

7 things you need to know about your stay

1. Family and friends

Family and friends are a part of your care team and a source of support. You decide who your family and support persons are and how you would like them to be involved in your care. Children should always be accompanied and supervised by an adult other than the patient. For your safety, family and visitors should:

- Wash their hands or use hand sanitizer when entering and leaving your room
- Stay home if not feeling well or have signs of an infection or respiratory illness
- Follow all isolation precautions as instructed by the health care team

2. Ordering your meals

Patient meals can be ordered between 6:30 am and 6:30 pm from the *At Your Request* menu found in your room by calling 252-816-3663.

Family members may order a guest tray using the dining coupon on this page. Let the *At Your Request* operator know that you will be using the dining coupon. Guest meals include one entrée, two sides, one dessert and one beverage. Additional coupons may be purchased for \$5.00 at any of our dining locations.

3. Parking

Family and visitors may park in the lot directly in front of the Vidant Medical Center for a small hourly fee. A 24-hour pass, as well as a seven-day pass, may be purchased at a reduced cost from the parking lot cashier. Courtesy parking passes are provided to the family after a two-week stay.

Valet service and times

Free valet service is available on weekdays for patients, families and visitors.

Central admissions (<i>right of main entrance</i>)	... 6:00 am – 5:00 pm
Surgery Admissions/ Emergency Department 4:30 am – 5:00 pm
James and Connie Maynard Children's Hospital/ Women's Center 6:00 am – 5:00 pm
Heart Center/ Vidant Cancer Care 4:30 am – 7:00 pm

Shuttle service and times

Free campus shuttle service is available by dialing 252-847-1547.

Weekdays 4:30 am – 10:00 pm
Saturday 8:00 am – 6:00 pm
Sunday/holidays 8:00 am – 7:30 pm

Handicapped parking is available in every visitor parking lot. If handicapped parking spaces are full, please ask a parking attendant for assistance.

4. Need immediate attention

- **Serious medical change**– If you or a family member notice a serious medical change, and you have shared these concerns with your nurse and care team and do not feel these concerns are being addressed, please contact the Emergency Response Team at 252-847-2223.
- **Language assistance**– If you or your family need an interpreter, please do not hesitate to ask a team member to request one for you. Language assistance is available any time at no charge.

5. Tell Us Now

Please share with any member of your health care team compliments or concerns you have. If you feel that, after sharing your concerns, you still need additional assistance, please contact the Office of Experience at 252-847-8355. You may access our *Tell Us Now* service seven days a week, 24 hours a day. The service provides the opportunity to address concerns while you are still with us. To access *Tell Us Now*, you may

- Email us at ContactOurTeam@VidantHealth.com
- Call us at 252-847-TELL (8355)
- Text us at 252-917-9284

6. Vidant MyChart

As a patient of a Vidant Health hospital, you have access to your medical information through a secure, online portal called MyChart. The portal is a way to:

- View medical history, test results, physician notes, education about your health conditions, and the treatment plan recommended by your doctor
- Request medication refills and a copy of your health record
- Set up inperson appointments or e-visits with your provider
- Pay your Vidant hospital bill
- Send messages to your health care team
- Access your health information on an application of your choice outside of MyChart (such as Apple HealthKit)
- Link your MyChart accounts from other organizations
- Fill out medical forms online prior to your appointment
- Allow your loved ones to access your information

7. We are a system of care

The best care is provided in a partnership with you, your loved ones and your Vidant Health care team. At Vidant, your health care team works with you to ensure you receive the right level of care as close to home as possible and helps guide you through our system across eastern North Carolina. This may include continuing your treatment in one of our community hospitals.

At Your Request dining coupon

Coupon value: \$5

Guest meals include one entrée, two sides, one dessert and one beverage.

Cost center number: 996490

Present coupon to dietary team member when meal is delivered.

Quick guide to important telephone numbers

How to make telephone calls

For local calls outside Vidant Medical Center, dial 9 and then the number.

General information

252-847-4100

Tell Us Now

252-847-8355

Please share with any member of your health care team compliments about the team or concerns you may have.

For those who are hearing and/or speech impaired

Use the telecommunications relay service (TRS) when calling from inside Vidant Medical Center. However, the 711 feature will not work from inside. You must dial toll free 800-735-2962 and give the relay operator the full telephone number, including the 252 area code, of the person or department you wish to reach.

When calling from outside the facility, use your local TRS or video relay (remote) interpreting (VRI) service.

Emergency response team

252-847-2223

Call this number if you or a family member notice a serious medical change, and you have shared these concerns with your nurse and care team and do not feel these concerns are being addressed.

Chaplains

252-847-4790

Call this number to request a visit from one of our chaplains or to have them notify your clergy.

Financial counselors

252-847-4472

Call this number to talk with someone about making arrangements to pay your bill.

Medical Center police

252-847-8568

Call this number if you have questions about your security.

Patient dining

252-816-3663

Call *At Your Request* to provide room service dining for patients. Ordering is available from 6:30 am to 6:30 pm.

Outpatient Pharmacy

252-847-1020

Call this number to speak with a Vidant team member about outpatient pharmacy services.



Amenities

Dining options for families and visitors

Family and visitors may purchase food and beverages from various locations. As part of our healthy food environment, all choices are labeled with calorie counts. All locations accept cash, debit and credit cards.

At Your Request meal coupons

Family members may order a guest tray to be delivered to the patient room using the coupon on page 3. Guest meals include one entrée, two sides, one dessert and one beverage. Additional coupons may be purchased for \$5.00 plus tax at any of our dining locations. To place an order, dial 252-816-3663 between 6:30 am and 6:30 pm.

Vidant Medical Center Main Cafeteria

Located off the hallway to the North Tower, the main cafeteria has something for everyone; from Asian cuisine to freshly baked pizza and a salad bar. Menus and specials are updated daily. You can also find grab-and-go items. The main cafeteria is open 22 hours daily, closing briefly for two hours between 8:00 pm and 10:00 pm.

Heart Center Café

Located on the first floor of the Heart Center, the café serves many light and tasty items with heart health in mind. The menu updates daily and choices typically have fewer than 500 calories. You can also find grab-and-go items here. Open daily, 6:00 am – 6:30 pm.

Café Bay

Located near the lobby of James and Connie Maynard Children's Hospital at Vidant Medical Center, the café offers breakfast and lunch to-go items, including sandwiches, salads, pizza, hot dogs, assorted beverages and snacks. Open Monday – Friday, 6:30 am – 4:00 pm.

The Coffee Shop

Located in the main visitors lobby, the Coffee Shop serves fresh, never frozen, seasoned and cooked-to-order burgers and many other grilled items. You can also find grab-and-go items here. Open daily, 6:00 am – 10:00 pm.

Starbucks coffee kiosks

Located in the main cafeteria (Coffee Corner, open 24 hours, daily), the Heart Center Café (open daily, 6:00 am – 6:30 pm) and the Coffee Shop (open daily, 6:00 am – 10:00 pm). Kiosks offer premium coffees and a variety of sweet treats.

Vending machines

Located throughout the medical center, most of the vending machines take cash and credit cards, as well as payment from mobile devices.

The Service League of Greenville operates the Starbucks coffee kiosks, the Coffee Shop and vending machines. Proceeds are used to support funding of medical equipment and special services for Vidant Health.

Gift shops

Vidant Medical Center Gift Shop

Located in the main visitors lobby, the gift shop has jewelry, magazines, greeting cards, candy, toiletries and flowers. Room delivery is available.

Hope and Caring Boutique

Located on the first floor of Vidant Cancer Care in the Eddie and Jo Allison Smith Tower, this boutique features specialty items carefully selected to comfort and encourage cancer patients and families. Items such as scarves, bandannas, port shirts, special lotions, hats, T-shirts, as well as encouragement and inspirational items can all be found in the Hope and Caring Boutique. Room delivery is available.

Treasure Chest

Located in the Children's Hospital lobby, the shop features toys, flowers, snacks and beverages. Room delivery is available.

The Service League of Greenville manages contracts for the hospital's Coffee Shop, the three gift shops above, all vending services and two on-site Starbucks Coffee operations. Proceeds are donated back to the hospital through the Vidant Health Foundation for key construction projects, leading-edge medical equipment and designated programs too numerous to count.

Maternal Expressions Boutique

Located in the Women's Center, the boutique offers certified nursing bra fitting, breastfeeding supplies and outpatient consultation with a lactation consultant. The boutique also features children's clothes, sizes preemie to 5T and other mother and baby items.

Outpatient Pharmacy

Vidant Medical Center now provides an on-site pharmacy service to patients going home. If you choose to take advantage of this convenient service, a member of your health care team will send your prescriptions to this pharmacy at least two hours before you leave the hospital. The prescription will be a one-time fill; it will not replace your regular pharmacy. You or a family member will stop by the pharmacy to pay for and pick up your medications before you leave. Pharmacy hours are 8:00 am – 8:00 pm, Monday – Friday, and 10:00 am – 6:00 pm, Saturday and Sunday. The pharmacy is located on the main corridor on the way to the main cafeteria. A map is included in your After Visit Summary.

ATM

ATM machines are conveniently located in the main visitors lobby and outside of Café Bay on the first floor of the Children's Hospital.

Wi-fi

Vidant Medical Center offers free wireless internet access throughout the center. Feel free to take advantage of our guest wireless service to keep in touch with family, friends and work.

Chapel and meditation

The Service League Interfaith Chapel is located adjacent to the main visitors lobby on the first floor. The chapel is open 6:00 am – 9:00 pm daily. Nearby meditation rooms are available, including one on the fourth floor of the North Tower and another inside the Resource Center of Vidant Cancer Care. They are open 24 hours a day for prayer and reflection, in addition to several healing gardens outside. You can connect with a hospital chaplain by calling 252-847-4790.

Lodging

The American Cancer Society McConnell-Raab Hope Lodge

The lodge is located near our medical campus and provides a supportive environment for patients in cancer treatment and their caregivers. There are 20 private guest rooms with bathrooms. For more information, talk to your care team or call 252-695-6143.

Local lodging

The following lodging options offer discounts to families staying in Greenville to be close to a loved one in the hospital. Stop by the information desk in the main lobby or the welcome desk in the Heart Center to receive a discount verification card.

Name	Telephone number	Address
Affordable Suites of America	252-355-5717	101 Dansey Rd. Greenville, NC 27834
Best Western Inn & Suites	252-752-2378	2310 Greenville Blvd. NE Greenville, NC 27858
Camelot Inn	252-756-1150	2828 S. Memorial Dr. Greenville, NC 27834
Candlewood Suites	252-317-3000	1055 Waterford Commons Rd. Greenville, NC 27834
Comfort Inn	252-355-0070	3900 S. Memorial Dr. Winterville, NC 28590
Courtyard By Marriott	252-329-2900	2225 Stantonsburg Rd. Greenville, NC 27834
Days Inn	252-752-0214	810 S. Memorial Dr. Greenville, NC 27834
Economy Inn	252-754-8047	1901 Stantonsburg Rd. Greenville, NC 27834
Fairfield Inn & Suites by Marriott	252-353-0606	908 Moye Blvd. Greenville, NC 27834
Greenville Motel	252-756-1130	2309 S. Memorial Dr. Greenville, NC 27834
Hampton Inn	252-355-7400	305 SW Greenville Blvd. Greenville, NC 27834
Holiday Inn Express	252-754-8300	909 Moye Blvd. Greenville, NC 27834
Home Towne Suites	252-752-3411	2111 W. Arlington Blvd. Greenville, NC 27834
Knights Inn	252-355-5699	3435 S. Memorial Dr. Greenville, NC 27834
Microtel Inn & Suites by Wyndam	252-758-7282	450 Moye Blvd. Greenville, NC 27834
Quality Inn	252-758-5544	821 S. Memorial Dr. Greenville, NC 27834
Residence Inn by Marriott	252-364-8999	1820 W. 5th St. Greenville, NC 27834
Super 8 Motel	252-758-8888	1004 S. Memorial Dr. Greenville, NC 27834
University Inn & Suites	252-756-2792	301 Greenville Blvd. SE Greenville, NC 27858
Wingate Inn	252-355-4283	3212 S. Memorial Dr. Greenville, NC 27834

Getting settled

Your room and your valuables

Patient rooms are designed for your convenience. Bedside rails contain controls for the bed, TV and call button. You may also use a remote control for all these activities. A room telephone with instructions is on the table near your bed. If you would like the room temperature adjusted, ask a member of your health care team.

If you brought valuables such as jewelry or cash with you, please send them home with a family member or friend. If you must keep valuables with you, ask your health care team to lock them in the hospital's safe, which will require a form to be completed. When you are ready to be discharged, remember to ask a health care team member to retrieve your valuables.

What to do with the medicine you brought from home

- Inform your health care team of the prescription medicines, over-the-counter medicines, vitamins, herbal products or health food store products that you are taking.
- Send your personal supply of medications home. If you cannot send your medications home, give them to a health care team member until you are discharged.
- Do not take medicines that you brought from home unless your health care team gives them to you.

Keeping you informed

Communication boards

There are communication boards in the room to help update you on your health care team members, care plans, care goals and important telephone numbers. Use it to list your family's contact information, questions for the care team or to let the team know what is important to you during your stay.

Bedside change-of-shift report

Your health care team will engage you and your family in bedside reporting at each shift change to ensure proper communication of important information. Let your health care team know if you do not want information discussed when family is present.

Purposeful rounding

A member of your health care team checks on you frequently to better anticipate your care needs. We encourage you and your family to ask any questions or share any concerns. Write down questions in the care journal provided on page 16 of this guide. Please use your call bell to request assistance at any time.

Doctor and leader rounding

Doctors and leaders round daily and may visit you during your stay. This is a great opportunity to ask questions and share any compliments or concerns about your care.

Television education

Ask about the many educational videos available through our television system.

Keeping you safe

Your health care team values your observations and insights regarding your safety and well-being. Please bring to the attention of your health care team any safety or quality issues you observe.

Expect team members to:

- Introduce themselves and always wear an identification badge
- Honor your privacy
- Clean their hands before working with you
- Ask and verify your name and date of birth on your identification band before medications, procedures and treatments
- Explain your care and treatment
- Ask you if you have any safety concerns and take steps to address them

We ask you and your family to:

- Check the information on your identification band for accuracy
- Wash your hands often and remind your family, visitors and health care team to do the same

- Ask questions
- Work with your health care team to plan your care
- Speak up if you have concerns
- Let a health care team member know if you have any allergies to foods or medicines or have ever had a bad reaction to any drug, food or latex product

Helping prevent falls

Falls affect patients and families of all ages. With the proper precautions, you may lower your risk of injury due to a fall.

We ask you and your family to:

- Use your call button to ask for help
- Keep personal items close
- Always wear your eyeglasses or hearing aid
- Wear non-skid socks or shoes when walking
- Use a cane, crutches or a walker to help with balance
- Keep bed rails up and bed in a low position
- Sit before standing
- Keep walking area clear of cords and clutter
- Leave on a light or nightlight
- Tell us if you see any spills or wet areas

Keeping you comfortable

Your comfort is important to us. Take your pain medicine before walking or exercising, as well as before occupational and physical therapy. When your pain is managed, you will find it easier to walk and exercise. Ask your health care team about non-medicine ways to manage pain such as relaxing, using pillows, using cold and warm packs and keeping your time occupied with other activities.

We want you to be as comfortable as possible. We will ask often about your pain and ask you to rate it on a scale of 0 to 10, with 0 being no pain and 10 the worst pain you could imagine. Our goal is to work with you to address your pain in a manner that best meets your care and treatment plan with a focus on comfort and safety.

- Strong pain medicines (opioids) are helpful in appropriate conditions but carry potential risk of dependency, addiction and abuse.
- The side effects of opioids (constipation, itching, nausea, drowsiness) may require other medications to help provide relief.

Your health care team

You may see several different health care team members each day. Each one should be wearing a Vidant Health identification badge. Below is a list of some team members who may be involved in your care.

HEALTH CARE TEAM	HOW THEY ARE DRESSED
Medical doctor/hospitalist Partners with you to develop the plan for your medical care and treatment and leads the health care team. A hospitalist is a doctor who provides care to patients only while they are in the hospital. An attending doctor supervises a team of resident doctors.	<i>Lab coat</i>
Resident doctor Works under the supervision of an attending doctor. Resident doctors have completed medical school and are gaining supervised experience in patient care.	<i>Lab coat</i>
Advanced practice provider (APP) Includes nurse practitioners, clinical nurse specialists, nurse anesthetists and physician assistants, all with specialized training. These providers help to plan and carry out your medical care and treatment.	<i>Lab coat or scrubs</i>
Registered nurse A nurse is assigned to you at all times and partners with you, your doctors and care team to implement your plan of care.	<i>Black, white, green and gray scrubs</i>
Nurse assistant Helps with meals, bathroom needs, baths, linen changes and other personal needs.	<i>Teal and white scrubs</i>
Pharmacist Works directly with your medical team to provide the latest information on your medications. Assists with your discharge medications and education.	<i>Lab coat</i>
Therapist Helps patients regain or improve their physical abilities. Includes physical, occupational, speech and respiratory therapists.	<i>Navy scrubs</i>
Dietitian Evaluates your nutrition status and provides counseling and/or education to you and your family. A dietitian also works with the health care team member to ensure appropriate nutritional care.	<i>Lab coat</i>
Radiology and lab technicians Assist with radiology procedures and drawing blood.	<i>Navy scrubs</i>
Discharge planning team Works with your doctor to help make arrangements after you are discharged. They help with arranging home medications, home nursing and home therapy, securing assisted living and nursing home arrangements and many other needs. The team member may be a nurse or social worker and is called a case manager.	<i>Lab coat</i>
Environmental Services technician Cleans your room during your stay.	<i>Navy check top with double breasted buttons; navy pants</i>
Chaplain Supports your religious and spiritual needs and those of your family members. Chaplains also perform religious rites such as baptisms, child dedications and communion upon request. Ask your nurse to call a member of the clergy of your choice or an on-call chaplain.	<i>Casual business attire, sometimes with a lab coat</i>
Students Work under the supervision of an experienced instructor or doctor and are attending a school, college or university. Includes medical, nursing and allied health students.	<i>Purple or white and blue uniforms</i>

Patient services

Interpretation and language services

Language assistance is available to patients and families at no charge any time you need it. An in-person interpreter for Spanish is present 24/7 at Vidant Medical Center. Interpreters are available at any time by video or telephone for Spanish and other languages. All interpreters are qualified to interpret medical information using accepted national standards. The interpreters are part of your health care team, and they will not share your confidential information. Please talk with a member of your team to request an interpreter or information about other language services, including written material.

American Sign Language (ASL)

ASL services are available for patients and family members who are deaf or hard of hearing.

For patients who are visually impaired or hearing impaired

If you have difficulty seeing or hearing, let a member of your health care team know. With your permission, the team member will place a card on your door with an eye symbol (for patients with difficulty seeing) or an ear symbol (for patients with difficulty hearing). These symbols help alert all team members to your specific needs.

Services for patients with disabilities

If you are a patient with a disability, you can request certain accommodations and auxiliary aids to assist you with receiving care while you are with us. If you have a disability and need help while you are with us, or if you have questions about our services for people with disabilities, ask a member of your health care team or contact the ADA Director at 252-847-0125, 8:00 am to 5:00 pm, Monday – Friday. Vidant Health supports and complies with the Americans with Disabilities Act (ADA) and Section 504 of the 1973 Rehabilitation Act. If you have questions or concerns about these laws, contact the Vidant Health designated ADA Director:

ADA Director

*Vidant Medical Center, PO Box 6028, Greenville, NC 27835-6028
252-847-0125*

Services for military, veterans and families

We are proud to provide a variety of support services for our veterans and their families. These include assistance with obtaining Veterans Administration support, visitation services in the Greenville area (hospital, home, assisted living/nursing home), support for families while their active duty family member is a patient at Vidant and information on veterans' support organizations. Please call 252-847-8355 with any questions or ask a member of your health care team for assistance.

Complaints and grievance process

Please share with your health care team any concerns you have during your stay. If you feel that, after sharing your concerns, you still need additional assistance, please contact the Office of Experience at 252-847-8355. More information about our *Tell Us Now* service may be found on page 3.

After your discharge, you may receive a survey. This survey focuses on your care experience at our hospital and is known as the Hospital Consumer Assessment of Health Care Providers Survey (HCAHPS). It is used nationally and allows patients and hospitals across the country to compare patient care experiences. Please take the time to answer the survey. Your feedback helps us improve and maintain our high standards for quality of care.

You have a right to file a grievance directly with the NC Department of Health and Human Services, Division of Health Service Regulation, formerly known as the Division of Facility Services.

- Call toll free **800-624-3004**
- Mail your information to their offices:
2711 Mail Services Center, Raleigh, NC 27699-2711

If you are a Medicare beneficiary, you have the right to refer a concern about the quality of your care.

- Call toll free **844-455-8708**

File a complaint about Medicare by contacting

- The Office of the Medicare Beneficiary Ombudsman on its website, www.Medicare.gov/Claims-and-appeals/medicare-rights/get-help/ombudsman/html.
- Toll-free telephone numbers:
800-MEDICARE (800-633-4227)
TTY service is available at **877-486-2048**
- Written inquiries:
Medicare Beneficiary Contact Center
PO Box 39, Lawrence, KS 66044

You may also contact The Joint Commission (TJC)

- Go to www.JointCommission.org/report_a_complaint.aspx
- Fax (630) 792-5636
- Mail your information to their office at:
One Renaissance Boulevard
Oakwood Terrace, IL 60181



Health care decisions

We want you to have control of your medical treatment. We intend to do our part to help you make the best decisions for your health care situation by educating you about your treatment choices and the possible outcomes of each. We also provide you with all the information you need to make an informed decision.

Advance directives

In the event you become too sick to make decisions for yourself, it is important to have advance directives in place to ensure your wishes are honored. Advance directives are legal documents that give instructions to health care providers about the kind of treatment you want to receive if you are not able to communicate with your health care team.

North Carolina law provides three kinds of advance directives: living will, health care power of attorney and advance instruction for mental health. If you have questions about advance directives, please talk to a member of your health care team.

Hospital ethics committee

Vidant Health supports your right to actively participate in decisions regarding your care, including the decision to refuse life-sustaining treatment. When you are hospitalized, feelings of anxiety and uncertainty often affect both you and your family. There may be times when you have questions pertaining to your planned course of treatment.

You may request a meeting with the hospital ethics committee. The hospital ethics committee provides a consulting service to patients, health care team members and hospitals when personal dilemmas arise. Personal dilemmas include end-of-life decisions, participation in clinical studies and other questions involving ethical matters.

If you or your family members would like to meet with the hospital ethics committee, or if you would like the committee to review your care and planned treatment of an irreversible or terminal condition, inform a member of your health care team and a meeting will be arranged.

Organ and tissue donation

Many people recognize the importance of donation and find comfort knowing that lives can be saved through the precious gifts of organs, eyes and tissue. Transplants offer patients a new chance at healthy, productive and normal lives. One organ donor can save the lives of eight people and enhance the lives of as many as 50 through tissue donation. At the time of death, legal next of kin are contacted if there is an opportunity for organ, tissue or eye donation.

If you have already given consent for organ and eye donation as designated on your driver's license with the N.C. Division of Motor Vehicles Registry, it is important to let your family know of your decision. If you have not designated your wishes on your driver's license, your legal next of kin is contacted to make the decision for you. You can state your wish to become a donor by adding a heart to your driver's license or by going to [DonateLifeNC.org](https://www.donatelife.org) and designating your wishes. For more information, contact Carolina Donor Services toll free at 800-200-2672 or visit their website at [CarolinaDonorServices.org](https://www.CarolinaDonorServices.org)

Patient rights

Our first priority is to provide you the care you need, when you need it, with skill, compassion and respect. Please tell us if you have concerns about your care or if you have pain.

Patient rights and responsibilities for adults

As an adult patient, you have the right to:

High-quality hospital care

- Considerate and respectful care in a safe setting
- Quality care given by competent personnel using high professional standards that are continually maintained and reviewed
- Treatment without discrimination based on age, ethnicity, race, color, religion, culture, language, national origin, sex, gender identity or expression, sexual orientation, physical or mental disability, socioeconomic status or source of payment
- Knowledge of the name of the doctor coordinating your care and the names and roles of people involved in your care
- Be told whom to contact to report a complaint or grievance and expect a prompt response or resolution
- Have a family member and your doctor notified of your admission, if you wish
- Decide who your designated medical representative is
- Be informed (or have your representative informed) about the outcome of your care, including unanticipated outcomes
- Emergency procedures started without unnecessary delay
- Be free from repeated procedures unless they are medically necessary
- Medical and nursing treatment that avoids unnecessary physical and mental discomfort
- Comfort and also information about managing pain
- Exercise your rights without being subject to discrimination, punishment or reprisal
- Communication and information you can understand that is appropriate for you
- Interpreter services for sign language and foreign language as needed at no cost

A safe and clean environment

- Freedom from abuse or harassment
- Know what rules and regulations of the organization apply to your behavior as a patient
- Information about any professional relationships among individuals who are treating you

- Be woken up only if necessary for medical care
- Be restrained or put in seclusion only if necessary for your safety or the safety of others
- Ask to move to a different room if others in the room are unreasonably disturbing you

Involvement in your care

- Receive from your doctor all information necessary to give informed consent before the start of any procedure and/or treatment, except in emergencies
- Get complete and current information from your doctor about your medical condition, diagnosis, treatment and expected outcome
- Refuse any drug, treatment or procedure to the extent permitted by law and be informed of the medical consequences of your action
- Decide who your family members, support person, patient representative and visitors are and how you would like them to be involved in your care
- Decide who should have the same visitation rights as immediate family, even if they are not related to you
- Have your family or support person with you unless that person's presence is not appropriate for therapeutic or medical reasons, or violates privacy or safety guidelines
- Be informed about potential participation in a research study or in an organ or tissue donor program and the right to refuse or withdraw from them at any time
- Consult with another doctor at your own request and expense
- Receive spiritual and emotional support and care by a religious official and, where possible, have your religious practices supported
- Make advance directives to guide your health care if you become unable to speak for yourself
- Ask for help with ethical issues and difficult decisions regarding your care
- Access all information in your medical record

Protection of your privacy

- Confidentiality in all communications and records about your care
- Privacy about your medical care program including case discussions, consultations, examinations and treatments

- Personal privacy during medical or nursing treatments, and during activities like dressing, bathing and using the bathroom
- Privacy about your health care information following HIPAA regulations (Health Insurance Portability and Accountability Act) and hospital policies
- A list of certain disclosures of your personal health information
- Request an amendment to clinical, billing or other records containing personal health information

Help when leaving the hospital

- Expect reasonable continuity of care, including how to meet your continuing health care needs after discharge
- A complete explanation of the reasons for a transfer to another facility and the alternatives to that transfer, with the understanding that the facility you are going to agrees to accept you

Help with your bill and filing insurance claims

- See your bill and receive an explanation of charges regardless of who is paying it
- Information about financial resources that may help pay for your care
- Behavioral Health patients may have additional rights per North Carolina statutes.

As a patient, you are responsible for:

- Providing, to the best of your knowledge, accurate and complete information about your current health condition, past illnesses, hospitalizations and medicines
- Telling your caregiver if you think you will have problems following the prescribed treatment
- Speaking up and asking questions if you do not understand your treatment plan and what you need to do
- Following the treatment plan recommended by the doctor who is responsible for your care
- Making informed decisions about your care
- Making sure that we have a copy of your written advance directive if you have one
- Asking about pain management, including what to expect and options for pain relief
- Making reasonable efforts to cooperate with doctors, team members and other patients
- Providing necessary information for insurance claims and working with us to make payment arrangements as promptly as possible
- Recognizing that your lifestyle and behaviors affect your health
- Keeping appointments that are arranged for your continuing care
- Accepting responsibility for the medical results if you refuse treatment and do not follow your health providers' instructions
- Respecting the rights of other patients, team members and medical center property

Patient rights and responsibilities for children and teens

You and your family have a right to:

Respect and personal dignity

- You are important and we want to get to know you better
- We will tell you who we are, and we will call you by your name
- We will take time to listen to you
- We will honor your privacy

Care that supports you and your family

- We will work together to make you feel as safe and comfortable as possible
- We want to learn about what is important to you and your family
- You, your family and caregivers will plan how the important people in your life can visit you

Information you can understand

- We will explain things to you in ways you can understand
- Someone who speaks your language will help explain things to you
- Someone from your family can be with you when people in the hospital are explaining things to you

Quality health care

- You will be taken care of by doctors, nurses and other people who know how to take care of children and teenagers
- You have the right to know all of the people who take care of you in the hospital
- We will work together with you and your family to make your stay as short and comfortable as possible

Emotional support

- If you feel scared, mad, lonely or sad, it is OK to cry or complain
- You can have your family with you as much as possible
- We can help you meet other children and families who have had experiences similar to yours
- You can wear your own clothing most of the time and keep your special things with you
- You can talk or play with people who know how to help when you have questions or problems
- You can be moved to another room if you are uncomfortable or unhappy, and we can try to make this happen

Care that respects your need to grow, play and learn

- We will consider all your interests and needs, not just those related to your illness or hospital stay
- You have the right to rest, to play and to learn

Make choices and decisions

- Your ideas and feelings about how you want to be cared for are important
- You can tell us how we can help you feel more comfortable
- You can tell us how you want to take part in your care
- You can make choices whenever possible

Your rights regarding discrimination

Vidant Health complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, disability or sex.

Vidant Health provides:

Free aids and services to people with disabilities to communicate effectively with us, such as:

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

Free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact a member of your health care team or call 833-505-9249 or TTY 844-438-4640. See back cover for more information.

If you believe that Vidant Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the Office of Audit and Compliance: 2100 Stantonsburg Road, Greenville, NC 27834, call 252-847-0125, fax 252-847-6466 or email Compliance@VidantHealth.com.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Office of Audit and Compliance is available to help you.

You can also file a civil rights complaint with the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Going home

Leaving the hospital

Discharge planning begins as soon as you enter the hospital in order to ensure that you and your family know what to expect once you leave the hospital. Expect your health care team to discuss what signs and symptoms to look for once you are no longer in the hospital, how and when to take your medicines, if and when you have follow-up appointments, the results of any tests and any other questions or concerns you have. Nurse and social work case managers are available to help you arrange for assistance with getting your medications and for arranging nursing home care or special health services in your home.

Before discharge

- Arrange for a ride home.
- Ask your health care team members in advance about wound care, diet, exercise, prescriptions and follow-up care.
- Ask a member of your health care team to send your prescriptions to the Vidant Medical Center Outpatient Pharmacy, so you can pick up your medications before you leave the hospital. See page 6 for more information about this service.

Day of discharge

- You will receive discharge instructions. Ask your nurse if you have any questions about your instructions, the date of your follow-up appointments and location or the medications you are to take at home.
- Our goal is for you to be discharged by noon. Please ensure the person picking you up arrives around 10 am in case you are discharged earlier than noon.
- If using our on-site pharmacy, you or a family member will need to stop by, pay and pick up your medications.
- Show your discharge form when leaving the parking lot so you do not have to pay the parking fees.
- Arrange to have someone at home when you arrive if you need help at home.

After discharge

- A member of our health care team may call you after your hospital stay to see how you are recovering. If you have questions or concerns about your condition after you leave the hospital, please refer to the discharge instructions you were provided for what to watch for and when to call your doctor. The instructions should include a phone number for your doctor.

Partnering with your health care team at discharge

Use this SMART checklist to help you prepare to leave the hospital

- I know why I am receiving medical care.
- I understand my health conditions.
- I know about other help I need at home.
(If I am not going directly home, I know where I am going after this hospital visit and why.)
- I and my family or someone close to me know the next steps in my care.
- I have participated in planning the next steps in my care.

Signs and symptoms

- I know what to look for and whom to call.
- I know how to keep my health problems from becoming worse.

Medications

- I know what my medicines are for.
- I know how to take each medicine and what side effects could occur.
- I am able to get my medicines.

Antibiotics are life-saving drugs to treat infections caused by bacteria. Antibiotics have risks and can be overused. It is important to use antibiotics only when needed. Always follow the directions so you use the right drug and the right dose for the right amount of time.

Appointments

- I have an appointment scheduled with my doctor after this hospital visit to follow up on my condition.
- I have transportation to the follow-up appointment.
- I know what appointments have been scheduled for me and what appointments I need to schedule.

Results

- I know how to find the results of tests or labs that I had in the hospital.
- I have a Vidant MyChart account and know how to use it.

Tell Us Now

If you have answered no for any of these questions, please tell us now. Also, if you have additional compliments, concerns, comments and questions about your care, tell any member of your health care team.

**What
matters
to you?**

**What matters to you,
matters to our team**

_____ matters!
(your name)

