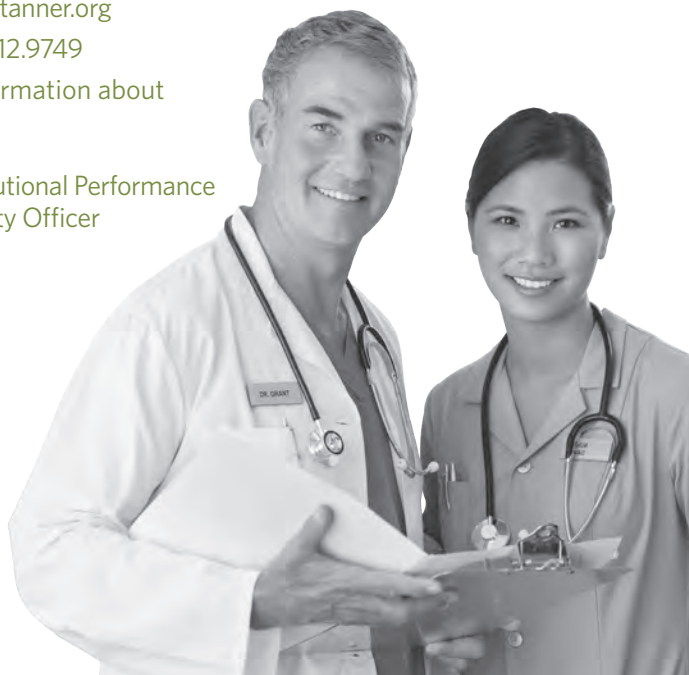
Tanner provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact nursing administration at the clinic or hospital location.

If you believe you've been subjected to discrimination in a Tanner program or activity, there are three ways to file a complaint:

- **By email:** mroberts@tanner.org
- **By phone:** Call 770.812.9749
- **In writing:** Send information about your complaint to:
Melissa Robertson
Vice President, Institutional Performance
Risk and Patient Safety Officer
705 Dixie Street
Carrollton, GA 30117



Our Commitment to Care

Grievance Process

It is the policy of Tanner Health System to establish and maintain a direct channel of communication and mediation between hospital management and individual patients, their families, physicians, personnel, visitors and members of the community.

A grievance is any complaint that cannot be resolved by the staff on hand. If the staff is unable to resolve the complaint, the administrative contact on call will be notified. If the grievance is of an urgent or life-threatening nature, the administrative staff will be paged immediately. A dated, written explanation of the methods taken to resolve the complaint will be provided within seven working days.

Tanner encourages patients and visitors to help us to improve patient safety and the patient experience. If you have any suggestions to improve patient safety or to file a complaint/grievance, please contact the Risk Management Department, Tanner Health System, at 770.812.9749 or via email at mroberts@tanner.org.

Patients may also file a grievance directly to the following:

**Alabama Department of
Public Health Bureau of Health
Provider Standards
The RSA Tower
201 Monroe Street, Suite 710
Montgomery, AL 36104
334.206.5366
www.alabamapublichealth.gov/providerstandards**

**Office of Quality
and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Website: www.jointcommission.org, then click
"Report a Safety Event"**

Complaints regarding the privacy of protected health information may be filed with the Tanner privacy officer at 770.812.9602 or with the Department of Health and Human Services, Office of Civil Rights (OCR), by completing a health information privacy complaint form, or the OCR complaint form may be accessed at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>. You may contact the Office of Civil Rights at 1.800.368.1019.



MAKING A DIFFICULT HEALTH CARE DECISION?

Sometimes a health care choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives. Our Ethics Committee can help your team of support people make difficult decisions. For help, speak with your nurse.

Fast Facts About Your Stay

Telephone

Dial 7 on the phone before calling an outside line.

Tobacco-Free Policy

All Tanner hospital campuses are tobacco-free areas. Tobacco use is prohibited throughout Tanner facilities and hospital grounds. A copy of Tanner's tobacco policy is available upon request. Tobacco products are defined as cigarettes, cigars, pipe tobacco, chewing tobacco and snuff. Tobacco products are also defined as any device or material that can be perceived as smoking or using tobacco, such as electronic cigarettes and tobacco-free chewing or snuff products. You may speak to your nurse if you would like nicotine aids, such as patches, during your stay.

Visiting Hours

To promote healing and safety and limit the risk of infection, some units may limit the number of visitors you can receive at one time.

Visitation may be changed in accordance to guidance from the Centers for Disease Control (CDC).

■ **General Hours:** 8:30 a.m. to 9 p.m

Visitor Guidelines

Patients have the right to visitors of their choice for emotional support, including, but not limited to, a spouse, domestic partner, family friend or family member. The number of visitors is limited based on your medical condition.

- All children in waiting areas must be supervised.
- Visitors must dress appropriately and must wear shirts and shoes.
- Smoking is not allowed anywhere in the facility and only in designated areas on hospital grounds.
- People with colds, sore throats or any contagious diseases should not visit patients.
- Visits should be kept short.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests, treatments or when the physician or nurse needs to see the patient.
- Visitors must check with the nurse before bringing gifts of food or candy because patients may be on restricted diets.
- Visiting arrangements may be made for visitors of surgical patients on the day of surgery.

TV CHANNELS

2 WCIQ - PBS

5 WRBL-DT2 -
MeTV

8 WLGA - IND

3 ION Television

6 WXTX-DT2 - This
TV

9 Local Access

4 WTVM-DT2 -
Bounce TV


7 WJCN-CA - IND

10 WANN 10 -
Estrella TV

TV CHANNELS

11	Telemundo	38	AMC	64	UniMás
12	WUVM-LP - Azteca America	39	Oxygen	65	QVC
13	WJSP-DT - PBS	40	History	66	Home Shopping
14	WLTZ 2 - CW	41	MTV	67	ShopHQ (Shop NBC)
15	WTVM-DT - ABC	42	The Weather Channel	68	Jewelry TV
16	WRBL-DT - CBS	43	Freeform	69	TV Guide
17	WXTX-DT - FOX	44	Paramount Network-East	70	Inspirational Network
19	ESPN	45	SportSouth	71	C-SPAN
20	A&E	46	FS South	72	C-SPAN 2
21	USA	47	Animal Planet	73	C-SPAN 3
22	HGTV	48	Golf Channel	74	GSN
23	Food Network	49	WGN America	75	FXX
24	TBS	50	ESPN2	76	Fox Business Network
25	MSNBC	51	TNT	77	CMT-East
26	TLC	52	Discovery Channel	78	OWN
27	E!	53	FX-East	79	CNBC
28	Comedy Central-East	54	Lifetime	80	Motor Trend
29	truTV	55	Bravo	81	MTV 2
30	BET	56	Turner Classic Movies	82	Fox Sports 1
31	Travel Channel HD	57	Hallmark Channel	83	NBC Sports Network
32	HLN HD	58	Esquire Network (Style)	84	MLB Network
33	FOX News Channel	59	Disney XD	85	Regional Sports Extra Games
34	VH1-East	60	Disney Channel	86	NHL Networks
35	Cartoon Network	61	TV Land	87	HBO Family
36	Syfy	62	National Geographic		
37	Nickelodeon-East	63	TBN		

Take Charge of Your Care



You are the center of your health care team. Let this special guide help you get the best results from your hospital stay.

Speak Up!

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

What language would you prefer to speak?

Do you need glasses, hearing aids or other devices to help with talking to hospital staff?

Do you prefer to hear, see or read health information?

Do you have any cultural, ethnic or religious-based special needs?

Who will be your support person who talks with hospital staff about your health care wishes?

Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?



7 Key Ways TO TAKE CHARGE OF YOUR CARE

SPEAK UP. Ask questions and voice concerns. It's your body, and you have the right to know.

PAY ATTENTION. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

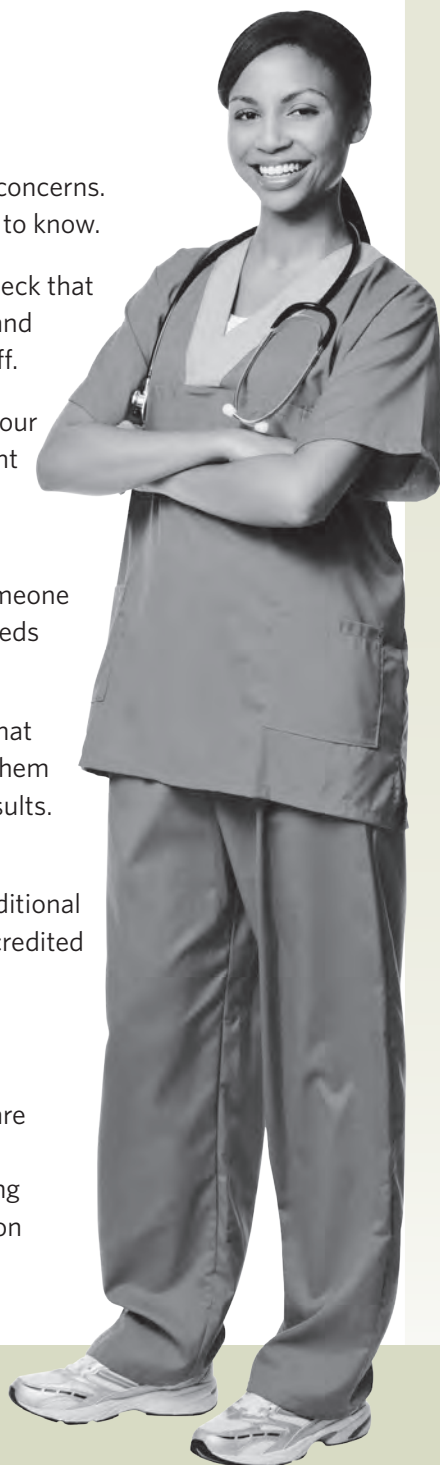
EDUCATE YOURSELF. Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

FIND A SUPPORT PERSON. Pick someone to help speak up for your care and needs during your stay.

KNOW YOUR MEDS. Understand what your medicines treat, why you need them and how to take them for the best results.

CHECK BEFORE YOU GO. Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

PARTICIPATE IN YOUR CARE. You are the center of your health care team. Make sure you know what's happening every step of the way—from admission through discharge.



Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides, orderlies), and these same people will care for many patients. To prevent errors in your care:

Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.

Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

Always double-check your name with staff to avoid errors.

This may seem repetitive at times, but it helps ensure you receive the correct care.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- **Your name**
- **The type of surgery you are having**
- **The body part to be operated on**—In fact, the site will be marked by the physician/surgeon performing the procedure. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.



Ask your surgeon to take a “time out” to check: you’re the right person, getting the right surgery on the right body part.

Manage Your Meds

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

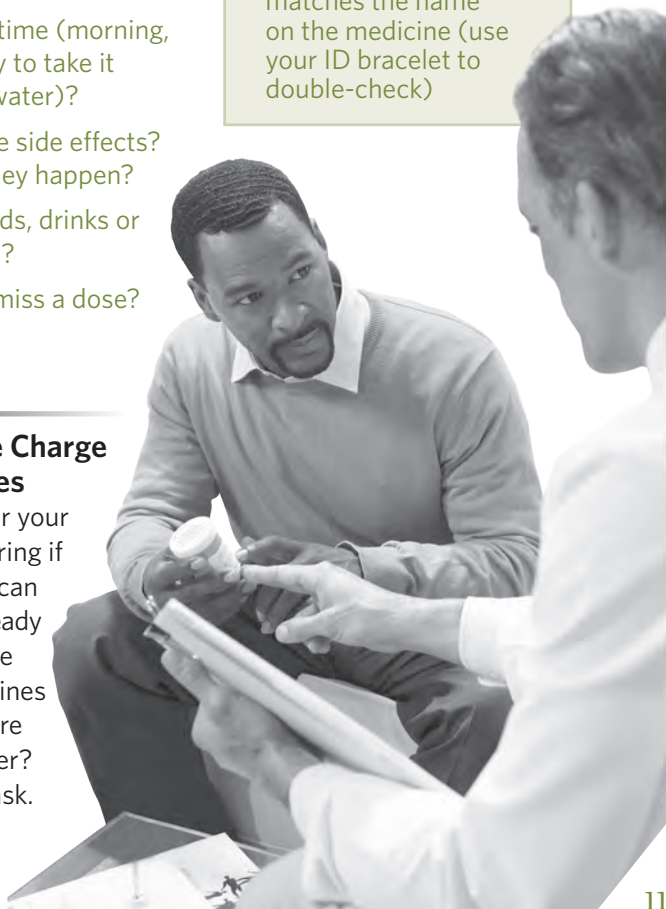
Remember, Take Charge of Your Medicines

Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

Prevent Medicine Errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check)



Pay Attention to Your Care

- Tell your nurse if something doesn't seem right.
- Know what time you normally get medicine and tell your nurse if you don't get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

You Are Key

You are the most important member of your health care team.

Understand your treatment ←

Ask questions ←

Speak up about pain ←

Know your medicines ←

Plan early for a successful discharge ←



Remember, Take Charge of Your Communication

Ask About Jargon: If you hear a medical term you don't understand, ask what it means.

Teach Back: After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.

Take Notes: Write down any key facts your doctor tells you so you won't forget.

Rights & Responsibilities

You Have the Right to the Best Care

In accordance with Tanner's mission, vision and values, the Tanner Medical Center Alabama, Inc. Board of Directors, as well as the employees and medical staff of Tanner Health System, jointly affirm, protect and respect the following rights and responsibilities of each individual patient.

Patients have the right to:

- ▶ Receive ethical behavior in their care, treatment, service and business practices
- ▶ Receive information in a manner they understand, including a Notice of Privacy Practices
- ▶ Have their family member or representative and their physician notified of their hospital admission and request restrictions/limitations on disclosures, including the hospital directory
- ▶ Receive visitors as designated by the patient, including, but not limited to, a spouse, a domestic partner (including a same-sex partner), another family member or a friend for emotional support
- ▶ Withdraw or deny such consent to visitors at any time
- ▶ Be informed of the identity of physicians, nurses and others responsible for the delivery of their care, treatment and services
- ▶ Be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression
- ▶ Be free from seclusion and restraints that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff
- ▶ Have access to care, protective services, advocacy, religious and spiritual services
- ▶ Have effective communication unless contraindicated
- ▶ Be made aware of the complaint resolution process, including whom to contact, and have family and patient complaints addressed and reviewed by the hospital
- ▶ Have personal privacy, confidentiality, security and privacy of individually identifiable health information
- ▶ Have an environment with respect, dignity, comfort, consideration and integrity of decisions based on identified assessed health care needs of the patient, contributing to a positive self-image

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, dial 0 and the operator will contact the nursing supervisor to assist you.

- ▶ Receive respect and protection during research, investigation and clinical trials involving human subjects
- ▶ Request amendments, receive an accounting of disclosures, receive notice of a breach of unsecured protected health information (PHI) and have easy access to inspect/copy their medical records within a reasonable timeframe
- ▶ Be informed of policies and procedures that relate to patient care, including organ and tissue procurement and donation
- ▶ Receive an explanation of charges and a notice of non-coverage
- ▶ Restrict disclosures of PHI to insurance companies where the patient has paid in full for services
- ▶ Have hospital conflict of interest addressed
- ▶ Formulate an advance directive and have it honored by the hospital
- ▶ Have end-of-life decisions/wishes addressed and have comfort and dignity optimized
- ▶ Accepting responsibility for medical consequences resulting from refusal or non-compliance with plan of care or treatment
- ▶ Keeping appointments arranged for their continuing care
- ▶ Showing respect and consideration of the rights of other patients and facility personnel
- ▶ Assuring fulfillment of financial obligations resulting from their care
- ▶ Following facility rules and regulations

Privacy

At Tanner, we take the privacy of our patients, their loved ones and our staff seriously. We ask that you refrain from any photography or videotaping. Thank you for understanding.

Each patient is responsible for:

- ▶ Providing all accurate and complete information, including reports of pain
- ▶ Communicating any questions or concerns regarding their care
- ▶ Following the recommended plan of care or treatment



Before You Leave the Hospital

A successful recovery after your stay starts with a solid plan before you go.

Plan Early to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner and review the following:

- Your discharge summary and discharge plan
- Your complete medicine list and instructions
- Your upcoming appointments
- What to do if you don't feel well

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.qualitycheck.org
- www.medicare.gov/care-compare



Checklist for Discharge

Make sure you have the following information before you leave the hospital.

☐ **Discharge summary:**

This includes why you were in the hospital, who cared for you, your procedures and medicines.

☐ **Medicine list:**

This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

☐ **Prescriptions:** Check that your pharmacy has your new prescriptions and you have a plan to get them filled.

☐ **Follow-up care instructions:** Beyond medicine, this can include:

- Foods or activities to avoid
- Tests or appointments
- How to care for incisions or use equipment
- Warning signs to watch for
- Daily living adjustments (like how to get into bed)
- Who to call with questions

☐ **After-hospital services:** Know how much support you'll need in these areas:

- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Health care:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

☐ **Local resources:** Ask your discharge planner for help finding local after-care services or other support groups.

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You may also need to reach out to Medicare, Medicaid or your insurance company.



Try the teach-back method: Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

Advancing Health

WITH A GOOD
NIGHT'S SLEEP

This is no place for a nap.

Daytime sleepiness is more than annoying — it's also a sign of a dangerous sleep disorder.

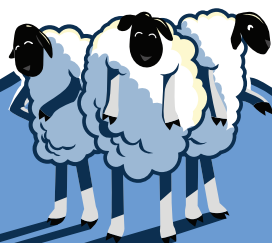
A better night's sleep starts with Tanner Center for Sleep Disorders. Make an appointment with one of our sleep specialists by calling **770-812-9146**. Learn more at TannerSleep.org.

Tanner Center for Sleep Disorders offers comfortable sleep labs and in-home sleep studies to diagnose a host of sleep disorders, including:

- Insomnia
- Obstructive sleep apnea (OSA)
- REM sleep disorders
- Restless leg syndrome
- And more

Tanner Center for Sleep Disorders

Carrollton | Villa Rica | Wedowee



**Relief from
joint pain starts
with a free
assessment.**



Does hip or knee pain keep you from doing what you want to do?

Take the first step toward finding relief: take our free joint health risk assessment now.

This assessment helps you:

- ▶ Evaluate your joint pain.
- ▶ Determine your risk for developing chronic joint issues like osteoarthritis.
- ▶ Learn when you should speak with a doctor about your pain.
- ▶ Find out what you can do to protect your joints for years to come.

TANNER
ORTHO AND SPINE CENTER
TannerOrtho.org

**Take the assessment now at
tanner.org/ortho-hra.**