



Patient Guide
Key Information
for Your Stay

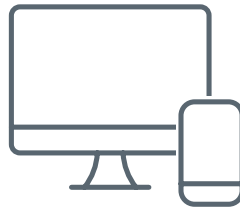
Wellstar Kennestone Regional Medical Center

677 Church Street NE, Marietta, GA 30060

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.



Wellstar MyChart
Point your phone camera
here to get started

- 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.



Welcome

It is my distinct honor to welcome you, your family and friends to Wellstar Kennestone Regional Medical Center. Being a community yet regional medical center, it is our vision to deliver world-class care to every patient, every time, with every encounter. All of us at Kennestone are committed to anticipating your needs, providing compassionate care and offering you the very best experience. Our goal is to exceed your expectations.

Should we fall short on delivering on this commitment, please let us know. You are encouraged to share your concerns with your caregiver, the manager of the department or by reaching out to me through the Patient Relations Team at (770) 793-5171. You can also send an email to kennestonepatientrelations@wellstar.org.

Thank you for the privilege of caring for you.

Sincerely

Lorrie W. Liang, FACHE

President, Wellstar Kennestone Regional Medical Center

SVP, Wellstar Health System

Growing Our Care

Wellstar Kennestone is excited to meet our community's growing healthcare needs with a new expansion that will enhance the patient experience and expand our acute care service lines in cardiology, neuroscience and neonatal care. Opening in spring 2026, our new patient bed tower will also feature expanded dining options including in-room dining services, green spaces and other healing amenities. As we undergo construction, you may notice noise and vibration. If your visit is disrupted, please ask a member of your care team about our amenities to make you more comfortable. Thank you for your patience and understanding.

If dialing from a hospital phone, it is only necessary to dial the last 5 digits.

Key Numbers:

Main	(770) 793-5000
Care Coordination	(770) 793-7100
Patient Relations	(770) 793-5171
Rapid Response	(470) 267-8911

Other Hospital Services:

Billing	(470) 245-9998
Calm Water Café	(470) 793-7486
Environmental Services	(770) 793-6820
Financial Counselor	(470) 644-7113
Housekeeping	(470) 245-1672
Interpretation Services	(470) 793-6846
Kennestone Café	(470) 267-9791
Medical Records	(770) 793-5328
Patient Meal Services	(770) 793-5410
Retail Pharmacy	(770) 793-9300
Security	(770) 793-7777
Spiritual Health	(770) 793-5005
Support Services	(770) 793-7125
The Gift Shop	(770) 793-5169
The Women's Shoppe	(770) 793-8004
Tower & Church Bistro Restaurant	(470) 793-8192

To place a call within the hospital, see above for a directory.

For local calls, dial 9 and the number. For long-distance and toll-free calls, dial 9-0 and the number. You can charge a long-distance call back to your home number.

Patient rooms can be reached directly within the hospital by dialing the following:

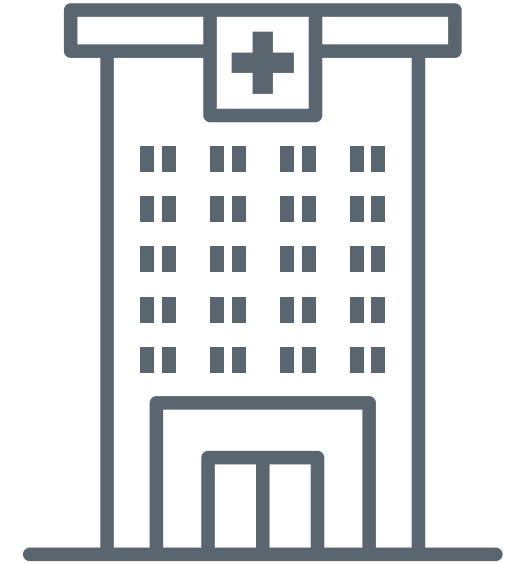
Green Tower:	(770) 793-6 + room number
Purple Tower:	(770) 793-8 + room number
Blue Tower East:	(770) 793-9 + room number
Blue Tower West:	(470) 793-4 + room number

We are committed to delivering award-winning personalized care that values each patient and family member. We recognize your healthcare journey doesn't end when you leave our care, and we will continue to seek your feedback to ensure your safety and satisfaction.

Within the next three days, you will receive a telephone call that we kindly ask you answer. The call takes only two minutes, and it is an outreach from our hospital to ensure you can care for yourself safely once home.

The purpose of the call is to address any remaining clinical questions or concerns you have after leaving our facility. Should you have additional questions or issues, one of our nurses will call you to discuss and ensure they are addressed.

In addition to a quick phone call, you will receive a survey by email, text or phone. This is a two-minute survey aimed at addressing key areas of your experience including communication between your care providers, the environment, medication information and discharge planning. At Wellstar, we are 100% people-focused and value your feedback!



Fast Facts About Your Stay

ATMs

ATMs are located between the Women's Shoppe and main floor elevators of the Purple Tower, and near the main floor elevators of the Green Tower.

Calling Your Nurse

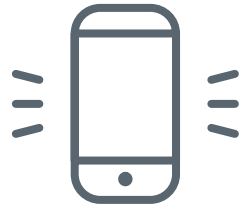
Your room is connected to the nursing station via an intercom system. To call for your nurse, press the red **NURSE** call button located on your bed or call the extension posted in your room. If you have any questions on how to use the call button, ask a staff member to show you. Each room has a whiteboard where the name and phone number of your nurse are listed.

CaringBridge

This website is for updating family and friends during your hospital stay. Go to caringbridge.org and follow the instructions to create a personalized web page.

Cell Phones

Please keep your cell phone on silent or vibrate while in the hospital.



Environmental Services

Your room is cleaned daily. Bed linens will be changed by the care team upon request or as needed. For any housekeeping concerns, please ask care team or dial ext. 76428.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are and hospital staff will tell you what to do.

Flowers

Flowers are delivered to nursing units by individual florists or volunteers. Please note that flowers and live plants are not allowed in Intensive Care Units or in the rooms of some patients with weakened immune systems. Latex balloons are not allowed in the hospital.

Food & Dining

For the daily menu, please connect with your liaison. If you're a visitor who'd like to eat in a patient's room, please purchase a guest tray from the Kennestone Café cashier.



Kennestone Café

Location: Lower level near Green Tower elevators
(Main Street #10)

Hours: Monday through Friday: 6 AM – 8 PM and 11:30 PM – 3 AM
Saturday and Sunday: 7 AM – 7:30 PM and 11:30 PM – 3 AM

Tower and Church Bistro

Location: Main level, Purple Tower (Main Street #33)

Hours: Open daily: 6 AM – 9 PM, *Hours may vary, Closed on holidays
For the daily menu dial (470) 793-8192

Calm Water Café

Location: Wellstar Cancer Center, Main level

Hours: Monday through Friday: 8 AM – 3 PM

Food Delivery

Patients (and visitors) are welcome to order food that meets the requirements of patient dietary restrictions. **Food orders should be delivered to Lipson Center Lobby and picked up by the patient's visitor upon arrival.** Any food not picked up within two hours will be discarded for safety.

Gardens

Find respite in the The Garden of Courage's peaceful green space at the Wellstar Kennestone Cancer Center.

Gift Shops

Two gift shops offer gifts, snacks and a variety of personal care items.

The Gift Shop

Location: Main Lobby of the Blue Tower (Main Street #23)

Hours: Monday through Friday: 9 AM – 5 PM
Saturday: 10 AM – 3 PM

The Gift Shop offers gifts, snacks, flowers and limited personal items. Call the gift shop at ext. 35169.

The Women's Shoppe

Location: Purple Tower (Main Street #39)

Hours: Monday through Friday: 9 AM – 5 PM

This boutique specializes in gifts, women's clothing, accessories and baby gifts. Call The Women's Shoppe at ext. 38004.

Fast Facts About Your Stay

Internet

We offer free Wi-Fi in the hospital. Connect to WHS_Guest and accept the “Guest Wireless Terms of Use.”

Interpreting Services

To ensure effective communication, we provide interpreters in person, over the phone and on video. These services are provided at no charge. Please let your nurse know if you need an interpreter.

If a member of the community has limited proficiency in English and needs to call a number within Wellstar Health System, please call the Patient Interpreter Line at ext. 36846. This will connect you with an interpreter in your language. Please provide the interpreter with the number within Wellstar that you are trying to reach.

Leaving Your Unit

While a patient in our facility, we ask that you remain on your unit. Never leave the unit without discussing it with the nursing staff. A member of the hospital staff will escort you whenever you leave your medical unit for a procedure or any other reason.

Lost and Found

For lost valuables such as jewelry, hearing aids, sunglasses or electronics, please call Security at (770) 793-7777. Security does not store household items such as pillows or clothing.

Mail

Mail and packages will be delivered to you by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your home.

Medicines

Tell your doctor about any medicines you regularly take. In most cases, the medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. In some cases, you may need to bring in your own medicines.

No Photos or Recordings

Recording video, recording audio and taking photos is prohibited without hospital consent. We ask that you respect patient and staff privacy.

Notary Services

Wellstar notaries may be available for a fee to notarize healthcare-related documents, at the discretion of the notary.

Parking

We offer a variety of parking options, including valet parking for a fee in front of the Lipson Center Lobby (located in Blue Tower) and at the Center for Advanced Surgery. For more information, including the costs for parking and long-term parking, please call Security at (770) 793-7777.

Pharmacy

Location: Green Tower (Main Street #19)

Hours: Monday through Friday: 7 AM – 8 PM

Saturday: 10 AM – 6 PM

Sunday: 11 AM – 5 PM



Our full-service community pharmacy is available to assist with your prescription and over-the-counter needs. We accept most Medicaid, Medicare Part D and third-party insurance plans. Call ext. 39300.

Public Restrooms

For everyone’s health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Spiritual Health

Our Spiritual Health team is available to meet the spiritual, religious and emotional needs of anyone, of any faith and of any belief. Professionally trained Wellstar chaplains are on site Monday through Friday, 6 AM to 8:30 PM. They conduct brief chapel services at 2 PM on Tuesdays and Wednesdays. However, chaplains are also on call for emergencies 24/7. To contact a chaplain, contact the hospital operator by dialing “0” from your hospital phone. For spiritual reflection and meditation, there are chapels located in the Purple Tower on the first floor (Main Street #40) and on the first floor of the Cancer Center (320 Building).

Staff Cell Phone Use

From time to time, you may experience a hospital team member using a cell phone. Wellstar provides iPhones, pre-programmed to communicate with in-house resources only, to optimize communication about patient needs.



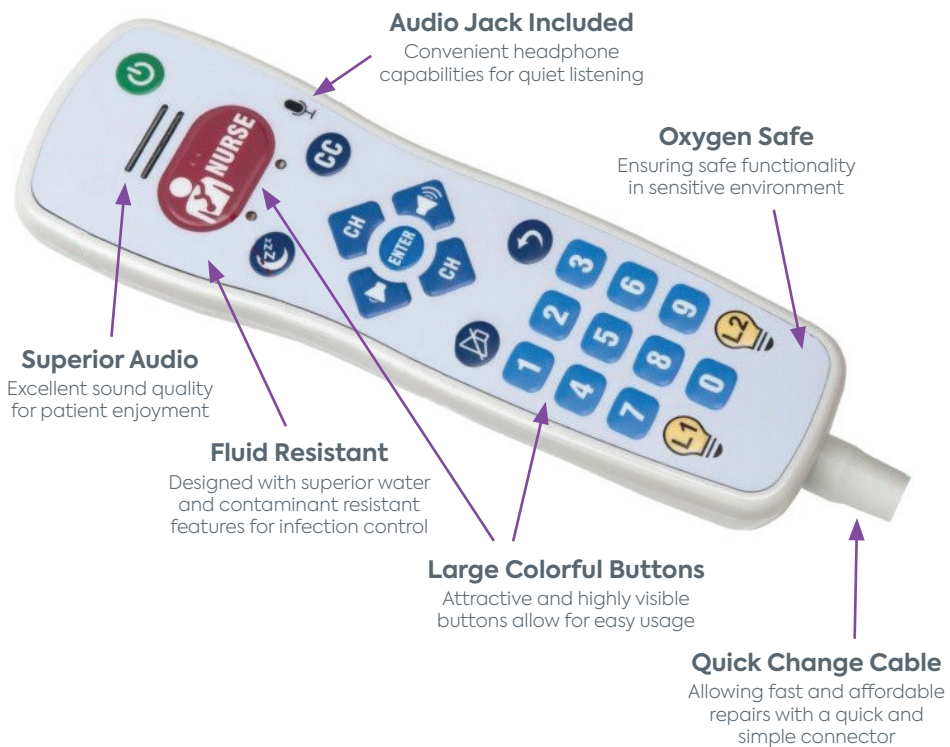
Fast Facts About Your Stay

Tobacco-Free

All Wellstar locations are tobacco-free environments. Tobacco use is not permitted anywhere on Wellstar property. Patients are not allowed to leave the facility to smoke or use other tobacco products. If you are a smoker/tobacco user, you can ask your nurse or doctor about nicotine replacements.

TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker or side rail controls. Closed captioning is available for the hard-of-hearing. Ask a staff member if you have questions about using your TV.



Vending Machines

Here you can find beverages and snacks 24 hours a day. Ask any staff member for the location of the nearest machine.

TV Channels

3	KENNESTONE TV	36	HLN
4	SCENERY CHANNEL	37	MSNBC
5	SCENERY CHANNEL	38	CNBC
6	SCENERY CHANNEL	39	WEATHER
7	GUIDE	40	FOX BUSINESS
9	WSBHD (ABC)	41	USA
10	WUVM (SPANISH)	42	TNT
11	WAGA (FOX)	43	TBS
12	GPB	44	A&E
13	WXIA (NBC)	45	DISCOVERY
14	WPXA (ION)	46	FX
15	WPCH (PEACHTREE TV)	47	AMC
16	WPBA (PBS KIDS)	48	WE
17	ME TV	49	TRU TV
18	UNIA (SPANISH)	50	COMEDY CENTRAL
19	WATL	51	FXX
20	WGCL (CBS)	52	SYFY
21	WKTV (TELEMUNDO SPANISH)	53	MTV
22	WDTA (RELIGIOUS)	54	VH1
23	WATC (RELIGIOUS)	55	BET
24	TBN (RELIGIOUS)	56	HGTV
25	WUPA (COURT TV)	57	FOOD NETWORK
26	BSSO (BALLY SPORTS SOUTH)	58	LIFETIME
27	BSSE (BALLY SPORTS SOUTHEAST)	59	TLC
28	SECN (SEC NETWORK)	60	TRAVEL
29	ESPN	61	BRAVO
30	ESPN2	62	LIFETIME MOVIE NETWORK
31	GOLF CHANNEL	63	E!
32	FS1 (FOX SPORTS 1)	64	OXYGEN
33	TENNIS CHANNEL	65	HISTORY
34	FOX NEWS	66	DISNEY
35	CNN	67	NICKELODEON
		68	FREEFORM

The safety of our team members, patients and visitors is our top priority, which is why Wellstar is proactively enhancing safety and security measures for everyone's protection.

How to Reach Security

Please alert Wellstar security immediately if you see anything suspicious, including weapons, aggressive behavior, or something unusual or out of place. You can contact security at any time by dialing extension 37777 on a campus phone or calling (770) 793-7780.

Visitor Safety

All visitors must check-in with security using a photo ID and wear an identification badge during their stay.

The following photo ID may be used:

- Valid Georgia driver's license, even if expired
- Any valid state or federal government issued photo ID
- Valid employee photo ID from any government agency
- Valid U.S. passport ID
- Valid U.S. military photo ID
- Valid tribal photo ID

Weapons-Free Environment

Weapons are not permitted at any Wellstar facility. To help keep everyone safe, all patients and visitors who enter our Emergency Room for care will be carefully screened by an electronic weapons detection system manned by one of our trained security officers.

Security and Valuables

Security can be reached at (770) 793-7777 or ext. 37777. Access to the hospital after 9 PM is available through the main hospital entrance only.

We recommend you leave valuables at home. However, we can store your valuables in a safe. The hospital is not liable for any loss, damage or breakage of valuables.

Security Escort

If you would like a security escort within the hospital or to your car, dial ext. 37777 on a campus phone or call (770) 793-7780.

Wellstar is committed to maintaining a positive and safe environment for our patients, visitors and staff. In order to assure that environment for all, this agreement will serve to outline the specific expectations for appropriate behavior that promote an environment built around healing and respect for others.

Behavioral Expectations for Patient Behavior

- The patient must recognize that profanity, disruptive behavior or any behavior that does not assist in the healing process must not be tolerated.
- Patients are expected to participate in their care in order to assure safe and expedient healing.
- Patients are expected to respect the personal space of staff members and others, knowing that any physically threatening behavior demonstrated toward a staff member will result in the immediate intervention of public safety officers.
- Patients are expected to respect others through the words they use and the tone they express, knowing that any verbally disruptive or threatening behavior by a patient will result in the immediate intervention of public safety officers.
- Wellstar Health System has a zero-tolerance policy for any weapons, alcohol or drug use on the property as well as any intoxication on the property and will involve law enforcement officers if required.

Wellstar is a healing environment.

Aggressive behavior/discrimination will **not** be tolerated.

These actions or failure to respond to staff instructions related to aggressive behavior may result in removal from this facility and prosecution.

EXAMPLES INCLUDE

PHYSICAL ASSAULT
VERBAL HARASSMENT
ABUSIVE LANGUAGE
DISCRIMINATORY LANGUAGE
SEXUAL LANGUAGE DIRECTED AT OTHERS
THREATS



Visitor Information



Wellstar Kennestone understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). To provide a restful and safe environment, we ask that visitors follow these guidelines:

Visitor Guidelines:

- Smoking is prohibited inside the hospital.
- Please refrain from visiting if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing foods, drinks or other items that might trigger allergies like balloons, flowers or perfume into patient rooms.
- Wash your hands before entering and exiting a patient room.
- Make sure children have a supervising adult with them at all times. Some areas may restrict children or limit the age of children allowed to visit. Please check with the nursing staff.
- Dress appropriately and wear shirts and shoes.
- If a family member stays overnight, he or she must be of the same sex in semi-private rooms.

After-Hours Visiting

All visitors entering Wellstar Kennestone between 9 PM and 5 AM, or planning to stay past 9 PM, must check in at the visitor management kiosk located inside the main entrance lobby of the hospital. Please bring a form of government ID. A Security Services team member will print you a FastPass® photo ID badge. A new pass is required daily for each after-hours visit.

Waiting Areas

Waiting areas for visitors are on each patient floor and on the main floor of each tower. Specific waiting areas have been designated for families of patients in the Critical Care Unit, the Emergency Department and Surgery. Soliciting is not allowed in Wellstar facilities. Any soliciting should be reported to security at ext. 37777 or (770) 793-7780.

Visitation Policy for Minors

Wellstar welcomes the children of patients to visit between 8 AM and 9 PM.

Quiet Time

To provide healing and rest, Wellstar observes quiet times from 2 PM to 4 PM and 10 PM to 6 AM each day. Visitors are encouraged to turn off televisions and cell phones.




OUR MISSION

To enhance the health and well-being of every person we serve.

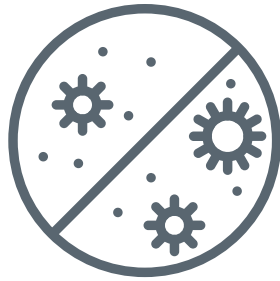
OUR VISION

Deliver world-class healthcare to every person, every time.

OUR VALUES

-  We serve with compassion
-  We pursue excellence
-  We honor every voice

Prevent Hospital Infections



How do I stay safe?

Infections can occur as a result of the treatment or care you receive. Speak up! Don't feel shy about asking for more information about your care and methods being used to protect you and your visitors from infections.

Superbugs

A "superbug" is a bacterial, viral or fungal pathogen resistant to usual treatments. When superbugs cause infections, there is potential for the infection to last longer and result in serious complications. A few well-known "superbugs" include MRSA, ESBL, VRE and CRE. Superbugs may spread from person to person through touching hands or contaminated objects. The best way to prevent the spread of germs is by performing good hand hygiene. Remember, clean your hands thoroughly and often. During your stay, politely remind visitors and healthcare personnel to clean their hands with the readily available alcohol hand sanitizer or soap and water.

Potential Hospital Infections

Type	How It Starts	Symptoms	Prevention
Catheter-associated urinary tract infections (UTIs)	Germs enter your urinary tract when you have a tube (catheter) to drain urine.	<ul style="list-style-type: none"> • Fever • Burning • Pain • Bloody or frequent urination 	<ul style="list-style-type: none"> • Clean hands before touching the area. • Keep your urine bag below the level of your bladder to prevent backflow. • Don't tug, pull, twist or bend the tube. • Secure the catheter to your leg and ask every day if it's still needed.
Surgical site infections	Germs affect the site of your surgery—either on your skin or internally.	<ul style="list-style-type: none"> • Redness • Pain • Drainage of cloudy fluid • Fever 	<ul style="list-style-type: none"> • Do not shave surgery site (irritation increases risk of infection). • Clean hands before touching area. • Don't let visitors touch or dress your wound. • Ask your nurse to show you how to care for your wound.
Central line-associated bloodstream infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin.	<ul style="list-style-type: none"> • Red skin and soreness at site • Fever • Chills 	<ul style="list-style-type: none"> • Clean hands before touching the area. • Make sure staff wears gloves, gown, cap, mask and sterile drape when handling the tube. • Speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore. • Avoid touching the tube or letting visitors touch it. • Ask that the tube be removed as soon as possible.
Ventilator-associated pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.	<ul style="list-style-type: none"> • Cough • Mucus • Fever • Chills • Shortness of breath 	<ul style="list-style-type: none"> • Clean hands before touching the area. • Ask if it's safe to raise the head of your bed. • Know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened. • Ask that the tube be removed as soon as possible.

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 and leave your room.

Fill out this list with hospital staff to double-check you're taking your medicines correctly and that they're safe to take together. Include over-the-counter medicines, vitamins and supplements.

Medicine 1	Drug name	What does it treat?	Dose
	How to take it (With food, on an empty stomach, etc.)	When to take it (Time of day, morning, night, etc.)	Notes (Prescribing doctor, pharmacy, side effects)

Medicine 2	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

Medicine 3	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

Medicine 4	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

Medicine 5	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

Medicine 6	Drug name	What does it treat?	Dose
	How to take it	When to take it	Notes

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, 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 Billing Department

Please call us at (470) 245-9998, message us through MyChart or email us at online.account@wellstar.org regarding:

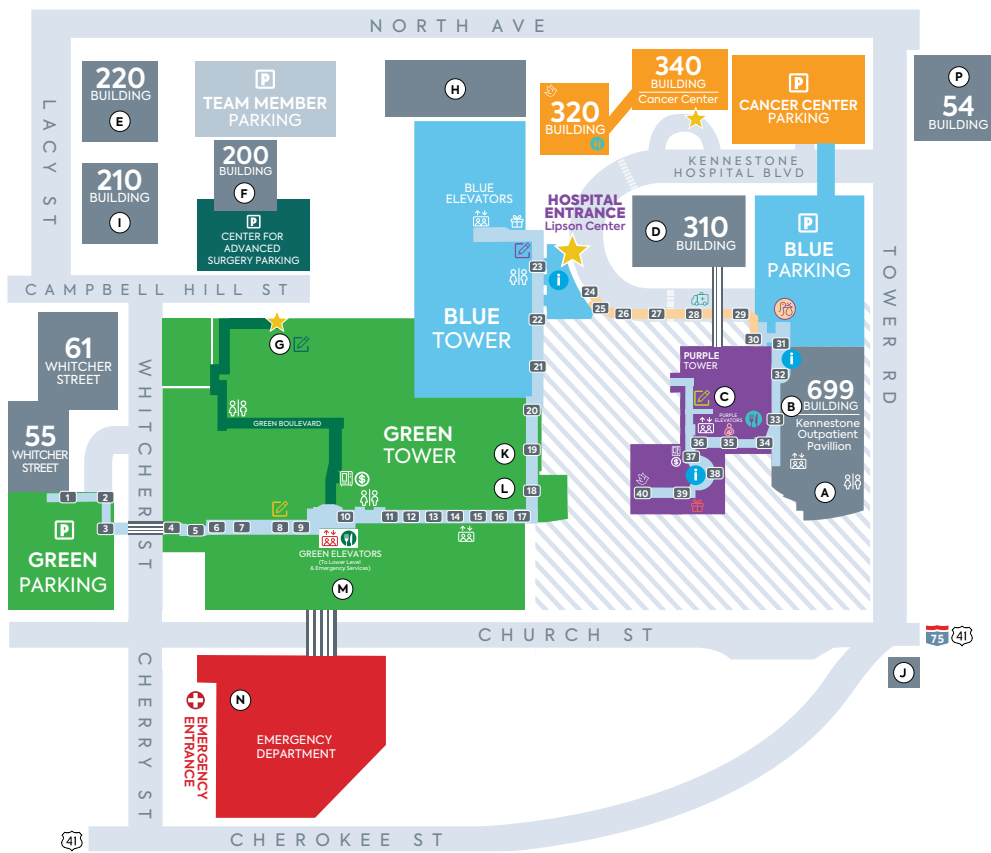
- Paying your balance
- Setting up payment plans
- Billing questions

Pay Online:

wellstar.org/for-patients/pay-your-bill

For Medical Records, call (770) 810-8880.

Campus Map



HOSPITAL DESTINATIONS & LOCATIONS

- ★ Building Entrance
 - Main Street
 - New Walkway
 - L&D/Inpatient Pediatric Unit
 - Labor & Delivery Drop Off & Entrance (Take Purple Elevators to Third Floor)
 - Closed for Construction
 - Bridge
 - Information
 - Admissions/Registration
 - Lab/Medical Imaging Registration
 - MRI Registration
 - Advanced Center for Surgery Registration
- PARKING**
- Blue Parking
 - Green Parking (Main Street #1)
 - Cancer Center Parking
 - Center for Advanced Surgery Parking
 - Team Member Parking
- FOOD/DINING**
- Kennestone Café (Cafeteria) (Main Street #10) Take Green Elevators Down To Floor (LL)
 - Tower & Church Bistro
 - Cancer Center Café (320 Building)
- Chapel
 - Gift Shop
 - The Women's Shoppe & Baby Gifts
 - The Nest & Lactation Services
 - Elevators
 - Elevators to Emergency Services/Lower Level
 - Restrooms
 - Vending Machine
 - ATM
- (A) Outpatient Pavilion
 - (B) Women's Imaging
 - (C) MRI & MRI Registration
 - (D) Auditorium (LL) NICU (Third Floor) Wound Treatment Center (Second Floor)
 - (E) Neuro Physical Therapy Physical Therapy
 - (F) Medical Records
 - (G) Center for Advanced Surgery Inpatient Surgical Waiting
 - (H) Health Place Fitness Center
 - (I) Outpatient Imaging
 - (J) Wellstar Urgent Care & Get Well @ Work Clinic
 - (K) Retail Pharmacy
 - (L) Endoscopy GI Lab
 - (M) Dialysis (Use Green Elevators to Lower Level.)
 - (N) Adult & Pediatric Emergency
 - (P) Pre-Admission Testing & Discharge Unit

DIRECTORY BY MAIN STREET NUMBER

Admissions/Registration	MAIN STREET 23	Lab Registration	MAIN STREET 8
Auditorium	310 BUILDING	Labor & Delivery	MAIN STREET 36 (ELEVATOR TO 3RD FLOOR)
Blue Tower Elevators	MAIN STREET 23	Lipson Center	MAIN STREET 24
Blue Tower Parking	MAIN STREET 31	Main Entrance	MAIN STREET 24
Breastfeeding Center	MAIN STREET 35	*Main Patient Pick-Up	MAIN STREET 24
Cafeteria	MAIN STREET 10 (ELEVATOR TO LL)	Mother & Baby Boutique	MAIN STREET 35
Cancer Center	340 BUILDING	MRI Registration	MAIN STREET 36
Cardiovascular Surgery	MAIN STREET 12	NICU	310 BUILDING
Cashier	MAIN STREET 16	Nuclear Medicine	MAIN STREET 23
Center for Advanced Surgery	GREEN BOULEVARD	Outpatient Imaging	210 BUILDING
Chapel	MAIN STREET 40	Outpatient Surgery Registration	699 BUILDING (4TH FLOOR)
Clinical Decision Unit (CDU)	MAIN STREET 10 (ELEVATOR TO LL)	*Discharge Unit Patients	LETTER "G" on map
Emergency Department	MAIN STREET 10 (ELEVATOR TO LL)	Pharmacy	MAIN STREET 19
Employee Health	310 BUILDING (2ND FLOOR)	Purple Tower Elevators	MAIN STREET 36
Endoscopy Center	MAIN STREET 17	The Women's Shoppe	MAIN STREET 39
Gift Shop	MAIN STREET 23	Tower & Church Bistro	MAIN STREET 33
GI Lab	MAIN STREET 17	Vascular Institute Waiting	MAIN STREET 17
Green Tower Elevators	MAIN STREET 10	Vascular Admit Recovery Unit (VARU)	MAIN STREET 11
Green Tower Parking	MAIN STREET 1	Lab & Endoscopy	MAIN STREET 17
Information Desk	MAIN STREET 23	Women's Imaging Center	699 BUILDING
Inpatient Imaging	MAIN STREET 8	Wound Treatment Center	310 BUILDING

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.

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, contact Patient Experience at (770) 793-5171.

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.

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.

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.

Our Commitment to Care

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

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 (770) 793-5171.

You also have the right to file your complaint with either:

Department of Community Health

2 Peachtree St. NW, 15th Floor
Atlanta, GA 30303
Toll Free: 1 (800) 878-6442 | Fax: (404) 657-8935

Office of Quality and Patient Safety The Joint Commission

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, Illinois 60181
Fax: (630) 792-5636
Visit jointcommission.org, then click "Report a Patient Safety Event."

Medicare and Medicaid

To file a complaint with Medicare:

Go to medicare.gov and 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

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.

PeopleCare Advisory Program (PCAP)

Our PeopleCare Advisory Program is comprised of patients, family members and hospital leaders who are committed to finding opportunities to improve the patient and family experience at Wellstar Kennestone.

To learn more about our PeopleCare Advisory Program, visit www.wellstar.org/community/volunteer/kennestonehospital-pfac.

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 or scan the QR code.



Point your phone camera here to get started.

Recognize a Great Caregiver

Four easy ways to give recognition

For more information or to nominate someone, please scan the QR codes below or speak with a nurse manager.

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 monthly.



The DAISY Award
Point your phone camera here to get started.



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.



The 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.



Notes

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Wellstar

Wellstar Kennestone Regional Medical Center

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