YOUR ROOM TELEPHONE

LOCAL CALL: To make a local call from a patient room, dial 9, and the number you wish to call. There is no charge for local calls.

IN-HOSPITAL CALL: If you wish to call a person or department inside the hospital, dial the appropriate 4-digit number. If you have a friend or family member calling you from outside the hospital, you should ask them to dial 962-1 and then your 3-digit room number.

If you’re at Aldridge Rehabilitation, those calling you would need to dial 962-3 and then your 3-digit room number.

LONG DISTANCE CALL: Long-distance phone calls made on patient phones must be made collect, charged to a telephone credit card, or billed to your home phone number. To make a long distance phone call, dial 9, 0, then the number you wish to call.

Incoming collect calls are not permitted. Long distance calls may not be charged to your hospital account.

Because adequate rest plays an important role in patient recovery, incoming calls are not allowed in patient rooms between 11:00 pm and 6:00 am. Outgoing calls can be made from room phones at any time, but incoming calls are blocked during these hours.

Important Numbers
Calls made within the hospital must be made by dialing the last four digits of the number only. (Do NOT dial the 962 prefix.) Any calls made into the hospital from an outside number must include the 962 prefix. If you are unable to reach anyone at the number listed, dial 8000 and ask the operator for assistance.

- Billing Support 8030
- Care Management 8600
- Condition H (HELP) 8123
- Dietary/Meals 8053
- Ethical Concerns 8018
- Hospice 8124
- Housekeeping 8075
- Medical Records 8130
- Nursing Administration 8011
- Nursing Supervisor 8018
- Patient Directory 8113
- Patient Relations 8767
- Patient Safety Officer 8084
- Security 8055
- Volunteers 8118

Cell Phones
While cell phones are permitted in the hospital, be advised that their use is prohibited in certain areas. Please cooperate with any requests by hospital staff to discontinue use of your cell phone. The radio frequency signals used by cell phones may interfere with the operation of medical equipment.

Staff use of Cell Phones
You may notice that staff members are sometimes using cell phones. These are hospital phones used only to communicate patient information quickly and securely with other care team members. Your privacy is assured; these phones do not allow photography, video, or voice recordings.

Atencion/Habla Espanol
Si usted no habla Ingles y requiere los servicios de un traductor, demuestre esta hoja a su enfermera/docto y pidale a el/ella llamar a Servicios de Traduccion que se menciona en la parte de arriba de este mensaje.

TDD / TTY
If you are hearing impaired and desire access to a TDD, show this page to a nurse and ask them to call the nursing supervisor.

YOUR TELEVISION

All televisions are equipped with a remote control for your convenience. Some remote controls are built into the bedrail, while others may be corded. Channel 2 provides information about Nash UNC Health Care and includes a Channel Guide in the slide show.

Patient Education Videos on Room TV
To aid in your recovery and help you and your family understand more about your health and wellness, we are providing 24-hour access to a wide variety of free videos.

You can access the video of your choice by turning on your television and listening to instructions on your room phone.

1. Turn on your television using the controls on your bedrail or your remote control.
2. Dial 6543 on your phone to access the video on-demand system. Listen carefully to the voice prompts, which will give step-by-step instructions for selecting the video and directing you to the appropriate channel to view the video.

If you have questions or need assistance selecting a video, please contact your nurse. Most videos listed below are available in English and Spanish.

- Breathing Easier
- Heart Health
- Medications
- Relaxation
- Cancer
- Infection Control
- Mental Health
- Staying Healthy
- Diabetes
- Maternal/Child
- Procedures
- Staying Safe
NUTRITION & FOOD SERVICES

Healthy eating is an important part of recovery during your stay in the hospital. Once your physician has reported your dietary guidelines to the dietary office, you will be given a room service menu. All meals are prepared fresh daily, assuring the highest quality.

When you’re ready to order, call extension 8053 on your room phone between 6:30 am and 6:30 pm. Breakfast is served all day. Lunch and dinner items begin at 10:30 am.

A "Room Service" representative will take your order. If your physician has set up dietary guidelines for you, the representative will help you make your food choices. Patients on a regular diet can choose freely from the menu.

OR… you can fill out an order form each morning for the next day’s breakfast, lunch, and dinner. Please give the completed form to the server delivering your meals, a nurse, or a nursing assistant.

If a patient is unable to call the dietary office with a food order, a family member can call 962-8053 from outside the hospital and order for their loved one.

 Meals will be delivered in 45 minutes or less.

Flower and Mail Delivery

Flowers and mail are delivered to patients Monday through Saturday. If mail arrives for you after you have been discharged, we will forward it to the address listed in your admitting record. If you prefer to have it sent to a different address, please call the volunteer office at 8118 with the preferred address the day before you are discharged.

Wireless Internet Access

For the convenience of our patients and visitors, wireless access to the internet is available throughout the hospital. The account will show up as Guest-UNCHealthCare. Please note this is not a secure connection.

If you have problems connecting, step into a hallway and try again. Once connected, the signal is typically strong enough for you to return to the room.

If nurses are able to take a moment from patient care, they may also be able to help you, but if you still can’t connect, call our Information Systems team at 8888 from any hospital phone.

Pastoral Care

Nash UNC Health Care provides pastoral care to patients and their families. If you would like to see a chaplain, please ask your nurse to contact the chaplain on call. A chapel is located on the first floor. You and your visitors are invited to use at any time.

Pet Therapy

A visit from “man’s best friend” is all it takes to bring great joy to some patients. If you’re interested in a visit from one of our Caring Canines of Nash, please let your nurse know.

PATIENTS WITH SPECIAL NEEDS

Nash UNC Health Care offers special services, upon request, for patients with special needs. A partial list of these services includes:

- Closed-caption television
- Telephone equipped with volume amplifier
- A TDD telephone
- Resource information and referrals for patients with specialized needs after discharge
YOUR HEALTH CARE TEAM

Patients and their families are essential partners in the quest to improve patient safety and reduce potential errors. The single most important way you can help is to be an active participant on your health care team. Consider asking questions or discussing concerns related to any aspect of your care with all health care workers who have direct contact with you. Take part in every decision about your health care. Your involvement will assist us in creating a safe environment for everyone.

Your nurse and others may provide you with additional printed information intended to help provide a safe and pleasant environment during your stay with us. Placing them in the pockets of this folder will help you keep all your information together.

We also ask that patients not bring any electrical equipment into the hospital. Any appliance that you feel is necessary for your stay must be presented to your nurse upon admission and tested for safety.

PAIN MANAGEMENT

Nash UNC Health Care is committed to the management and relief of your pain. As a patient at this hospital, you have the right to:

- Information about pain and pain relief measures
- A concerned staff committed to pain prevention and management
- Health professionals who respond quickly to reports of pain
- Confidence that your report of pain will be believed
- Methods to reduce and cope with pain
- Be involved in your pain management plan to help us relieve your pain. We will ask you to do certain things:
  - Ask your doctor or nurse what to expect regarding pain and pain management.
  - Discuss pain relief options with your doctors and nurses.
  - Work with your doctor and nurse to develop a pain management plan.
  - Ask for pain relief when pain first begins.
  - Help your doctor and nurse assess your pain. They may ask you to rate your pain on a scale of 0 to 10, with 0 being no pain and 10 being the worst pain you have ever felt.
  - Tell your doctor or nurse if your pain is not relieved and if you are experiencing any side effects. As an additional precaution, we will need to wake you up at night (possibly as often as every two hours) because difficulty waking up is one of the side effects of pain medication.
  - Tell your doctor or nurse about any worries you have about taking pain medication.
  - If you have a PCA machine (Patient-controlled Analgesia), only YOU are allowed to press the button for more pain relief medication – NOT visitors or family members.

A Joint Decision

You and the staff will decide together on a plan to lower your pain. The plan may include drugs and alternative means of pain control such as massage, music, or relaxation techniques. Once the pain treatment begins, your nurses will periodically reassess your pain to make sure that the plan is working.

You are the only one who knows how much pain you feel and what makes it better. Be honest with the doctors and nurses. Do not worry about bothering the staff, and do not try to “tough it out.” When asked to describe your pain, here are some words you can use: cramp, sharp, ache, burning, dull, constant, and off and on.

We are committed to helping you cope with your pain. Talk to the nurses and doctors about your pain and the pain treatment plan, and let us know what is working and what is not. Together we can make your stay in the hospital and your recovery period at home as comfortable as possible.

IV Lines and Catheters

Intravenous (IV) lines and catheters are often a necessary part of treatment, but can sometimes cause infections. We are required to rotate the IV access site. For your safety and comfort, we have a team of IV nurses specially trained to obtain IV access as gently as possible.

Never pull, twist, or kink these tubes, and let your nurse know if this happens or if the dressings on your IV line are not dry, clean, and secure. Be sure to ask your doctor every day if you still need the IV line and catheter.

Medications

During your stay in the hospital, you should only take medications given to you by your nurse. Do not take any medications you may have brought with you from home.

Your Wristband

Our hospital staff interacts with many patients each day, and some may have similar, or even identical, names. Because of this, we have implemented the Joint Commission’s patient safety goal of checking wristbands before any procedures and when your care is transferred to another health care team member.

This does not mean we don’t know your name! We are simply following these standards to help ensure the highest level of safety. We also scan your medical record number before administering any medications.
Falls Prevention – “Catch a Falling Star”
If you are weak, unstable when standing, need assistance walking to the
bathroom, or have an IV line, a “Falling Star” falls precaution sign will be
placed on your door. A bed alarm may also be installed to alert nurses
when you are getting out of bed.

PATIENT PORTAL
My UNC Chart is a safe, secure and convenient patient portal that allows you to access your health
information when it is convenient for you. Go to
myuncchart.org to sign up, or download the MyChart app for both Android and iOS users to access My UNC Chart from your phone or tablet.

With My UNC Chart you can:
• Manage your appointments
• Send a message to your outpatient UNC care team
• Access test results

For more information or to sign up, go to myuncchart.org or call UNC
HealthLink at (888) 996-2767. For inpatient hospital stays, your test
results and medical information will be available 14 days after discharge.

CONDITION H (HELP)
Inpatients and families who need immediate medical help and
assistance, should call 8123. Anyone -- a patient, family
member, or friend – may call a Condition H.

If the health care team is not recognizing significant changes in a
patient's condition, such as a change in breathing, chest pain or pressure,
slurred speech, bleeding, or heightened anxiety, a Condition H should be
called to ext. 8123. Tell the operator:
1) Your name
2) Room number
3) Patient name
4) Patient concern

The operator will immediately activate a Condition H, alerting a team of
medical professionals who will arrive in the room to assess the situation.
Additional clinical support will be called as needed.

INFECTION PREVENTION AND YOU
Hand Hygiene
The single most important way to prevent the spread
of infection is through handwashing. Hospitals are filled with sick
people and without precautions, it’s easy to pick up germs and spread
them. While you are in the hospital, you should expect and insist that
anyone who touches you — from visitors to health care workers — wash
his or her hands.

Become a partner in your care. If you do not see people washing their
hands, please do not be afraid to politely ask, “Did you wash your hands?”

Special Precautions
If a special precautions sign has been placed on your
door, those who come into your room need to take
additional safeguards and wear protective clothing.
A nurse will provide instructions for your visitors.

Special precautions help protect everyone.
Failing to follow the precautions may put others
at risk. Visitors who fail to wear the personal
protective equipment (PPE) may not be allowed
to visit. Gowns and masks will not fit children under 12 and
therefore they cannot enter a room with a special precautions sign.

Environmental Services (EVS) – Housekeeping
Nash UNC makes every effort to keep all rooms clean and sanitized.
If you have any concerns about the cleanliness of your room, please
call a housekeeping supervisor at 6464 on your room phone, or the
Environmental Services office at 8075.

GET TO KNOW YOUR HOSPITALIST
The hospitalist team at Nash UNC Health Care is a group of board-
certified physicians dedicated solely to caring for patients during their
stay in the hospital. Hospitalists do not have medical offices or practices
outside the hospital.

While it may seem strange not having your regular doctor see you while
you are in the hospital, there are many benefits in having hospitalists,
including 24/7 availability. If you have questions, please ask your nurse.

Surgicalist Program
Nash UNC Health Care has implemented a surgicalist program in
order to better serve patients in the community and to provide them
with high-quality surgery care in case of an emergency. Surgicalists are
physicians who specialize in general surgery. They are on call 24/7 and
headquartered at the hospital. These surgeons follow patients’ progress
while they are in the hospital.

The main difference between general surgeons on staff and surgicalists is
that surgicalists do not perform elective surgeries. Surgicalists primarily
treat patients who have been brought to the hospital through the
emergency department for conditions that require immediate surgery,
such as a ruptured appendix, bowel blockage, or GI bleeding.

ADVANCE CARE PLANNING
An Advance Care Plan is a general term which refers to both verbal
and/or written summaries of your preferences related to your provision
of care, treatment, and services in the event of future loss of capacity.
Advance Care Plans do not go into effect until you are no longer able to
make decisions for yourself.

Advance Directives
Nash UNC Health Care provides Advance Directives as part of an
Advance Care Plan. An Advance Directive is a signed, witnessed (by two
individuals), and notarized written document, recognized by the State
of North Carolina, which expresses an individual's preferences concerning
life-prolonging measures.

Advance Directives include:
• Advance Desire for a Natural Death (A Living Will)
• Health Care Power of Attorney, which allows you to appoint
someone to make health care decisions for you if you are not able
to make them
• Advance Directive for Mental Health Treatment to express your
preferences related to the provision of mental health care,
treatment, and services in the event of future loss of capacity

Five Wishes®
Nash UNC Health Care is committed to providing
superior quality health care at every stage of our
patients’ lives, and having a clear understanding of
your end of life wishes is our way of ensuring just that.

Five Wishes® is an easy to understand, yet
thought-provoking brochure that covers five
major decisions everyone should make – not
just patients, but anyone over the age of 18. The Five Wishes®
brochure incorporates a Living Will and a Health Care Power of
Attorney in a single document, and once completed, signed, witnessed,
and notarized becomes a legal document.

If you would like to get more information about Advance Care
Planning, please tell your nurse that you would like to speak with a
chaplain. Our chaplains have the Five Wishes® brochure available
and will be happy to help you fill it out. Other forms are available at
www.secretary.state.nc.us/ahcdr/.

Appoint a Health Care Advocate
A health care advocate, who may be a friend or family member, can help
you ask questions and express your needs at a time when you may not
be able to do so. Your advocate may also keep copies of your medication
list and other important medical documents.
OPEN VISITATION

Visitors are welcome at Nash UNC Health Care because visits from caring family and friends can be very important in the healing process. We have open visitation, meaning that visitation is allowed 24 hours a day.

Equally beneficial to the recovery process is a patient’s need for a quiet and restful atmosphere. Our visitation guidelines are designed to balance the value of visits with the need for rest in a manner that aids recovery.

In order to ensure quality patient care and safety, there may be some exceptions to our open visitation, depending upon the patient’s condition and/or preferences. We encourage you to speak with the patient’s nurse if you have any questions.

- Please be considerate of other patients and visitors by refraining from loud talking and laughter when in rooms and hallways.
- Based on the patient’s clinical needs or the activity in the unit, the physician or nurse may limit the number of visitors and/or the time spent in the patient’s room at one time.
- Children under the age of 12 must be accompanied by an adult at all times and may not enter isolation rooms.
- People who have recently been exposed to communicable diseases or have a fever, cold, or rash should not visit patients.
- Please make sure you wash your hands or use hand sanitizer prior to entering and leaving a patient’s room.
- As a courtesy, cell phones should be placed on vibrate and conversations should take place in areas that will not affect other patients or interfere with patient care.
- Because we wish to safeguard the privacy of our patients, pictures, videos and audio recordings may not be taken of other patients, visitors, hospital equipment, or hospital staff without specific written permission.
- To respect confidentiality and the privacy of other patients, visitors should remain in their family member’s room or designated waiting area.
- The hospital bed is reserved for the patient only.
- Read all signs posted on the patient’s door and follow instructions. If you have any questions, please contact the patient’s nurse.
- Nash UNC Health Care is a tobacco-free campus, and visitors should refrain from using any tobacco products while on campus. We appreciate your cooperation.

Visits at Nash General Hospital - Main Lobby

The front doors to the main hospital are unlocked at all times. From 7:00 am until 9:00 pm, there will be a receptionist in the main lobby who can provide a room number to visitors and give directions.

After 9:00 pm, a security guard will be in the front lobby and can provide a patient room number and directions for you.

Visits at the Emergency Department

The emergency department is a secure environment with controlled access. The department will strive to meet the needs of our patients at all times, but visitation may be limited based on the activity of the department and the condition of the patient.

Visitors may be asked to step outside the patient’s room during procedures. To protect the safety and confidentiality of our patients, waiting is not allowed in the hallways. Visitors may wait in the lobby until the procedure is completed.

Visits at Nash Day Hospital

Family, friends, and/or significant others may accompany and visit patients before and after procedures performed at Nash Day Hospital.

Visits at Mayo Surgery Pavilion

During the day: Surgery Pavilion visitors will be given a beeper by the information desk when waiting for their loved one to have surgery. When surgery is complete, the receptionist will take family members into a consultation room to meet with the surgeon. The Pavilion waiting room is open Monday-Friday, except holidays, from 5:45 am to 5:30 pm.
After 5:30 pm: There are some instances when surgery may extend longer than anticipated. If a patient is staying overnight and has been assigned a room, and the patient’s surgery continues after 5:30 pm, the surgery pavilion receptionist will lead family members to a private room or may direct them to the Nash Heart Center waiting area.

The receptionist will inform the recovery room nurse of the family’s location and the surgeon will contact them in that area after the procedure. If a family is waiting in the Nash Heart Center and has questions, they may ask the Nash Heart Center receptionist for assistance.

CAFETERIA

The Courtyard Café is located on the ground floor of the hospital and is open from 6:15 am until 7:00 pm and from 12:00 midnight until 3:00 am.

Breakfast is served until 10:15 am on weekdays and until 9:30 am on weekends.

VENDING MACHINES

Vending machines are available 24/7 in the lobby of the emergency department, the Nash Heart Center lobby, first floor of the Nash Women’s Center, and at the entrance to the cafeteria on the ground floor of Nash General Hospital.

GIFT SHOP

The “Thoughts of You” gift shop is open from 9:00 am to 7:00 pm Monday through Friday, from 11:00 am to 4:00 pm Saturday, and from noon to 5:00 pm Sunday.

Located on the first floor near the main entrance, the shop offers a large selection of magazines, toiletries, baby & adult clothes, flowers, jewelry, books, toys, games, and other gifts. It also offers a selection of candy, peanuts, chips, cookies, cakes, and other snacks.

CHAPEL

The hospital chapel is located on the first floor near the main lobby and is open 24 hours a day, seven days a week. Patients and visitors are invited to the chapel for quiet time and meditation. If you would like a visit from the chaplain, please let the nurse know.

HOSPITAL CAMPUS MAPS

Visitor maps of the hospital campus are available at several locations throughout the hospital. Maps may be obtained from the main lobby information desk, the registration desk at Nash Day Hospital, and waiting rooms.

If you have trouble finding a map or are having difficulty finding a location, please inquire at one of our information desks or ask any Nash UNC Health Care employee, who will be happy to give you directions.

In addition, printable maps of our campus may be obtained at www.nashunchealthcare.org.

SMOKING

Nash UNC Health Care is a tobacco-free campus. Use of tobacco is not allowed in any area of our campus, including parking lots. This tobacco-free policy applies to everyone on our campus: patients, visitors, medical staff members, vendors, and employees.

Smoking is an unhealthy practice and can have devastating effects on you and those around you. We realize that smoking is a difficult habit to kick and strongly recommend you quit as soon as possible. To help you, Nash UNC Health Care offers a smoking cessation class. For more information, call 937-3473 or dial 3473 on any hospital phone.

VOLUNTEERS AT NASH UNC HEALTH CARE

Volunteers are a vital part of hospital care. They add a sense of community and home to our hospital. They are family, friends, and neighbors, and come from every walk of life.

Volunteers assist with the transport of patients in many areas of the hospital and provide a variety of other services, including helping families; answering phones; delivering cards, flowers and books; playing games; working in the gift shop; and greeting visitors.

If you have an interest in becoming a part of this extraordinary group, call 962-8118, Monday through Friday, 8:30 am to 5:00 pm or visit our website, www.nashunchealthcare.org to request an application.

PATIENT & FAMILY CARE ADVISORY COUNCIL

This council consists of citizens from our community who are genuinely concerned about improving both the patient and family experience at Nash UNC Health Care. Members meet once a month to discuss all types of issues, provide an outsider’s point of view, and to offer recommendations for improvement.

Their insight has proven to be extremely beneficial to the hospital. Most of the members have either been a patient or have experienced this hospital through a loved one. If you feel you would like to be a part of this committee, please call 962-6999.
CARE MANAGEMENT SERVICES

From the moment you enter the hospital, a registered nurse care manager or social worker will begin to arrange for your safe and appropriate discharge. This staff member will work closely with your doctor, you, your family, the healthcare team, and your insurance carrier during your entire stay to make certain the care you receive best suits your needs.

By performing case-by-case medical record reviews, your care manager also helps ensure that your insurance will continue to cover your stay in the hospital.

Additionally, if you’re not going directly home at discharge, your care manager will communicate with your insurance company to arrange for transfer to another level of care outside the hospital.

Going Home

Your doctor will let you know an approximate time for your discharge. Please plan to have transportation available by 11:00 am.

Please keep in mind that it is very difficult to pinpoint a specific discharge time. Your doctor must first write a discharge order and deliver it to your nurse. The time required to process paperwork and arrange for medications, medical equipment if needed, and instructions for discharge can vary based on a number of factors. We ask for your patience.

When you are ready to leave the hospital, a wheelchair will be sent to transport you to the front lobby.

Parking for Patient Discharge if You Are Going Home

Hospital visitors who are picking up discharged patients are asked to park in the main parking lot (see map on back cover) until the patient has been released and brought to the hospital lobby. Once the patient has been brought to the front, visitors can then move their vehicles from the parking area to the drive-thru canopy area for pick-up.

Please do not leave your car parked unattended at the drive-thru area.

Moving to Another Level of Care

Your stay in the hospital – the most critical phase of care – is only the first step in treatment, with much of your recovery occurring after you leave the hospital. Where you go next depends on many factors. Your care manager, with advice from your health care team, will assess your options and help determine the best choice.

Your Care Manager Considers All Factors

While getting appropriate medical care is the most important concern, your care manager will also take into account your family support network, your insurance coverage, and other non-medical factors. Dealing with insurance companies and governmental agencies can be complicated so the discharge planning process begins the day you are admitted to the hospital.

It is important to understand that your medical care (and expenses) will most likely continue after you are discharged. Without appropriate planning your insurance coverage may end, leaving you personally responsible for expenses.

The Final Decision

Where you go when you’re discharged from the hospital should be a joint decision by you, your doctor, and your family. The care manager is a professional navigator of the healthcare system and will always work to assure problem-free continuity of the best possible care.

Home: Before discharge, your care manager will visit you to discuss your need for medical equipment once you’re home (a walker, wheelchair, nebulizer, etc.); limited home health or personal care services; and the safety of your home environment. (Will you be living alone? Grab bars? Nutritious meals? Family support?)

Home Care Services: A home care agency can provide nurse visits, physical therapy, lab work, and a home health aide; all of which must be approved by your insurance carrier.

Home Care Services: A home care agency can provide nurse visits, physical therapy, lab work, and a home health aide; all of which must be approved by your insurance carrier.
Assisted Living: Assisted living provides a protective environment and some assistance with activities of daily living to help patients maintain their independence.

Inpatient and Skilled Nursing Facility Rehabilitation: Due to complex medical conditions, a patient may require rehabilitation upon discharge from the hospital. An acute rehab facility offers 2 to 3 hours of intense therapy each day; a sub-acute facility provides 1 to 1-1/2 hours with a shorter stay, about 1-3 weeks.

Long-Term Acute Care Hospital: Long-term acute care hospitals serve as an extension of the care received at Nash UNC Health Care.

Long-Term Nursing Home Care: Nursing homes provide long-term nursing care or custodial care for dependent patients who are unable to manage in other settings. Most insurances do not cover this type of care.

Hospice: End of life care can be provided in a home or a facility setting through hospice services. Home hospice requires a caregiver to provide for the patient’s daily needs.

BILLING

Nash UNC Health Care understands that hospital billing can sometimes be confusing. We hope the following information will help you with any questions you may have.

There may be some delay in receiving your first bill from the hospital. That’s because your insurance company will be billed first and they will determine their portion of the bill. The first bill you receive will show the remaining balance, which is your responsibility.

If you receive an EOB form, an Explanation of Benefits, this typically shows which charges your insurer will pay and how much they will pay on each charge. The EOB form is informational only. It is NOT a bill and does not require you to take any action, but if you have questions about your EOB, you’ll need to call your insurance company. The hospital does not send out EOB forms and cannot answer questions related to them.

Multiple Bills

Although you may be expecting only one bill from your stay at the hospital, this is not typically the case. While the hospital itself will only send one bill, you will most likely also receive bills from other practices, not a part of the hospital, who provided medical services while you were here – such as doctors, Nash X-ray Associates, anesthesia, or cardiology. If you have questions about a bill, please be sure to call the number shown on that bill, not the hospital.

Billing Department

Our representatives are able to assist you Monday through Friday from 8:30 am to 5:30 pm. Please contact them at 252-962-8030 or 844-230-0180 with questions you may have about your hospital bill, to set up payment arrangements, or to make payments after your hospital stay. If you are still in the hospital, you may dial 8030 on any hospital phone.

Financial Counselors

Hospitalization sometimes results in services provided to you that you are not prepared for financially. Nash UNC Health Care certainly understands and offers payment options that we would be happy to discuss with you, such as payment plans, self-pay discounts, and other assistance based on financial needs.

Please feel free to contact our billing department or a financial counselor for further assistance. Financial counselors can assist you Monday through Friday from 8:00 am to 5:00 pm with questions and financial arrangements prior to or during your hospital stay. Please call 252-962-8030 or 252-962-4090.
PATIENT RIGHTS & RESPONSIBILITIES

Patient Rights

1. A patient has the right to respectful care given by competent workers.
2. A patient has the right to know the names and the jobs of his or her caregivers.
3. A patient has the right to privacy with respect to his or her medical condition. A patient's care and treatment will be discussed only with those who need to know.
4. A patient has the right to have his or her medical records treated as confidential and read only by people with a need to know. Information about a patient will be released only with permission from the patient or as required by law.
5. A patient has the right to request amendments to and obtain information on disclosures of his or her health information, in accordance with law and regulation.
6. A patient has the right to know what facility rules and regulations apply to his or her conduct as a patient.
7. A patient has the right to have emergency procedures done without unnecessary delay.
8. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
9. A patient has the right to make informed decisions regarding his or her care and has the right to include family members in those decisions.
10. A patient has the right to information from his or her doctor in order to make informed decisions about his or her care. This means that patients will be given information about their diagnosis, prognosis, and different treatment choices. This information will be given in terms that the patient can understand. This may not be possible in an emergency.
11. A patient given the option to participate in research studies has the right to complete information and may refuse to participate in the program. A patient who chooses to participate has the right to stop at any time. Any refusal to participate in a research program will not affect the patient's access to care.
12. A patient has the right to refuse any drugs, treatment or procedures to the extent permitted by law after hearing the medical consequences of refusing the drug, treatment or procedure.
13. A patient has the right to have help getting another doctor's opinion at his or her request and expense.
14. A patient has the right to care without regard to race, color, religion, disability, sex, sexual orientation, national origin, or source of payment.
15. A patient has the right to be given information in a manner that he or she can understand. A patient who does not speak English, or is hearing or speech impaired, has the right to an interpreter, when possible.
16. Upon request, a patient has the right to access all information contained in the patient's medical records within a reasonable timeframe. This access may be restricted by the patient's doctor only for sound medical reasons. A patient has the right to have information in the medical record explained to him or her.
17. A patient has the right to be awakened by staff unless it is medically necessary.
18. A patient has the right to be free from needless duplication of medical and nursing procedures.
19. A patient has the right to treatment that avoids unnecessary discomfort.
20. A patient has the right to be transferred to another facility only after care and arrangements have been made and the patient has been given complete information about the hospital's obligations under law.
21. A patient has the right to a copy of his or her bills. A patient also has the right to have the bill explained.
22. A patient has the right to request help in finding ways to pay his or her medical bills.
23. A patient has the right to help in planning for his or her discharge so that he or she will know about continuing health care needs after discharge and how to meet them.
24. A patient has the right to access people or agencies to act on the patient's behalf or to protect the patient's right under law. A patient has the right to have protective services contacted when he or she or the patient's family members are concerned about safety.
25. A patient has the right to be informed of his or her rights at the earliest possible time in the course of his or her treatment.
26. A patient has the right to make advance directives (such as a living will, health care power of attorney and advance instruction for mental health treatment) and to have those directives followed to the extent permitted by law.
27. A patient has the right to personal privacy and to receive care in a safe and secure setting.
28. A Medicare patient has the right to appeal decisions about his or her care to a local Medicare Review Board. The facility will provide the name, address, and phone number of the local Medicare Review Board and information about filing an appeal.
29. A patient has the right to be free from all forms of abuse or harassment.
30. A patient has the right to be free from the use of seclusion and restraint, unless medically authorized by the physician. Restraints and seclusion will be used only as a last resort and in the least restrictive manner possible to protect the patient or others from harm and will be removed or ended at the earliest possible time.
31. A patient has the right to designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient.
32. A patient has the right to pastoral care and other spiritual services.
33. A patient has the right to be involved in resolving dilemmas about care decisions.
34. A patient has the right to have his or her complaints about care resolved.
35. A patient and his or her family have the right to request assistance from the Nash Hospitals Inc. ual needs committee for ethical issues, such as starting or stopping treatments to keep patients alive, differences of opinion or when advance directives cannot be honored.
36. The patient has the right to appropriate pain management.
37. A patient has the right to be free from financial exploitation by the health care facility.

Children and Adolescents:

1. The family/guardian of a child or adolescent patient has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have his or her wishes considered in the decision-making as limited by law.
2. A child or adolescent patient has the right to expect that care and the physical environment will be appropriate to his or her age, size, and needs.
3. A child or adolescent patient whose treatment requires a long absence from school has the right to education services. These services will be arranged with the local school system.

Patient Responsibilities:

1. Patients are responsible for providing correct and complete information about their health and past medical history.
2. Patients are responsible for reporting changes in their general health condition, symptoms, or allergies to the responsible caregiver.
3. Patients are responsible for reporting if they do not understand the planned treatment or their part in the plan.
4. Patients are responsible for following the recommended treatment plan they have agreed to, including instruction from nurses and other health personnel.
5. Patients are responsible for keeping appointments.
6. Patients are responsible for treating others with respect.
7. Patients are responsible for following facility rules regarding smoking, noise, and use of electrical equipment.
8. Patients are responsible for what happens if they refuse the planned treatment.
9. Patients are responsible for paying for their care.
10. Patients are responsible for respecting the property and rights of others.
11. Patients are responsible for assisting in the control of noise and the number of visitors in their rooms.

To Report a Patient's Rights Concern, Please Contact:

Coordinator for Quality Support Services & Risk Management
2460 Curtis Ellis Drive
Rocky Mount, NC 27804
252-962-8767

The Joint Commission Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Fax: 1-630-792-5636
Email: patientsafetyreport@jointcommission.org
Online complaint form: https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of 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, HH11 Building Washington, DC 20201 1-800-368-1019 1-800-537-7697 (TDD)

Complaint forms are available at: http://hhs.gov/ocr/office/file/index.html
Nash UNC Health Care Systems (Nash Hospitals, Inc.; Nash MSO, Inc.; and NHCS Physicians, Inc.) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Nash UNC Health Care Systems does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Nash UNC Health Care Systems:
- 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)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Community Outreach/Emergency Management Coordinator, Nash UNC Health Care Systems, 2460 Curtis Ellis Drive, Rocky Mount, NC 27804; (252) 962-3461 (phone); (252) 962-3347 (fax); (252) 962-8850 (TTY).

If you believe that Nash UNC Health Care Systems 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 Coordinator for Quality Support Services & Risk Management, Nash UNC Health Care Systems, 2460 Curtis Ellis Drive, Rocky Mount, NC 27804; (252) 962-8767 (phone); (252) 962-8855 (fax); (252) 962-8850 (TTY). You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, the Nash UNC Coordinator for Quality Support Services & Risk Management is available to help you.


AVISO DE NO DISCRIMINACIÓN

Nash UNC Health Care Systems (Nash Hospitals, Inc.; Nash MSO, Inc.; y NHCS Physicians, Inc.) cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Nash UNC Health Care Systems no excluye a las personas ni las trata de forma diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

Nash UNC Health Care Systems:
- Proporciona asistencia y servicios gratuitos a personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
  - Intérpretes de lenguaje de señas capacitados
  - Información escrita en otros formatos (letra de imprenta grande, audio, formatos electrónicos accesibles, otros formatos)
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
  - Intérpretes capacitados
  - Información escrita en otros idiomas

Si necesita recibir estos servicios, comuníquese con Community Outreach/Emergency Management Coordinator (Coordinador de Programas Comunitarios/Gestión de Emergencias), Nash UNC Health Care Systems, 2460 Curtis Ellis Drive, Rocky Mount, NC 27804; (252) 962-3461 (teléfono); (252) 962-3347 (fax); (252) 962-8850 (TTY).

Si considera que Nash UNC Health Care Systems no le proporcionó estos servicios o lo discriminó de otra manera por motivos de raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una reclamación al Coordinator for Quality Support Services & Risk Management, Nash UNC Health Care Systems, 2460 Curtis Ellis Drive, Rocky Mount, NC 27804; (252) 962-8767 (teléfono); (252) 962-8855 (fax); (252) 962-8850 (TTY). Puede presentar la reclamación en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, el Coordinator for Quality Support Services & Risk Management (Coordinador de Garantía de Calidad y Minimización de Riesgo) y está a su disposición para brindarla.


- ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-252-962-8000
- ATTENTION: si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-252-962-8000
- CHÚ Ý: Nếu bạn nói Tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-252-962-8000
- 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-252-962-8000
- ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung, Rufnummer: 1-252-962-8000
- 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-252-962-8000 번으로 전화해 주십시오
- ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-252-962-8000 पर कॉल करें
- PAUNAWA: Kung nasasala ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika wika nang wala bayad. Tumawag sa 1-252-962-8000
- LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-252-962-8000
- ध्यान दें: यदि आप गुजराती बोलते हैं, तो भाषासहायता सेवा में भाषा सहायता सेवाएं उपल्ब्ध हैं। 1-252-962-8000 पर कॉल करें

NOTICE OF NONDISCRIMINATION