



Patient Guide
Key Information
for Your Stay

Wellstar Douglas Medical Center

8954 Hospital Drive, Douglasville, GA 30134

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Welcome

At Wellstar Douglas Medical Center we treat more than patients. We treat people – Douglas community members, neighbors, and friends.

No matter the reason for your visit today, our team is dedicated to delivering the best and safest care possible. At Wellstar Douglas Medical Center, we do everything we can to create a STAR experience for you. That’s a phrase we live by every day; we ask ourselves what we can do to make your patient experience outstanding in every way. Please let us know if we can help. Feel free to contact our Patient Experience Team at (470) 644-6174. I also am always happy to hear from you.

Thank you for trusting us with your care. It is truly an honor to care for you and your family.

Sincerely,
Heath King
Senior Vice President and Hospital President
Wellstar Douglas Medical Center

Stay Connected to Your Health with MyChart Patient Portal.

Healthcare on your schedule and at your fingertips

Sign up for MyChart today.



Access your health records anytime, anywhere. Whether you're at home or on-the-go, our MyChart patient portal keeps your medical information securely stored and readily available to you 24 hours a day, 7 days a week. It even allows your Wellstar healthcare team swift access to vital information at a moment's notice to help you stay healthy.

MyChart Patient Portal Benefits and Capabilities:

- Safeguard medical information.
- Manage your appointments.
- Request prescription refills.
- View your test results.
- Communicate with your provider.
- View statements & pay invoices.
- Streamline registration.
- Store real-time information.
- Participate in Share Everywhere.

How to Get Started:

You can sign up for a Wellstar MyChart account at any of our Wellstar facilities or register online at mychart.wellstar.org.



- If you have been assigned an activation code, select "Sign Up (I have a code)."
- If you do not have a code, select "Sign Up (I don't have a code)" and request an activation code. Check your email for your MyChart activation code.

Download the MyChart app from the App Store or Google Play today.

For more information about MyChart, please call the MyChart Help Desk at (470) 644-0419.

Rapid Access to Your Healthcare Records and Results

Wellstar now provides even more access to your medical information and easier electronic access to your medical records. Instead of waiting for providers to review information before making it available, all test results (excluding HIV and genetics) and provider notes will be released via the Wellstar MyChart patient portal as soon as they are available. If you do not already use MyChart, please sign up today by visiting mychart.wellstar.org.

Because you will receive your results at the same time as your provider, an explanation may not be available right away. In some cases, we know this delay may cause concern or confusion, so our clinical teams are committed to reaching out to you with more information about any abnormal test results as quickly as possible. This will typically occur within two business days after they are released, so our clinical teams have had a chance to consider your results and are fully informed before engaging you in a conversation about your care.

Phone Directory

Calling from inside the hospital? Dial the LAST FIVE DIGITS only.

Key Numbers:

Main	(470) 644-6000
Gift Shop	(470) 644-6785
Spiritual Health	(470) 644-4714
Patient Experience	(470) 644-6174
Dining Services/Room Service	ext. 45121

Other Hospital Services:

Administration	(470) 644-6370
Business Office	(470) 644-6340
Care Coordination	(470) 644-6793
Health Information Management	(470) 644-6380
Housekeeping	(470) 245-3119
Nursing Administration	(470) 644-6370
Operator/Patient Information	0
Outpatient Surgery	(470) 644-6375
Pharmacy	(470) 644-6290
Security Services	(470) 644-6261
Volunteer Services	(470) 644-6406

Wellstar MyChart Bedside

Ask your care team about MyChart Bedside. This touchscreen tablet is specifically designed to keep you connected to nearly every aspect of your inpatient care plan. As a Wellstar hospital patient, you'll be able to keep the secure, easy-to-use tablet during your entire stay.

Use MyChart Bedside to:

- View diagnoses and medications
- See your treatment schedule
- Access labs and vital signs
- Get to know members of your inpatient care team
- Create personal notes and reminders
- View assigned patient education materials



About Your Stay

Cafeteria

Located on the Ground Floor

Hours:

Breakfast: 6 AM – 9 AM

Lunch and Dinner: 11 AM – 7 PM

Gift Shop

Located on the Main Floor

Hours:

Monday through Friday: 9 AM – 5 PM

Closed Saturday and Sunday

You can reach the gift shop at ext. 46785. Cash and credit cards are accepted.

Hearing/Visually Impaired and Interpreters

Wellstar is committed to providing clear and effective communication to all patients under our care. Please let a Wellstar Team Member know if you need a device or service, such as a magnifier or interpreter, during your stay. Additionally, you may call the Wellstar Medical Interpretation Department at (470) 793-6839 to arrange for these services. These services are at no cost to you.

Smoke-Free Environment

As part of our dedication to ensuring a safe and healthy environment, Wellstar Douglas Medical Center upholds a strict no-smoking policy. Smoking, including the use of electronic cigarettes and chewing tobacco, is prohibited in all buildings and on all grounds of the hospital campus, including parking lots. This policy applies to all employees, patients, and visitors..

Visitor Information

We encourage visitors, as they are a key part of providing emotional support and aiding in a patient's recovery. For more details, please visit Wellstar.org or scan the QR code for more information.

Here are the latest visitor guidelines*

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat, or any other contagious condition.
- Perform hand hygiene upon entering and leaving the patient's room.
- Observe precaution signs before entering the room. Please see nurse before room entry.
- Step out of the room during tests or treatments, when asked.
- Check in daily with security to receive a visitor pass.

**Guidelines are subject to change.*

You may designate a family member or friend to serve as a support person during your stay. When requested, Douglas Medical Center will make every effort to accommodate extended visitation for your support person. However, there may be limitations based on your condition or the effect on other patients.

VISITATION GUIDELINES

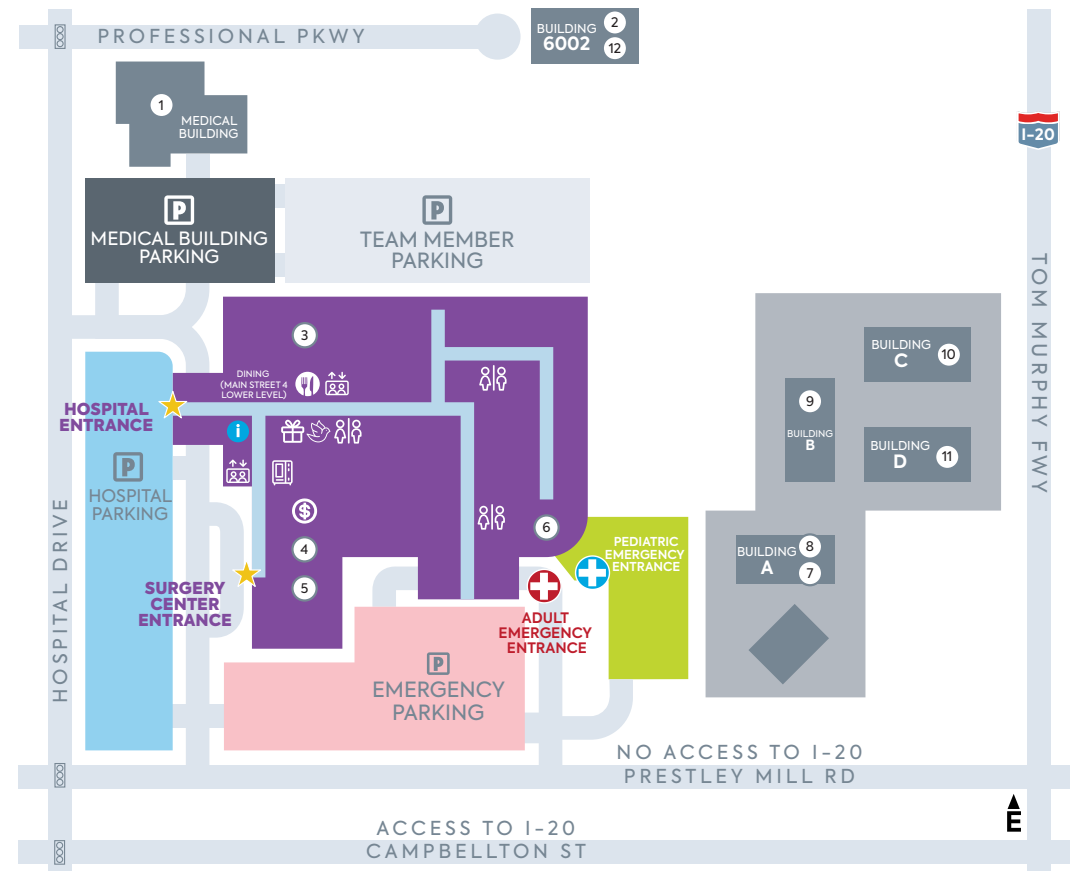


Point your phone camera here to get started.

After-Hours Visiting

All visitors entering Wellstar Douglas Medical Center between 9 PM and 5:30 AM or planning to stay past 9 PM must check in at the visitor management kiosk located in the Emergency Department entrance.

- | | | | |
|----|-----------------------|----|----------------------|
| 2 | WATC | 41 | TNT |
| 3 | WSB | 42 | USA |
| 4 | WAGA | 43 | FX |
| 6 | WXIA | 44 | NBC Sports |
| 7 | Peachtree TV | 45 | CSS |
| 8 | WGTV PBS | 46 | ESPN |
| 9 | WGCL CBS | 47 | ESPN2 |
| 10 | WUPA CW | 48 | Fox Sports South |
| 11 | WHSB TBN | 49 | Golf Channel |
| 12 | WPXA ION | 50 | MTV |
| 13 | WATL My TV Network | 51 | VH1 |
| 14 | WUVG Univision 34 | 52 | History |
| 15 | Azteca American | 53 | Fox Sports Southeast |
| 16 | WPBA PBS 30 | 54 | Freeform |
| 17 | SEC ESPN | 55 | Lifetime |
| 19 | Home Shopping Network | 56 | E! |
| 20 | QVC | 57 | Food Network |
| 21 | Ace Atlanta 21 | 58 | truTV |
| 22 | D.C. Government | 59 | HGTV |
| 23 | DCTV | 60 | Travel Channel |
| 24 | No Channel | 61 | Animal Planet |
| 26 | ATLMC | 62 | Cartoon Network |
| 28 | SBN | 63 | Nickelodeon |
| 29 | Digital 29 | 64 | Disney Channel |
| 30 | C-SPAN | 65 | TV Land |
| 31 | Jewelry TV | 66 | AMC |
| 32 | Weather Channel | 67 | TLC |
| 33 | Bloomberg | 68 | Comedy Central |
| 34 | CNN | 69 | No Channel |
| 35 | HLN | 70 | Bravo |
| 36 | CNBC | 71 | TV One |
| 37 | Fox News | 72 | BET |
| 38 | A&E | 74 | Syfy |
| 39 | TBS | 75 | Fox Sports 1 |
| 40 | Discovery Channel | | |



HOSPITAL DESTINATIONS & LOCATIONS

- | | | |
|-------------------------------------|--------------------------|---|
| ADULT EMERGENCY ENTRANCE | Building Entrance | FOOD/DINING |
| PEDIATRIC EMERGENCY ENTRANCE | Information | Gift Shop |
| | PARKING | Elevators |
| | Hospital Parking | Restrooms |
| | Emergency Parking | Vending Machine
<i>(located on second floor lobby)</i> |
| | Medical Building Parking | ATM |
| | | Chapel |

- | | | |
|----------------------------|----------------------|--|
| Primary Care | GI Lab | Wound Care & Hyperbaric Center |
| Imaging Center (Suite 120) | Emergency Department | Cardiac Rehabilitation & Outpatient Physical Therapy |
| Imaging | Sleep Lab | Outpatient Infusion Center |
| Surgery Center | Human Resources | |
| | Outpatient Lab | |

Our Commitment to Care

Your feedback is invaluable to us. We encourage you and your loved ones to share your thoughts about your care during your stay at Wellstar Douglas Medical Center. Whether you have suggestions or would like to recognize exceptional care, please reach out to your nurse or the Office of Patient Experience.

During Your Stay

The Office of Patient Experience

We are dedicated to welcoming you, caring for you and earning your trust through high-quality and compassionate care. We recognize that every healthcare journey is unique. To ensure superior health outcomes, we prioritize establishing meaningful connections during critical moments for both you and your loved ones.

Our patient advocates serve as liaisons between patients, families, team members and physicians. Whether you're here for an emergency visit, a short stay, or a more extended treatment plan, a patient advocate will assist you. Our advocates are skilled in addressing care-related concerns and treat each person with courtesy and respect. They listen to your concerns, answer questions, involve your loved ones and provide care with empathy and understanding.

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact Patient Experience at (470) 644-6174 between 8:30 AM to 5 PM or email DHPatientExperience@wellstar.org. You also have the right to file your complaint with either:

Georgia Department of Public Health

2 Peachtree St. NW, 15th Floor | Atlanta, GA 30303 | (404) 657-5726

Office of Quality and Patient Safety The Joint Commission

One Renaissance Blvd. | Oakbrook Terrace, IL 60181 | Fax: (630) 792-5636
Visit jointcommission.org, then click "Report a Patient Safety Event."

Medicare and Medicaid

To file a complaint with Medicare:

Visit medicare.gov, then click the Claims & Appeals tab for more information.

To file a complaint with Medicaid:

Contact the Georgia Department of Community Health's Customer Service department at (404) 657-5726 or 5728.

Want to know how we score?

You can review and compare the quality, care and safety ratings for different hospitals at Medicare Hospital Compare, which uses HCAHPS results and other data: medicare.gov/hospitalcompare/search.

You also can find information on hospitals through these accrediting organizations:

- Healthcare Facilities Accreditation Program (HFAP): hfap.org
- DNV GL Healthcare: dnvglhealthcare.com
- The Joint Commission: qualitycheck.org

Rights and Responsibilities

You, as the patient, have the right to...

Access to Care

Impartial access to treatment or accommodations that are available or medically indicated regardless of color, age, disability, race, creed, sex, national origin, sexual orientation, and gender identity or expression.

Respect and Dignity

Considerate, respectful care at all times and under all circumstances, including reasonable attempts to respect spiritual, religious or cultural beliefs and practices and to make efforts to accommodate whenever possible

Privacy and Confidentiality

Expect that your personal health information will be protected according to legal and ethical standards related to privacy, security and confidentiality.

Be interviewed, examined and treated in surroundings designed to provide a reasonable expectation of privacy

Expect that your personal privacy will be respected by: closing doors, curtains and providing adequate coverings/draping to limit patient exposure, knocking or announcing oneself prior to entering patient treatment room/curtained area

Respect the presence of one's own gender during certain parts of a physical examination, treatment or procedure done by someone of the opposite sex.

(Home care: Patient care is delivered in the privacy of the client's environment. Patient privacy and confidentiality are taken into consideration when care is rendered. When requested by the patient, efforts will be made to arrange for staff of same gender.)

Expect that conversations/interviews related to your care will occur in an area designed to provide privacy and include only those with a specific "need to know." If information is considered to be of a sensitive or personal nature, the patient will be taken to a private area prior to discussing/obtaining such information.

Expect that protected health information that is displayed/posted in publicly accessible areas will be limited to the minimum amount necessary for the permitted purpose (i.e., limit information posted outside treatment room to name only; limit information on sign-in logs to time, patient name and physician name)

Have your medical records accessed and discussed only by those directly involved in your care, in the monitoring of the quality of care or those so designated by the patient

Request the right of access to review, inspect and obtain a copy of your protected health information and have this information explained, except when restricted by state or federal law.

Participate in Treatment Decisions

Be informed and participate in decisions concerning your care.

Be given a clear and understandable explanation of procedures, including the reason why a procedure is needed, the risks and benefits, probability of success and possible alternatives.

Complete an advance directive to indicate your treatment preferences should you become unable to make your own decisions in the future.

Refuse treatment to the extent permitted by law.

Be informed of any research activities that affect your care and to choose voluntarily to participate. Refusal to participate will not compromise care.

Personal Safety

Expect safety related to hospital and office practices and environment.

Access Community Protective Services

Request and be assisted in the contact of advocacy or protective service agencies if you are being neglected or abused in your home and/or need outside support.

Information

Be informed about your illness, possible treatments and likely outcome.

Know the names and roles of caregivers.

Know the relationship the hospital and/or physician has with outside parties (such as healthcare providers or insurers) that may influence your treatment and care.

Be informed of actual outcomes, including unanticipated outcomes.

Pain Management

Expect appropriate assessment and management of pain.

Ethical Standards

Expect that high ethical standards be followed in providing your care. Whenever conflicts arise, a mechanism has been established to assist you, your family and caregivers to help resolve any ethical issues surrounding care.

Transfer and Continuity of Care

Expect that the physician and/or the hospital will provide necessary health services to the best of their ability. If a transfer is recommended, you will be informed of the benefits and the alternatives. You will not be transferred without your consent and until the other institution and/or physician agrees to accept you.

Understand Charges

Be billed fairly for those services provided.

Request an itemized bill for services rendered.

Ask questions and receive assistance in understanding charges and payment methods.

Receive timely notice prior to termination of eligibility for reimbursement by any third-party payer for the cost of care.

Understand Rules and Regulations

Know about Wellstar Health System rules that affect your treatment.

You, as the patient, have the responsibility to...

Provide caregivers with accurate and complete information about your health and convey understanding of what is expected in regard to your treatment.

Inform care providers of any safety issues that need attention.

Comply with instructions for your treatment plan. If you believe that you cannot follow through with treatment, you are responsible for telling your physician.

Comply with your hospital or office rules and regulations.

Meet your financial obligations as promptly as possible.

Be considerate of the rights of other patients and personnel in the control of noise, number of visitors and the respect of property.

Wellstar Health System is pleased you selected us as your healthcare provider. We strive to ensure your healthcare experience exceeds your expectations. Our goal is to provide you with world-class healthcare.

Important Questions to Ask Your Physician

What is the underlying cause of my symptoms? What information do doctors have regarding its cause?

What treatments are available to me? What are the objectives of my treatment plan?

What are the potential risks associated with treatment, as well as the risks of opting for no treatment?

How long am I expected to remain hospitalized?

What medications are being administered to treat my condition? When can I expect to start feeling better?

What side effects might I develop?

After I am discharged, with whom should I follow up and when?

Can I have my family member on the phone to hear what is being said?

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. Clean your hands.

- After touching hospital objects or surfaces
- Before eating
- After using the restroom

2. Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. Cover if you are sick.

If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. Keep an eye on bandages or dressings.

If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up to date.

Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Cleaning Tip:

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).

For Visitors: Tell friends and family not to visit if they are sick. Make sure all your guests wash their hands when they enter your room.

Your Hospital Stay

Your Hospital Stay

After discharge, you may receive a survey by mail or email. Please take a moment to complete the survey so we can continuously improve. Our goal is to exceed your expectations and provide exceptional care to all our patients.

Your Room

A staff member will introduce you to the amenities in your room, including the telephone, television, call system, bed controls and patient-specific information board. Each bed has a dedicated telephone number for your family and friends to reach you directly. For local calls outside the hospital, dial “9” followed by the 10-digit number. For hospital department or staff calls listed on your board, simply dial the five-digit extension.

Calling for Assistance

You can easily request assistance using the call buttons on your bedrails, the hand-held remote connected to the wall or the assistance pull cords in the bathroom. A health unit coordinator will relay your needs and arrange assistance. Your nurse’s phone extension is located on the communication board near your bed.

Personal Items and Valuables

For toiletries or personal grooming needs, please ask your nurse for assistance. We provide essential items such as toothbrushes, bathing wipes, towels, sheets, hospital gowns and nonslip socks. We recommend leaving valuables like large sums of money, keys, jewelry, personal papers and credit cards at home. If needed, you can request Security to store these items safely.

To keep personal items secure:

- Store eyeglasses and hearing aids in a case in the top drawer of your bedside table or in a secure place when not in use.
- Keep dentures in a denture cup in the top drawer of your bedside table or in a secure place away from your food tray or bed linens.
- Store clothing in your room closet, bedside table, or suitcase.
- Keep phones, tablets, and chargers in a secure place when not in use.

Wellstar Douglas Medical Center is not liable for any lost or stolen items during your hospital stay.

Housekeeping Services

Environmental Services provides housekeeping services throughout the facility. The nursing staff can provide extra bed linens, towels and toiletries upon request. If your room needs attention or if there is an unexpected cleanup required, services are available 24 hours a day, seven days a week by calling 470-245-3119 and notifying your nurse. Your room and restroom will be cleaned daily during your stay.

Nurse Rounding and Bedside Report

Nurses regularly visit patients to assess their condition. At the end of each nurse’s shift, important information about the patient’s care and condition is shared with the incoming nurse and may be communicated to other members of the healthcare team. This report takes place at the patient’s bedside. We encourage your participation and recommend having a family member, friend or healthcare advocate present during the report, especially if they will assist in your care post-discharge. To respect your privacy, nurses will ask others to leave the room before discussing your health information.

Patient- and Family-Centered Care

We embrace the philosophy of patient- and family-centered care, focusing on dignity, respect, information sharing, participation in decision-making and collaboration with patients and families. We encourage all patients and their loved ones to actively engage in their healthcare. Please don’t hesitate to voice any concerns or questions you may have.

Laboratory Work

During your hospital stay, your doctor may order daily blood work to monitor your condition(s). To ensure timely results for your physician’s rounds, our laboratory staff will draw your blood early in the morning. Testing will be expedited to facilitate prompt diagnosis and therapeutic decisions. Some tests may need to be collected in series or at specific times throughout the day for ongoing monitoring and treatment decisions. All tests are meticulously monitored to ensure accurate and reliable results, contributing to the best possible patient care for you.

Pain Management

Your care team prioritizes your comfort and well-being, understanding that pain varies for each individual. As part of your personalized pain management plan, we will ask you to describe your pain and its intensity level. You may rate your pain on a scale from “0 to 10” or choose a corresponding expression on a pain scale.

PAIN ASSESSMENT SCALES

Choose a number from 0 to 10 that best describes your pain.



Physician Team

While you are hospitalized, several physicians may be involved in your care. The hospitalist is the primary physician overseeing your hospitalization, including issuing discharge orders and prescribing medications. Discharge process planning for your safe discharge home or to another care setting begins upon your hospital admission. Factors such as your medical condition, living arrangements, support systems and insurance coverage influence your post-hospital care plan. Led by your physician, your multidisciplinary healthcare team will recommend the level of care and services you will need. Case managers will assist you and your family in developing the most suitable and safe discharge plan based on your individual needs. Your attending physician will finalize the discharge order, provide additional instructions, and prescribe all necessary medications. Completion of certain services may affect the timing of your discharge. We appreciate your patience during this process.

Preventing Falls

Patients of all ages face potential fall risks during hospital stays due to the unfamiliar environment, acute illness, surgery, bed rest and medications. Your nurse will discuss medications that may increase your risk of falling. These guidelines will help ensure your safety:

- Encourage family members or your support person to remain with you whenever possible.
- Keep essential items, including the nurse call bell, within easy reach.
- Change positions slowly and carefully to allow your body to adjust.
- Request assistance before getting out of bed to use the bathroom or bedside commode.
- Wear non-skid socks or slippers (available from your nurse).

Alarms

Medical equipment is equipped with alarms to monitor your condition closely and facilitate optimal treatment. Please do not attempt to silence alarms or adjust equipment settings. If an alarm sounds, use your call light to notify your nurse or contact the nurses' station promptly.

Electronic Devices

You may use cell phones in your room and throughout the hospital. Please be aware that there are areas where cell reception may be limited due to medical equipment. Keep your cell phone with you or store it in your bedside table. Wellstar Douglas Medical Center is not liable for any lost or stolen items during your stay. Wireless Service Free Wi-Fi is available for patients and guests. To access the wireless network from your mobile device, select WHS_Guest Wi-Fi.

See Something Say Something

Our patients are encouraged to speak up. Research shows that patients who take part in decisions about their healthcare are more likely to get better faster. The Joint Commission, which provides accreditation services for hospitals, sponsors See Something Say Something to help patients be more informed about their care.

S: Speak up if you have questions or concerns. If you still do not understand, ask again. It's your body and you have a right to know. Feel free to speak up and ask anyone entering your room to perform hand hygiene if you did not see them do it.

P: Pay attention to the care you get. Always make sure you are getting the right treatments and medicines from the right healthcare professionals. Do not assume anything.

E: Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.

A: Ask a trusted family member or friend to be your advocate (adviser or supporter).

K: Know what medicines you take and why you take them. Medication errors are the most common healthcare mistakes.

U: Use a hospital, clinic, surgery center or other type of healthcare organization that is carefully reviewed for quality of care by outside organizations.

P: Participate in all decisions about your treatment. You are the center of the healthcare team.

Your Privacy Matters

You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors

Health insurance companies, HMOs and most employer group health plans

Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

Information your doctors, nurses and other healthcare 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

What rights do you have over your health information?

Providers and health insurers 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.

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

For your treatment and care coordination.

To pay doctors and hospitals for your healthcare and help run their businesses.

With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare 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.

Your health information

If you believe your health information has been shared inappropriately, contact the Wellstar Privacy/Security Helpline at (470) 644-0444.

Right to complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at ocrportal.hhs.gov/ocr.

Understanding Your Bill

What You Need to Know

Your bill reflects all the services you received 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, laboratory tests and surgical services. Payment of an estimated out-of-pocket account balance is due at the time Wellstar services are rendered. If you're an outpatient/observation patient, please carefully review your Medicare benefits and take note that they differ from inpatient benefits.

If you have questions or want to make payment arrangements, please call ext. 23724 and a patient access representative will assist you.

If You Have Health Insurance

We will need a copy of your insurance identification card. We also may need the insurance forms, which are supplied by your employer or the insurance company.

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. You are fully responsible for ensuring that the requirements of your insurance plan have been met. Otherwise, you may assume financial responsibility for the payment of all or an increased portion of charges related to the hospital services rendered. Some physician specialists may not participate in your healthcare plan and their services may not be covered. Deductibles and co-payments also are the responsibility of the patient.

If You Are Covered by Medicaid

We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room, unless medically necessary.

If You Do Not Have Insurance Coverage

If you are unable to present any evidence of healthcare insurance coverage, you then will assume full financial responsibility for payment of all the charges incurred during your stay. A representative from the Patient Access Services Department will help you establish appropriate financial arrangements. In some cases, based on the information provided, patients may apply for other types of financial assistance programs.

Professional Services

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services ordered by your admitting physician, rendered by these physicians in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills. These physicians may not be participating providers in your insurance plan. It is your responsibility to seek information regarding which physicians may or may not be participating. If you have questions about these bills, please call the number printed on the statement you receive.

Wellstar Customer Service Department

Please contact us concerning:

- Paying your balance
- Setting up payment plans
- Questions regarding statements

To reach us by phone:

(470) 245-9998 or (470) 644-7113

To reach us by email:

online.account@wellstar.org

Online bill payments can be made at wellstar.org/billpay

Advance Directives

One of the most important decisions you can make about your healthcare is to complete an advance directive. Advance directives are legal documents that let your family and healthcare providers know your wishes regarding the type of care you want to receive, especially at the end of life. Advance directives do not go into effect until you are unable to speak for yourself.

Georgia Advance Directive for Healthcare

The Georgia Advance Directive for Healthcare is one document with two components: the living will and the healthcare agent.

The living will section outlines your preferences for the medical treatments you do or do not want to receive at the end of your life. It can include your wishes about CPR (if your heart stops), mechanical breathing (if you stop breathing), and/or artificial nutrition and hydration (what to do if you cannot eat or drink by mouth).

The healthcare agent section allows you to appoint someone as your healthcare agent (HCA). This individual should know your healthcare wishes and is who you elect to make medical decisions on your behalf if you are unable. It is important that you choose someone you trust, whether it is a family member or close friend.

Fill Out Your Forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get a Georgia Advance Directive for Healthcare planning guide and documents, please talk with anyone on your healthcare team.

Resources

A copy of the Georgia Advance Directive for Healthcare and other helpful resources can be found at wellstar.org/advancecareplanning.

If you would like to meet with a trained advance care planning facilitator or if you have questions, please call (470) 956-5812 or email acp@wellstar.org.

ADVANCE CARE PLANNING



Point your phone camera here to get started.

Become a Wellstar Volunteer



Volunteer at Wellstar

Wellstar volunteers are highly valued members of the Wellstar care team. They generously donate their time and talent to benefit the people and communities we serve. Volunteer opportunities include greeting, wayfinding, visiting patients, clerical duties, transport/discharge, working in the gift shop and more.

To learn more or join our volunteer team, visit www.wellstar.org/volunteer.

World-Class Caregiver



Saying “Thank You” can have a big impact.

If you are grateful for the care that you or your loved one receive, you can honor a Wellstar team member, doctor, nurse, environmental service staff or anyone you’re grateful for at Wellstar with a gift recognizing them as a **World-Class Caregiver**. As a not-for-profit, every dollar donated to our Wellstar Foundation from supporters like you fuels our mission while honoring the people who care for our patients and communities each and every day.

Honor your caregiver today. Make an easy and secure donation online at [wellstar.org/wccg](https://www.wellstar.org/wccg) or scan the QR code.



Point your phone camera here to get started.

Wellstar Foundation

Recognize a Great Caregiver

Four easy ways to give recognition

If you would like to recognize a team member, please reach out to your patient experience team at **(470) 644-6174**, email DHPatientExperience@wellstar.org or scan the QR codes below.

ShineWell ShineWell

We strive to make a difference every day, because even the smallest action can have a big impact on our mission to enhance the health and well-being of every person we serve. Our team members are committed to providing our patients and their families with world-class care and support – in other words, they make us shine! Serving our communities is a privilege, and we want to make sure exceptional care is recognized.

Please see a nurse manager if you are interested in nominating a Wellstar team member for a special appreciation.

The DAISY Award

The **DAISY Award** is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Wellstar is proud to be a DAISY Award partner, recognizing one of our nurses with the special honor quarterly.



The ROSE Award



The **ROSE (Recognizing Outstanding Service Excellence) Award** recognizes an outstanding member of the support team. Recipients go above and beyond to serve with compassion and promote excellence in care every day.

Scan here to nominate a team member for either the DAISY or ROSE Award



Point your phone camera here to get started.

Provider Recognition

Our physicians and providers go above and beyond to keep people in our communities healthy. This award recognizes providers whose dedication, compassion and expertise embody PeopleCare — bringing expert care with a personal touch and uplifting their patients and fellow team members.





Wellstar

Wellstar Douglas Medical Center

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