



Patient Guide
Key Information
for Your Stay

Wellstar Spalding Medical Center

601 South 8th Street, Griffin, GA 30224

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.



Welcome

On behalf of our team members, physicians and volunteers, it is our pleasure to welcome you to Wellstar Spalding Medical Center. We know you have a choice, and we appreciate you choosing us as your healthcare provider.

A hospital stay can be a stressful situation for you and your family. Our staff is dedicated to making your stay with us as comfortable as possible and ensuring you have the best patient experience possible. We encourage you to be involved in your care. Ask your nurse, caregiver or physician questions about your treatment and let us know how we can better serve you.

We hope that you and your family find the information contained in this booklet helpful. If you have any questions, please speak with any one of your nursing staff or the nursing director on your unit.

Thank you for choosing Wellstar Spalding Medical Center.

Sincerely,
Hans Meth
Interim Senior Vice President
Wellstar Spalding Medical Center
hans.meth@wellstar.org

Key Numbers:

Main	(770) 228-2721
Emergency Department	Ext. 54350
Rapid Response Team	Ext. 1234
Medical Records	Ext. 54652
Patient Experience/Concerns	(470) 935-4037
1st Floor Nursing Unit	Ext. 54100
2nd Floor Nursing Unit	Ext. 54200
3rd Floor Nursing Unit	Ext. 54300
Gift Shop	Ext. 54016
Hospital Operator	0
Human Resources	Ext. 54463
Patient Access and Registration	Ext. 54550
Security	Ext. 55911
Women's Services (Maternity)	Ext. 54260

Other Hospital Services:

Administration	(770) 228-2721
Billing Questions	(470) 245-9998
Center for Wound Healing	(470) 935-5585
Financial Counselor	(470) 935-4549
Housekeeping	(470) 935-8642
Human Resources	(470) 935-4463
Medical Records	(770) 793-5319
Oncology	(470) 267-1970
Operator	0
Patient Meal Services	(470) 935-6836
Security	(470) 833-8886
Spiritual Health	(470) 935-4017
Volunteers	(470) 935-5525

Cardiology

619 South 8th Street | Suite 301
Griffin, GA 30224
(470) 267-3950

Center for Wound Healing & Hyperbaric Medicine

619 South 8th Street | Suite 104
Griffin, GA 30224
(770) 467-1224

Ear Nose & Throat

619 South 8th Street | Suite 304
Griffin, GA 30224
(470) 956-4370

Gastroenterology

619 South 8th Street | Suite 304
Griffin, GA 30224
(470) 267-1680

General Surgery

619 South 8th Street | Suite 301
Griffin, GA 30224
(770) 229-6072

GME Internal Medicine

747 South 8th Street | Suite B
Griffin, GA 30224
(470) 604-8250

Infectious Disease

619 South 8th Street | Suite 301
Griffin, GA 30224
(770) 229-6072

Neurology

619 South 8th Street | Suite 301
Griffin, GA 30224
(943) 202-8070

Oncology

619 South 8th Street | Suite 301
Griffin, GA 30224
(770) 229-6072

Orthopedics

717 South 8th Street
Griffin, GA 30224
(770) 227-4600

Primary Care

509 North Expressway
Griffin, GA 30223
(943) 202-7792

Primary Care

708 South 8th Street
Griffin, GA 30224
(770) 228-5402

Urology

619 South 8th Street | Suite 304
Griffin, GA 30224
(706) 803-7540



2	WATC/Ind. 57	46	ESPN
3	ABC-WSB	47	ESPN 2
4	FOX-WAGA	48	Fox Sports
6	NBC-WXIA	49	Golf Channel
7	Peachtree TV/Ind. 17	50	MTV
8	PBS-WGTV	51	VH1
9	CBS-WGCL	53	SportSouth
10	CW-WUPA	54	Freeform
11	TBN-WHSG	55	Lifetime
12	ION-WXPA	56	E!
13	My Network	57	Food Network
14	Univision	58	truTV
15	WGN/Ind. 9	59	HGTV
19	Home Shopping Network	60	Travel Channel
20	QVC	61	Animal Planet
22	Access	63	Nickelodeon
25	Access	64	Disney Channel
26	Access	65	TV Land
30	C-SPAN	68	Comedy Central
32	The Weather Channel	69	TCM
33	TLC	71	TV One
34	CNN	72	BET
35	CNN Headline News	74	Syfy
36	CNBC	75	Speed Channel
37	Fox News	78	Paramount Network
38	A&E		
39	TBS		
40	Discovery Channel		
41	TNT		
42	USA		
43	FX		
44	Versus		

Wellstar Spalding Medical Center THIRD FLOOR



HOSPITAL DESTINATIONS & LOCATIONS



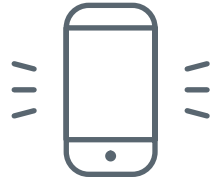
Fast Facts About Your Stay

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 is listed.

Cellphones

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



Environmental Services

Your room is cleaned daily. To conserve water and energy, your bed linens will be changed upon request or as needed. If there is a housekeeping concern in your room, tell your nurse or call ext. 56842.

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 patient rooms by individual florists or volunteers. Please note that flowers are not allowed in Intensive Care units, and no latex balloons are allowed in the hospital.



Food & Dining

For the daily menu, please connect with your ambassador. If you are a visitor who would like to eat in a patient's room, please purchase a guest tray from the Spalding Café.

Spalding Café

Location: Second floor, next to elevators.

Hours: Breakfast: 6:30 – 10 AM

Lunch: 11 AM – 3 PM

Dinner: 4 – 7 PM

Gift Shop

Located in the Main Lobby. The Gift Shop offers gifts, snacks, flowers and limited personal items. Call the gift shop at ext. 54016.

Hours: Monday through Thursday: 10 AM – 2 PM

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 over the phone and on video. These services are provided at no charge. Please let your nurse know if you need an interpreter.

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, call Security at ext. 55911. Security does not store household items such as pillows or clothing. We encourage all personal items to go home with family members to prevent lost valuables.

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.

Parking

We offer a variety of parking options. For more information, call Security at ext. 55911.

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.

Security and Valuables

Security can be reached at ext. 55911. 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.

Visitor Information



Wellstar Spalding 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:

- Vaping & smoking are prohibited on hospital property.
- 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 and other items that might trigger allergies. This includes balloons, flowers or perfumes.
- Wash your hands before entering patient rooms.
- 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.

Visiting Hours

Wellstar Spalding Medical Center visiting hours are from 7 AM to 7 PM. All visitors entering must check in with Security Services and have a form of government ID. A Security Services team member will print you a FastPass photo ID badge. A new pass is required daily.

Waiting Areas

Waiting areas for visitors are located on the third floor. Specific waiting areas have been designated for families of patients in the critical care unit, the emergency department and outpatient surgery.

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 cellphones during these hours.

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 (470) 935-4037. 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) 657-2700

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:

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.html

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

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) 793-6846 to arrange for these services. These services are at no cost to you.

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. (Homecare: 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.

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 (470) 935-4037.

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, please contact Wellstar's 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 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](https://www.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.

Become a Wellstar Volunteer



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.

Thanks to our tremendous volunteers who serve in our gift shops, the volunteer program donates critical funds to enhance services and innovation right here at Wellstar Spalding Medical Center.

To learn how you can join our volunteers in making a difference at Spalding while having fun, visit [wellstar.org/volunteer](https://www.wellstar.org/volunteer).

Wellstar Foundation

In partnership with the Wellstar Foundation and Wellstar Spalding Medical Center leadership, donations drive our mission forward and have supported initiatives such as refurbishing Wellstar ambulances serving the Spalding community and a clothing closet for patients in need of items when discharged. Donations received across Wellstar Health System have also funded advancements such as NICVIEW cameras to connect parents at home with their newborns receiving care in the neonatal intensive care unit (NICU), cardiac pillows to provide comfort to patients following surgery, life-saving LUCAS® automated cardiopulmonary resuscitation (CPR) devices used in the emergency department and more. Every dollar donated to the Wellstar Foundation fund equipment, programs and initiatives that are most meaningful to the donor and help improve health and wellbeing for all Georgians.



For more information, visit wellstar.org/foundation or call 470-956-GIVE.

Recognize a Great Caregiver

Four easy ways to give recognition.

For more information or to nominate someone, please 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 Spalding Medical Center is proud to be a DAISY Award partner, recognizing one of our nurses with the special honor monthly.

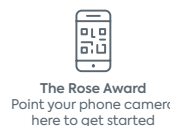


The DAISY Award
Point your phone camera
here to get started



The Rose Award

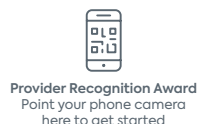
The **Rose (Recognizing Outstanding Service Excellence) Award** recognizes an outstanding member of the support team. Recipients go above and beyond to serve with compassion and promote excellence in care every day.



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.



Provider Recognition Award
Point your phone camera
here to get started



Wellstar[®]

Wellstar Spalding Medical Center

601 South 8th Street, Griffin, GA 30224
(770) 228-2721