



Patient Handbook



Smaller. Smarter. Safer.

420 Thomson Circle ♦ Abbeville, S.C. 29620
(864) 366-5011



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Mission ♦ Vision ♦ Values

Our Mission

Providing Quality Healthcare; Inspiring Healthy Living.

Our Vision

We will be the first choice for healthcare in the communities we serve.

Our Values

Leadership	We will guide the way to a healthy community.
Customer Service	We identify our customers as patients and families, the communities we serve, physicians, employees, and vendors. We are committed to treating our customers with respect and dignity.
Continuous Improvement	We strive to continually improve our performance and the quality of our service.
Stewardship	We are dedicated to the sound management of our resources to insure we will remain viable for future generations.
Teamwork	We work together to meet the needs and expectations of our customers.
Integrity	We are committed to ethical principles and practices in all areas of patient care and business.



◆ About Your Healthcare Team ◆

Physician

Your doctor has special medical training and experience. Your physician cares for your medical problems and coordinates the team and plan of care. Your plan of care is designed to improve your health and increase your independence and to help you to reach your goals.

Nurses

Abbeville Area Medical Center takes pride in our nursing staff whose primary goal is promoting a caring environment. Professional nurses work closely with the medical staff while providing a highly specialized level of expertise. Nursing assistants and specialized technologists collaborate with nurses to meet patient care needs.

Therapists

Your physician may refer you to a therapist for specific treatment. Therapists are highly trained individuals who specialize in one treatment area, such as physical, occupational or respiratory therapy.

Case Manager

The Case Manager provides support and education to you and your family. They will work with you and your family to provide a safe transition back to the community.

Spiritual Needs

If you have spiritual needs, we encourage you to reach out to your spiritual advisor of choice.

Clinical Dietician

Your dietary needs will be considered at the time of admission and checked throughout your stay. If a special diet is best for you, a dietician will meet with you to explain what you can or should not eat.

Pharmacists

Pharmacists and pharmacy technicians at AAMC are on-call 24 hours a day to prepare medications and intravenous (IV) solutions, provide drug-monitoring services and furnish drug information to your medical and nursing team. They are available to answer any questions you have about your medications.

Volunteers

Volunteers are very important at AAMC because they provide a personal touch in so many areas of the hospital that enriches the hospital experience for patients, families, and visitors.



◆ Patient Notice - Lewis Blackman Act ◆

Abbeville Area Medical Center (AAMC) supports the education and development of clinical trainees: students, volunteers, vendors, and licensed professionals, such as nurses, pharmacists, physical therapists, phlebotomists, radiology specialists, medical students or other healthcare providers.

AAMC does not have interns on staff or rendering patient care. Residents from the Montgomery Family Practice Center may participate in patient care throughout the facility. Clinical trainees may be involved in inpatient and outpatient care involving nursing, pharmacy, physical therapy, phlebotomy, radiology or other clinical services. Clinical trainees perform their duties under the supervision of an instructor, preceptor, physician or other professional healthcare provider within the scope of practice for their education and experience. All clinical trainees will be identified by wearing badges that clearly state their name, department and trainee title.

Your attending physician is the person responsible for your care while you are hospitalized. The attending physician may change during a hospitalization depending upon the type of care or services required for your care. No medical students will be involved in making treatment decisions or participating in invasive procedures. Some attending physicians work closely with a physician assistant or nurse practitioner (Allied Health Professional). In this instance, these Allied Health Professionals would be making treatment decisions and participating in your care. Allied Health Professionals are credentialed by the hospital.

It is your right at any time during your hospital stay to discuss your personal medical care with your attending physician. Your attending physician is the person responsible for your care. Upon request, a nurse will assist you in placing a call to the attending physician. If you are unable to make a personal call, upon request, a nurse will notify your attending physician or designee to inform him or her of your concern and your need for one to one communication. In addition, you may request at any time to speak with an AAMC Department Manager or Administrative Supervisor to discuss concerns about your treatment plan or hospital care.



◆ Notice of Nondiscrimination ◆

Discrimination is Against the Law

Abbeville Area Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Abbeville Area Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Abbeville Area Medical Center

- Provides free aids and services to people with disabilities to communicate effectively with us, to include:
 - 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 to include:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the AAMC Switchboard at 864-366-5011.

If you believe that Abbeville Area Medical Center 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 : Alice Rigney, Compliance Officer, P.O. Box 887, Abbeville, Phone: (864) 366-3391 TTY: 1-800-735-8583 Fax: (864) 366-3372, Email:

arigney@abbevilleareamc.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Alice Rigney, Compliance Officer, is available to help you.

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 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 1 (800) 368-1019 1 (800) 537-7697 (TDD)

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

● ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-864-366-5011 (TTY: 1-800-735-8583).

● 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 1-864-366-5011 (TTY: 1-800-735-8583)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-864-366-5011 (TTY: 1-800-735-8583).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-864-366-5011 (TTY: 1-800-735-8583) 번으로 전화해 주십시오



ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-864-366-5011 (TTY: 1-800-735-8583).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-864-366-5011 (TTY: 1-800-735-8583).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-864-366-5011 (телетайп: 1-800-735-8583).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-864-366-5011 (TTY: 1-800-735-8583).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-864-366-5011 (TTY: 1-800-735-8583).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-864-366-5011 (رقم هاتف الصم والبكم: 1-800-735-8583).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-864-366-5011 (TTY: 1-800-735-8583).

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-864-366-5011 (TTY: 1-800-735-8583) まで、お電話にてご連絡ください。

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-864-366-5011 (телетайп: 1-800-735-8583).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-864-366-5011 (TTY: 1-800-735-8583) पर कॉल करें।

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-864-366-5011 (TTY: 1-800-735-8583)



◆ Patient Rights ◆

Understanding Expectations, Rights & Responsibilities

When you need hospital care, your doctor and the nurses and other professionals at our hospital are committed to working with you and your family to meet your health care needs. Our dedicated doctors and staff serve the community in all its ethnic, religious and economic diversity. Our goal is for you and your family to have the same care and attention we would want for our families and ourselves.

The sections below explain some of the basics about how you can expect to be treated during your hospital stay. They also cover what we will need from you to care for you better. If you have questions at any time, please ask them. Unasked or unanswered questions can add to the stress of being in the hospital. Your comfort and confidence in your care are very important to us.

While you are here, you will receive more detailed notices about some of the rights you have as a hospital patient and how to exercise them.

What to Expect During Your Hospital Stay

A clean and safe environment.

Our hospital works hard to keep you safe. We use special policies and procedures to avoid mistakes in your care and keep you free from abuse or neglect. If anything unexpected and significant happens during your hospital stay, you will be told what happened, and any resulting changes in your care will be discussed with you.

Involvement in your care.

You and your doctor often make decisions about your care before you go to the hospital. Other times, especially in emergencies, those decisions are made during your hospital stay. When decision-making takes place, it should include:

- *Discussing your medical condition and information about medically appropriate treatment choices.*

To make informed decisions with your doctor, you need to understand:

- The benefits and risks of each treatment.
- Whether your treatment is experimental or part of a research study.
- What you can reasonably expect from your treatment and any long-term effects it might have on your quality of life.
- What you and your family will need to do after you leave the hospital.
- The financial consequences of using uncovered services or out-of-network providers.

Please tell your caregivers if you need more information about treatment choices.



- *Discussing your treatment plan.*

When you enter the hospital, you sign a general consent to treatment. In some cases, such as surgery or experimental treatment, you may be asked to confirm in writing that you understand what is planned and agree to it. This process protects your right to consent to or refuse a treatment. Your doctor will explain the medical consequences of refusing recommended treatment. It also protects your right to decide if you want to participate in a research study.

- *Getting information from you.*

Your caregivers need complete and correct information about your health, medications and coverage so that they can make good decisions about your care. That includes:

- Past illnesses, surgeries or hospital stays.
- Past allergic reactions.
- Any medicines or dietary supplements (such as vitamins and herbs) that you are taking.
- Any network or admission requirements under your health plan.

- *Understanding your health care goals and values.*

You may have health care goals and values or spiritual beliefs that are important to your well-being. They will be taken into account as much as possible throughout your hospital stay. Make sure your doctor, your family and your care team know your wishes.

- *Understanding who should make decisions when you cannot.*

If you have signed a health care power of attorney stating who should speak for you if you become unable to make health care decisions for yourself, or a “living will” or “advance directive” that states your wishes about end-of-life care; give copies to your doctor, your family and your care team. If you or your family need help making difficult decisions, counselors, chaplains and others are available to help.

Protection of your privacy.

We respect the confidentiality of your relationship with your doctor and other caregivers, and the sensitive information about your health and health care that are part of that relationship. State and federal laws and hospital operating policies protect the privacy of your medical information. You will receive a Notice of Privacy Practices that describes the ways that we use, disclose and safeguard patient information.

If you have any questions or would like a copy of AAMC’s HIPAA Privacy Notice, please contact the Privacy Officer at 864-366-3313.

Preparing you and your family for your transition as you leave the hospital.

Your doctor works with hospital staff and professionals in your community. You and your family also play an important role in your care. The success of your treatment often depends on your efforts to follow medication, diet and therapy plans. Your family may need to help care for you at home.



You can expect us to help you identify sources of follow-up care and to let you know if our hospital has a financial interest in any referrals. As long as you agree that we can share information about your care with them, we will coordinate the transition with your caregivers outside the hospital. You can also expect to receive information and, where possible, training about the self-care you will need when you go home.

Help with your bill and filing insurance claims.

Our staff will file claims for you with health care insurers or other programs such as Medicare and Medicaid. They also will help your doctor with needed documentation. Hospital bills and insurance coverage are often confusing. If you have questions about your bill, contact our business office by dialing “0”. If you need help understanding your insurance coverage or health plan, start with your insurance company or health benefits manager. If you do not have health coverage, we will try to help you and your family find financial help or make other arrangements. We need your help with collecting needed information and other requirements to obtain coverage or assistance.

An opportunity to ask questions and express concerns.

For many concerns, it's usually best to first speak with the people caring for you. This would probably be your nurse, hospital case manager, or office staff. If you don't feel that they are helping you, please ask to speak to the supervisor, manager or director. If you still are unsatisfied with the resolve to your concern, you may file a grievance with the hospital. The hospital will review, investigate and resolve the grievance in a reasonable amount of time-generally 10 days from the time it is received. The hospital will respond to you in writing, in an easy to understand manner. The letter should tell you the steps that have been taken on your behalf to investigate the grievance, the results, and a contact person. You, or the hospital personnel, may also want to meet in person to talk about what happened.

AAMC contact person for grievances:
Mary Margaret Jackson, 864-366-3279
PO Box 887
Abbeville, SC 29620

A grievance is considered closed when you are satisfied with the actions taken by the hospital. There may be times, however, when the hospital feels it has taken reasonable steps to address your concern, but you are still unsatisfied. That's when you may consider filing your concern with a hospital oversight organization-the next step below.

The South Carolina Department of Health and Environmental Control (DHEC) licenses and certifies South Carolina hospitals. This means that the hospitals must meet certain rules and regulations in order to care for patients and receive payment. One function of DHEC is to investigate complaints about any facility they license.



Submitting the complaint: You can file a complaint with:

- DHEC Bureau of Certification 1-800-922-6735 (voicemail available); Fax: 803-545-4292; E-mail: rushrf@dhec.sc.gov; Mail: SCDHEC Bureau of Certification/Health Regulation 2600 Bull St. Columbia, SC 29201; or
- DNV 1-866-496-9647; 400 Techne Center Dr. Suite 100 Milford, OH 45150; website: www.dnvglhealthcare.com; E-mail: hospitalcomplaint@dnvgl.com
- Office for Civil Rights: You may file a complaint online using a form found at: www.ed.gov/about/offices/list/ocr/complaintintro.html You may print and mail the form to: Centralized Case Management Operations US Department of Health and Human Services 200 Independence Ave. SW Room 509F HHH Bldg. Washington DC 20201 or email the completed complaint and consent forms to OCRComplaint@hhs.gov Phone: 410-786-5510; Fax : 410-786-9549

Medicare: If Medicare (federal health insurance program for people over age 65 or people under 65 who are disabled) pays for you or your loved one's care, you may have an additional place to go with a quality of care concern. Medicare pays a Quality Improvement Organization (QIO) in each state to oversee the quality of care provided to Medicare patients. In South Carolina, that organization is called the Carolinas Center for Medical Excellence (CCME). You can call CCME at the following number: 1-844-455-8708. Explain to the person who answers the phone what your concerns are. Depending on the type of problem you are having, they may be able to help right away. For example, with your permission, they may be able to call the hospital to see if they can help solve your problem. In other cases, they may ask you to send your complaint in writing using a complaint form.

SC Hospital Infections Disclosure Act

Abbeville Area Medical Center participates in the SC Hospital Infections Disclosure Act. Our infection rates are made available to the public on the DHEC website at www.scdhec.gov or contact our Infection Control Nurse at 366-3374 for information.

Hearing and Visually Impaired

Translation and interpretation services are available as well as assistance for hearing and visually impaired individuals. To request these services, please speak with your nurse.



◆ Pain Management ◆

Patients at Abbeville Area Medical Center have a right to pain relief...

Today, pain control is a very important part of a hospital's care of patients. You will be asked about pain when you enter the hospital. Next you and your family will be told that effective pain relief is available and is an important part of treatment.

If you are taking pain medication, the hospital will make sure you are getting the correct dose by asking you if you are still suffering from pain and how much or how little it has improved.

You are entitled to quick, effective and concerned responses when you say you are in pain.

You have the right to...

- Information and answers to your questions about pain and pain relief
- A staff that cares about your pain
- A quick, efficient response from your doctor or nurse when you report pain
- The best available pain relief treatments
- A sense that your complaint of pain is believed by your doctor or nurse

You also have certain responsibilities:

- To ask your doctor or nurse what to expect and to discuss different kinds of pain relief choices
- To work with your doctor or nurse to make a pain relief plan
- To ask for pain relief as soon as the pain begins
- To help doctors and nurses measure your pain
- To tell your doctor or nurse about any pain that won't go away

At AAMC we use a "pain intensity scale" that asks you to pick a number from 0 to 10 that best indicates how bad the pain is. This method is important for you to give the best possible description so your treatment can be successful.

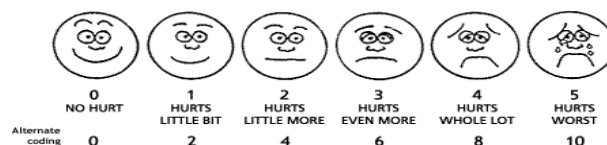


from Jacox A. Carr

Clinical Practice Guideline Number 9: Management of Cancer Pain. Rockville, MD: US Dept of Health and Human Services, Agency for Health Care Policy and Research: 1994, AHCPR Publication 94-0592.

DB, Payne R, et al

WONG-BAKER FACES PAIN RATING SCALE





Here are some questions that you can try to answer right now:

- Where is the pain located?
- Does the pain come and go or is it continuous?
- Would you describe the pain as sharp, dull, aching, throbbing, pins and needles, etc?
- What makes the pain better?
- What makes the pain worse?
- Does the pain stop you from doing certain things like bathing, getting dressed, tying your shoes, eating, etc?

Questions about pain medicines...

There are other comfort measures and treatment options that may be used in place of medication. For example, physical therapy, pain point injections, and non-steroidal medications. Your physician will help you determine which plan is best for you.



◆ Rapid Response Team ◆

Abbeville Area Medical Center is committed to providing high quality, compassionate care to our patients. We have implemented a Rapid Response Team as another way to provide the best possible care. The team enables us to act more quickly to changes in a patient's condition—often before a medical emergency occurs.

The team is made up of highly trained individuals, and will include a critical care nurse and a respiratory therapist. If it appears that a patient is getting sicker very quickly, the team is called and takes action quickly. The team comes to the patient and evaluates him/her immediately. The team may suggest laboratory tests, x-rays, new medications or that the patient be moved into the Intensive Care Unit for closer monitoring. These actions can help the patient get better quicker.

Problems can happen anytime a patient is in the hospital. This includes just after surgery, during medical tests, or when a patient is recovering from an illness.

Warning signs that may indicate the patient is getting sicker:

- Pale, sweaty skin
- Difficulty breathing on own
- Dizziness
- Unable to arouse
- Confusion, agitation, or other mental status changes

How family members can help:

When there are warning signs that the patient is getting much sicker, call the nurse and ask that they call the Rapid Response Team or dial ext. 3309 and tell the person who answers to activate a “Rapid Response.” Team members will arrive within minutes to evaluate the patient.



◆ Your Stay with Us ◆

Medication and Food from Home

Typically, all medications required during your stay will be ordered by your physician and supplied by the hospital pharmacy. Using medications not prescribed by your physician may upset a carefully planned program of treatment and could be very harmful to you. Please speak with your nurse if you would like to take medications from home. Please do not bring food from home, unless approved by your doctor or nurse in accordance with your ordered diet.

Getting Around

Please notify the nursing staff of your whereabouts at all times. Your doctor will give you and your nurse instructions about time out of bed, walking, use of wheelchair, etc. Check with your doctor or nurse before taking a tub bath or shower. Please do not attempt to get in and out of a wheelchair by yourself. To avoid injury, ask for help.

Valuables

Patients and Visitors are responsible for all personal belongings and valuables. AAMC is not responsible for replacing lost, misplaced, stolen, or damaged belongings and valuables; therefore **AAMC recommends that patients and visitors bring only essential items to the hospital.**

Valuables are defined as money, jewelry, medications, documents, items of monetary or sentimental value, clothing, dentures, hearing aids, eyeglasses or contacts, wheelchairs, walkers, canes or crutches, watches, credit cards, wallets or purses, cameras, cell phones, laptops or computers, home monitors, prosthetic devices, oxygen tanks or home respiratory machines.

Tobacco-Free Environment

As a leading health care institution, AAMC is concerned not only with the treatment of disease, but also the promotion of wellness. As a result, **smoking by patients, employees or visitors is not permitted anywhere on the medical center campus, including the parking lots.** Your doctor will be able to assist you with therapeutic methods.

Nurse-Call System

Calling your nurse is as easy as pushing a button on the hand-held speaker or the bed-rail. When the button is pressed, a light will signal the nursing staff that you need assistance and your nurse or another nursing staff member will answer the call as promptly as possible. A call button is also available in the bathroom. You may request a hotel bell call system designed for persons that have disabilities or may have trouble using the traditional call button. Nurses at Abbeville Area Medical Center will also be rounding on you during your stay. Rounding helps us anticipate your needs so please ask if you have any needs.

During the Night

Please stay in bed after you have been prepared for the night. Strange surroundings and sleeping medication may create a hazard for you if you get out of bed. For assistance during the night, use the call button.



Leaving the Unit

If you want to leave the unit, please check first at the nurses' station to make sure your doctor has given approval and to let the staff know where you can be reached. It is important to stay in your room until your doctor has made rounds and daily treatments have been completed.

Telephones

Each room is furnished with a telephone. For local calls, dial 9 and then the seven-digit local number. Hearing impaired patients may request special telephones with volume adjustable handsets and red flashing light to signal an incoming call.

Hospital Beds

Hospital beds are electronically operated, and the nurse will show you how to work the bed properly. The hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. They will be raised at night or during the day if you're resting, recovering from surgery or taking certain medications. Bed alarms may be set on your bed at times when you should not be getting up without assistance.

Your Identification Bracelet

To ensure your safety, an identification bracelet will be placed on your wrist. It is important that you have this bracelet on your wrist at all times during your hospital stay. It is our way of identifying you if you are asleep, under anesthesia or in treatment. If your bracelet is removed, please let your nurse know. Another will be made for you.

Universal Infection Control Precautions

Universal Infection Control Precautions are observed at AAMC to prevent the transmission of blood-borne diseases. This means our healthcare professionals may wear gloves, eye goggles, or scrubs when caring for you or when handling soiled objects. If you have any questions about Universal Precautions, please ask your nurse. Please feel free to ask staff about their hand washing practices.



◆ AAMC Speak Up Campaign ◆

To prevent health care errors,
patients are urged to...

Speak^{UP}™

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.



S **peak up** if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

P **ay attention** to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

E **ducate** yourself about your illness. Learn about the medical tests you get, and your treatment plan.

A **sk** a trusted family member or friend to be your advocate (advisor or supporter).

K **now** what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

U **se** a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

P **articipate** in all decisions about your treatment. You are the center of the health care team.



◆ 5 Things You Can Do To Prevent Infection ◆

SpeakUP™

5 Five Things You Can Do To Prevent Infection

1. Clean your hands.
Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, between your fingers and the backs of your hands.

Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers

2. Make sure healthcare providers clean their hands or wear gloves.

Doctors, nurses, dentists and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.

Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

3. Cover your mouth and nose.
Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection to others.

Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.

If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.

4. If you are sick, avoid close contact with others.
If you are sick, stay away from other people or stay home. Don't shake hands or touch others.

When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

5. Get shots to avoid disease and fight the spread of infection.

Make sure that your vaccinations are current - even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases:

Chicken pox • Mumps • Measles • Diphtheria

Tetanus • Hepatitis • Shingles • Meningitis

Flu (also known as influenza)

Whooping cough (also known as Pertussis)

German measles (also known as Rubella)

Pneumonia (*Streptococcus pneumoniae*)

Human papillomavirus (HPV)





◆ Tobacco Quitline ◆

South Carolina Tobacco Quitline



The S.C. Tobacco Quitline is excited to offer Click to Call, a FREE feature that will connect your website visitors directly with the Quitline.

What is Click to Call?

Click to Call is a button that resides on a website that initiates a telephone call into the S.C. Tobacco Quitline. Placing a Click to Call button on your website can help you promote the Quitline by:

- Providing an easy way for participants to connect via phone; and
- Making it easy for participants to contact their Quit Coach® for any reason – whether they're dealing with a craving, have a question about medication, or just want to talk about their quit experience.

How does Click to Call work from the participant's experience?

The participant simply:

- Clicks the button on the web page;
- Enters the telephone phone number from where he or she wants to be reached and checks one of the time frames for receiving a call; then
- Clicks "submit."

His or her phone will ring within the selected time frame, and the participant is connected with the Quitline.

What do I need to do to get the button on my site?

- Request the button by contacting Dr. Katy Wynne at wynnekl@dhec.sc.gov or 803-545-4464.
- We will email you or your designated web developer the code to place the Click to Call button on your site.
- The code needs to be implemented by someone familiar with HTML code and the code of the web pages where the Click to Call button will be placed.
- The button is available at no charge to you. It is a service of the S.C. Tobacco Quitline.

Who sponsors the S.C. Tobacco Quitline?

The Quitline, a service available at no cost to all South Carolinians, is a contract partnership between the S.C. Department of Health and Environmental Control and Alere Wellbeing, Inc., a Seattle-based tobacco treatment and behavioral health provider with vast experience running quitlines across the nation. The Quitline is open from 8 a.m. to 3 a.m., seven days a week by calling 1-800-QUIT-NOW (1-800-784-8669).

Visit scdhec.gov/quitforkeeps
Call 1-800-QUIT-NOW (1-800-784-8669)

Rev 8/12



◆ Patient Meal Information ◆

Abbeville Area Medical Center staffs registered dietitians who plan your meals and provide nutrition counseling to patients as needed.

Our entire dietary staff is here to make your stay as comfortable as possible. Please feel free to ask your nurse to contact the Dietary Department should you have any questions or needs.

Meals

You will be served meals based on the type of diet your physician has chosen for you. We do, however, want to know what foods you do not like or that do not agree with you. As the dietary staff pick up your trays, they will tell you what is planned of your next meal. Please let us know if you cannot eat the foods we plan, and a substitution will be made.

If you need a change from the regular daily menu, you can ask your nurse.

Meal Service

Meals should be served by the times listed below. Please notify your nurse if you do not receive a meal. Patients with special dietary needs will receive daily scheduled snacks at the times listed below. Please notify your nurse if you would like to receive a snack.

Meal Service Times:

Breakfast..... 7:30am
Lunch 12:00pm
Dinner 5:30pm

Patient snacks are available upon request.

If you have concerns about your meals, please ask your nurse to contact us!



◆ Visitation ◆

Abbeville Area Medical Center (AAMC) promotes and supports a patient and family centered approach to care. AAMC staff members are devoted to providing safe, high quality compassionate care. That compassion and concern for the well-being of our patients extends to family members, loved ones and visitors.

Family or Family Member: The terms “family” or “family member” in all policies at the Abbeville Area Medical Center are understood and interpreted to include any person(s) who plays a significant role in an individual’s socio-emotional life. This may include a person(s) not legally related to the individual. Members of “family” may include spouses, domestic partners, and both different-sex and same-sex significant others. “Family” may include a minor patient’s parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing biological parents, legal parents, foster parents, same-sex parents, step-parents, those serving in loco parentis, and other persons operating in caretaker roles, consistent with applicable law.

Visitor: A “visitor” is defined as a guest of the patient. Family members are considered to be visitors as well. Visitors are encouraged to visit during the hospital visitation hours of 8:00am to 8:00pm. Due to the critical nature of certain units (i.e., intensive care units, recovery rooms, emergency departments, etc.) visiting hours may be more restrictive.

Thoughtful attention from loved ones and friends can add immeasurably to a patients sense of well-being. However, to make sure that our patients get the rest and care they need, we may ask you to observe a few necessary limitations.

- Limit Visitors to two at a time.
- Keep visits short.
- Visitors must be at least 12 years old.
- Nurses may occasionally ask you to forego or shorten your visit for reasons related to patient care. Please comply.

Visiting Hours

General visiting hours are from 8:00am to 8:00pm.

Critical Care

8:00am to 8:00pm. Children over 12 years of age may visit with staff permission.



◆ Special Services ◆

Mail

Any mail addressed to you at the hospital will be delivered to your room.
Your address for receiving mail is:

Name and Room Number
Abbeville Area Medical Center
P.O. Box 887
Abbeville, SC 29620

Outgoing mail may be left at the nurses' station or given to a nurse.

Notary Public

A notary public is available for medically related services from 8:30am to 5:00pm.

Access to Your Medical Records

You or your authorized representative may inspect your medical records during regular office hours with 24 hours advance notice to the Medical Records Department. The Medical Records Department is open from 8:30am to 4:30pm, Monday through Friday, and can be reached at 864-366-3266.

Copies of your medical records are available within three working days upon receipt of a written request by you or your authorized representative. If copies are made for your own use, you will be charged and asked to pay in advance. Copies requested by other physicians or healthcare facilities are free of charge. All patients have the right to request amendment to their medical record. The Medical Records Department is located at Abbeville Area Medical Center, Medical Records Dept., P.O. Box 887, Abbeville, SC 29620.



◆ Cafeteria & Dietary Services ◆

Cafeteria Hours 11:30AM - 1:15PM Weekdays

Cafeteria Information

We welcome those who are staying with or visiting a patient to use our cafeteria dining services. Meals can be purchased using cash, Visa or MasterCard.

No advance reservation is required to purchase a lunch meal during regular lunchtime business hours (11:30am-1:15pm weekdays). For other mealtime requests please see your caregiver.

For your convenience, the cafeteria has a menu line that you may dial to find out what is being served for weekday lunch meals. Just dial x3382 to hear that day's menu.

For Your Information

- One free meal is provided to a parent staying with a child age 12 or younger for the length of the child's stay.
- Complimentary coffee is available in the cafeteria.
- Vending machines are available 24-hours a day. Please ask for assistance in locating the machines.



◆ Important Phone Numbers ◆

Police-Fire-EMS	Dial 911
Abbeville Area Medical Center Patient Advocate.....	ext. 3279
Our patient representative is available to help you with any problem that you or your family may have during your hospital stay. Please feel free to call and discuss your concerns, or ask a nurse to place a call on your behalf.	
Abbeville Area Medical Center Privacy Officer	ext. 3313
Abbeville Area Medical Center Safety Officer.....	ext. 3378
Compliance Hotline.....	ext. 3391
Beckman Mental Health	864-459-9671
Carolinas Center for Medical Excellence.....	803-212-7500
Dept. of Health & Environmental Control (DHEC) - Hotline.....	800-922-6735
Dept. of Health & Human Services (DHHS) - Office on Aging	803-734-9900
Dept. of Social Services (DSS) - Abbeville.....	864-366-5481
Health Department - Abbeville	864-366-2131
Medshore Transport.....	864-446-8003
Organ Procurement Agency	1-800-462-0755
Poison Control	1-800-222-1222
Protection Advocacy System for the Handicapped - South Carolina.....	803-782-0639
Safe Home for Domestic Abuse	864-682-7270 (24 hour hotline)
Sexual Trauma (Rape Crisis)	864-227-1623
State Long Term Care Ombudsman Program	1-800-922-7729