

# Welcome



## Patient & Family Handbook



***Smaller. Smarter. Safer.***





## ***Hello and welcome to Abbeville Area Medical Center.***

***My name is Abby. Throughout this patient and family handbook, I will share useful tips to help make your stay with us as comfortable, convenient and safe as possible.***

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**Rod Boula, Chief Administrative Officer**

## **Welcome to Abbeville Area Medical Center**

Since our doors opened a century ago, we have sought to provide compassionate, quality care to our community.

Because we are committed to excellence, we know that outstanding care involves more than good medicine. That is why our concern for you extends to every part of your stay. It is our primary goal to make your hospital experience as safe and comfortable as possible.

The information in this handbook will familiarize you with our services and policies and will answer many questions you may have during your hospital stay. If you have questions that are not addressed in the handbook, please do not hesitate to request assistance from any member of your healthcare team.

On behalf of our Board of Trustees, staff and providers, I extend to you a personal welcome and would like to thank you for choosing Abbeville Area Medical Center for your current medical needs.

Sincerely,

Rod Boula, Chief Administrative Officer  
Abbeville Area Medical Center



***Smaller. Smarter. Safer.***

## **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.



**Lisa Williamson**  
**Director of Inpatient Services**

## **Bedside Shift Reporting to Keep You Informed!**

At Abbeville Area Medical Center, we conduct “Bedside Shift Report” to keep you better informed about your plan of care, medications, tests and progress while you are here. This involves the nurses doing bedside reporting, in your presence, at each shift change to ensure proper communication of important information.

In the event that you have visitors in your room at the time of Bedside Shift Report, or anytime you feel uncomfortable about any information being discussed, please let your nurse know and other arrangements will be made at that time. If you are sleeping at change of shift, the nurses will check on you, but the verbal report will be done elsewhere to permit your continued rest, unless you have asked us to awaken you for report.

Thank you for allowing us to care for you in our facility. We are confident that Bedside Shift Report will benefit you, the patient, by keeping you better informed of your condition. It also allows us to continue to maintain the high quality of care that you expect as a patient at Abbeville Area Medical Center.

Sincerely,

A handwritten signature in blue ink that reads 'Lisa Williamson'.

Lisa Williamson, RN  
Director of Inpatient Services  
Abbeville Area Medical Center

# six

## Things You Need to Know About Your Stay



1

**YOUR ROOM:** Bedside rails contain controls for the bed and nurse call button. We urge you to leave valuables and credit cards at home. See page 9 for more information.

3

**PATIENT MEALS:**

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

One complimentary tray per room for each meal is provided for a parent/guardian staying with a child age 12 or younger for the length of the child's stay. See page 7 for more information.

5

**WIFI:** Complimentary wireless internet access is available to patients and visitors

for cell phones, tablets and laptops by using the "AAMC Guest" connection.

2

**NEED IMMEDIATE**

**ATTENTION:** If your family members notice a change that our staff

might not see, they should talk to the nurse right away or press the call button so the nursing staff can respond quickly. See Rapid Response Team information on page 25.

4

**VISITING HOURS:** Your

care partner or family member is welcome 24 hours a day. Others are

welcome from 8:00am to 8:00pm as long as they don't have a cough, fever or sore throat. But if you're not up for company, let your healthcare partner or nurse know. Visiting hours may vary depending on community COVID-19 transmission levels

6

**COMMUNICATION:** A

room phone is on the table near your bed. To reach the nurses' stations

and for the names of the people on your care team, check your whiteboard.



# Quick Guide to Your Visit

## Important Phone Numbers

Main Hospital Number .....864-366-5011

Police-Fire-EMS ..... Dial 911

AAMC 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.*

AAMC Privacy Officer ..... ext. 3313

AAMC 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 ..... 800-922-6735  
(DHEC) - Hotline

Dept. of Health & Human Services (DHHS)..... 803-734-9900  
Office on Aging

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 ..... 803-782-0639  
Handicapped - South Carolina

Safe Home for Domestic Abuse..... 864-682-7270  
(24 hour hotline)

Sexual Trauma (Rape Crisis) ..... 864-227-1623

State Long Term Care Ombudsman Program..... 800-922-7729



**Cafeteria & Dining Service:** We welcome those who are staying with or visiting a patient to use our cafeteria dining services. Meals can be purchased using cash, debit cards, Visa or MasterCard.

**Hours:**

Breakfast: 8:00am - 9:00am      Weekdays  
Lunch: 11:30am - 1:15pm      Weekdays



No advance reservation is required to purchase a breakfast or lunch meal during regular hours. For other mealtime requests please see your caregiver. Weekday lunch menus are posted in the dining room for your convenience.

**For Your Information**

- One complimentary tray per room for each meal is provided for a parent/guardian 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.

**Language Services and Sign Language Interpretation:** We want to make sure that the exchange of information between you, your family and your healthcare team is as clear as possible. That's why we offer our patients language or sign language assistance using a language service line. If you feel you need this service, ask your caregiver for help. If your vision is impaired, our staff members can help with reading documents and offer additional resources.

**Your Room:** Your room is well-equipped for your care and comfort. Please see the illustrated guide on page 10.

**Telephones:** Each room is furnished with a telephone. For local calls, dial 9 and then the 7-digit local number. Hearing impaired patients may request special phones with volume adjustable handsets and red flashing lights to signal an incoming call.

**Identification Bracelet:** To ensure your safety, an identification bracelet will be placed on your wrist. It is important that you wear this bracelet 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.

**Patient/Family Concerns:** At any time, should you or your family have any concerns or problems, please contact Patient Relations at 864-366- 3279 and ask to speak to one of our Patient Relations representatives.

**Smoke-Free Campus:** AAMC is a smoke-free campus. Smoking is not allowed anywhere on our property including parking lots.

**Notary Services:** A notary public is available for medically related services from 8:30am to 4:30pm in the Medical Records Department.

**Pastoral Services:** AAMC knows that spirituality is important in a person's life. We also understand how religious beliefs and resources can help people who are facing decisions about their own or their loved ones health and life. Simply let your nurse know that you would like to arrange a visit by a member of the clergy. We will also be happy to contact your personal minister upon request.



**If you need anything at all, please don't hesitate to ask! We're here to make sure your stay is as comfortable as possible.**

## Your Room, Your Comfort

### **Your Bed**

Beds can be fully adjusted for sitting up or reclining. Bedside rails have controls for the bed and a nurse call button. If you would like the room temperature adjusted, ask any member of your healthcare team.

### **Communication Board (Whiteboard)**

Your room has a white communication board that you can see from your bed. On it, your nurse writes the names of staff members who will be working with you each shift, each day. Your nurse will also list your goals and activities for each day. Please review your whiteboard with your nurse.

### **Alarms**

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms or medicine pumps. If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team. Nurses also get alarm messages on their phones or pagers to help them respond quickly. For your own safety, be careful not to touch other equipment.

### **Room Cleaning**

Associates will routinely disinfect your room and bathroom following procedures designed to keep your room clean. As part of the standard procedures, associates will clean the surfaces in your room, including your bed rails and overbed table. Environmental Care Services are available 24/7. If you find your room in need of cleaning, please notify your nurse or press the nurse call button.

### **TV Services**

Health education and basic TV channels are available in your room. Please ask your nurse for assistance with questions related to TV services.

## Illustrated Guide to Your Room



### Inpatient Room

- A. Overbed table
- B. Medication pump
- C. Oxygen flowmeter
- D. Bedrail call bell
- E. Blood pressure machine
- F. Staff computer

*\*Bed types may vary*

## Personal Items and Valuables

Ask your nurse for assistance with toiletries or personal grooming needs. We provide soap, towels, sheets, hospital gowns and nonslip socks.

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 and 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.

The hospital is not responsible for lost or stolen items. To keep personal items secure, you should:

- Keep eyeglasses and hearing aids in a case in the top drawer of your bedside table or in a secure place when not using them.
- Keep dentures in a denture cup in the top drawer of your bedside table or in a secure place - away from your food tray or on the bed linen.
- Keep clothing in your room closet, bedside table or suitcase.

**If you leave your room for anything other than a test or procedure please let the nurse know so we can make sure you're safe!**



## Patient Rights and Responsibilities

We want to encourage you, as a patient at AAMC, to speak openly with your health care team, take part in your treatment choices, and promote your own safety by being well-informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay at AAMC. We invite you and your family to join us as active members of your health care team.

### **You have the right to:**

- **Receive** considerate, respectful and compassionate care in a safe setting, regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, physical or mental disabilities, ability to pay, or any other protected classifications identified under applicable federal, state and local laws, regulations or statutes.
- **Receive** care in a safe environment free from all forms of abuse, neglect or mistreatment.
- **Be** called by your proper name, and be in an environment that maintains dignity and adds to a positive self-image.
- **Be** told the names of your doctors, nurses and all health care team members directing and/or providing your care.
- **Have** a family member or person of your choice and your own doctor be notified promptly of your admission to the hospital.
- **Have** the right to have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others' rights, safety or health. You have the right to deny visitation at any time.
- **Be** told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcomes, including the unexpected outcomes. You have the right to give written informed consent before any nonemergency procedure begins.
- **Have** your pain assessed and to be involved in decisions about treating your pain.
- **Be** free of restraints and seclusion in any form that is not medically required.

- **Expect** full consideration of your privacy and confidentiality in care discussions, exams and treatments. You may ask for an escort during any type of exam.
- **Access** protective and advocacy services in cases of abuse and neglect. We can provide a list of these resources.

### You have the right to:

- **To** participate in decisions about your care, your treatment and services provided, including the right to refuse treatment to the extent permitted by law. You may include family and friends, with your permission, in these decisions. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- **Agree** or refuse to take part in medical research studies. You may withdraw from a study at any time without impacting your access to standard care.
- **Communication** you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost.
- **Information** given will be appropriate to your age, understanding and language. If you have vision, speech, hearing and/or other impairments, you will receive additional aids to ensure that your care needs are met.
- **Make** an advance directive and appoint someone to make health care decisions for you if you are unable to do so. If you do not have an advance directive, notify case management at 366-3264 or have your nurse notify case management for you.
- **Be** involved in your discharge plan. You can expect to be told in a timely manner of your discharge, transfer to another facility or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- **Receive** detailed information about your hospital and physician charges.
- **Expect** that all communications and records about your care are confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical record. You may add information to your medical record by contacting the Medical Records Department. You have the right to request a list of people to whom your personal health information was disclosed.



- **Give** or refuse consent for recordings, photographs, films or other images to be produced or used for internal or external purposes other than identification, diagnosis or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.
- **Discuss** an ethical issue related to your care with a member of Ethics Services.
- **Have** spiritual services. Chaplains are available to help you directly or to contact your own clergy.

### You have the right to:

**Voice** your concerns about your care and experience.

At AAMC, we are continuously working to improve our service to patients. An important part of this service is the way you feel you are treated by our staff members, volunteers and physicians. We routinely mail patient satisfaction surveys to a sampling of former patients. Your input is one of the most valuable tools we have to assess and improve upon our services'. While we appreciate input on these surveys, it is far more important that we hear about any concerns while you are in the hospital. Please do not feel uncomfortable raising these concerns. We are committed to making sure that you receive compassionate, quality care. If there is anything we can do to improve the services we are providing, please talk with our staff.

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  
Fax: 803-545-4292 E-mail: [rushrf@dhec.sc.gov](mailto:rushrf@dhec.sc.gov)  
SCDHEC Bureau of Certification/Health Regulation  
2600 Bull St. Columbia, SC 29201, OR
- **DNV** Phone: 1-866-496-9647 | Fax: 1-281-870-4818  
DNV Healthcare USA Inc. Attn: Hospital Complaints  
4435 Aicholtz Road Suite 900 Cincinnati, OH 45245  
<https://www.dnvhealthcareportal.com/patient-complaint-report>  
E-mail: [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)
- **Office for Civil Rights** Phone: 410-786-5510 Fax: 410-786-9549  
You may file a complaint online using a form found at:  
[www.ed.gov/about/offices/list/ocr/complaintintro.html](http://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](mailto:OCRComplaint@hhs.gov)

## 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 KEPRO. You can call KEPRO at the following numbers: 1-888-317-0751 (toll free); 813-280-8256 (local); 855-843-4776 (TTY); or 833-868-4058 (toll free fax). 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

AAMC 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](http://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.

## You have the responsibility to:

- **Provide** complete and accurate information, including your full name, address, telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
- **Provide** the hospital or your doctor with a copy of your advance directive if you have one.
- **Provide** complete and accurate information about your health and medical history, including present condition, past illness, hospital stays, medicines, vitamins, herbal products and any other matters pertaining to your health, including

perceived safety risks.

- **Ask** questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow your care, treatment and service plans.
- **Actively** participate in your pain management plan, keeping your doctors and nurses informed of the effectiveness of your treatment.
- **Leave** valuables at home and bring only necessary items for your hospital stay.
- **Treat** all hospital staff members, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.
- **Provide** complete and accurate information about your health insurance coverage and pay your bills in a timely manner.
- **Be** responsible for keeping appointments, being on time and calling your health provider if you cannot keep your appointment.

**We invite you & your  
family to join us as active  
members of your care  
team to help you heal  
better!**



**HERE TO HEAL,  
NOT BE HARMED.**



**VIOLENCE IS NOT TOLERATED.**

*Please treat our staff with the same respect you would expect to receive.*

Our goal is to provide our patients, visitors, & staff with a **safe & healing environment**. Aggressive, threatening, & violent behavior or language **will not be tolerated**.

Incidents may result in removal from our facility & prosecution.



**Smaller. Smarter. Safer.**

**Aggressive behavior includes:**

- Physical assault
- Destruction of property
- Verbal harassment
- Abusive language
- Sexual language directed at others
- Any form of threatening behavior

## Financial Assistance

The information below can help you apply for assistance with your medical bills if you qualify.

REASON Abbeville Area Medical Center offers Financial Assistance:

To provide financial help for patients who cannot pay their medical bills to Abbeville Area Medical Center (AAMC). AAMC treats all patients the same - with dignity, respect, and kindness. In keeping with our nonprofit giving mission, the Hospital will provide care to all patients regardless of their ability to pay.

### **Program:**

AAMC will provide reduced billing to our patients who are unable to pay their bill to the hospital. We look at your income and compare it to the federal poverty income guidelines. These guidelines change based on how many people are in your family. If you are financially indigent, part or all the cost of your care will be written off using the AAMC Charity Discount Table. In order to qualify for charity, the patient or responsible person must help in applying for financial assistance.

### **Process:**

Patients requiring care that is medically needed or emergency care will receive Hospital and medical services without regard to ability to pay. Then the correct billing and collection rules will be used.

To apply for financial assistance, you must complete a Financial Assistance Application. The hospital has the right to make sure the information given is true and accurate. A patient financial counselor can assist you with the application or help in completing the application for you.

You will need to have a current federal (or state) income tax return to determine how many people are in your family and your income. You will also need your two most recent paycheck stubs and checking/savings account statements for the last two months.

AAMC gives you one hundred and twenty (120) days to apply for assistance from your date of service and care.

AAMC reserves the right to deny any incomplete applications after this time period and the balance will be the responsibility of the patient.

Financial Assistance will apply to medically needed services at AAMC and physician offices for thirty (30) days. If you get more services or care during that 30 days and want help with those bills, then you need to notify the financial counselor that you want to add those services and care to your original application.

Applications received after the date of service can cover the past ninety days (90) from the date of the completed application. All services and care given prior to the date of the application will require the approval of the financial counselor.

If you receive assistance from a program that will pay your medical bills, then you cannot apply for financial assistance. If that program only pays for well care, then you can apply for help on other services or care received when you are sick.

Final approval for help on your bills will be made as follows:

The Patient Accounts Supervisor may approve requests up to \$1,000.00.

The Patient Financial Counselor may approve requests up to \$10,000.00. The Chief Financial Officer must approve requests of over \$10,000.00.

Patients who need regular care or voluntary procedures will be required to pay a reduced amount for services based on the approved income level determined by the physician practice.

Please ask your nurse to speak to our financial counselor if you need help.

## Your Health and Safety

Our healthcare partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital heal better. By working together with your healthcare team, you can lower your risk of harm and make your stay safer.

### 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.

### Patient ID for Procedures and Medications

When you're admitted to the hospital, we give you a safety band with your name, date of birth and medical record number. ***This safety band must be worn at all times during your hospitalization.*** Staff members will always check your safety band before giving you any medicine or performing any test or procedure. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified often - it's for your own safety. We use bar code technology to help make sure medicine is matched to the patient.

For surgical procedures, you should always confirm which procedure you are to undergo and where on the body it will take place. The area of your procedure should always be marked prior to surgery, when possible. Our team will also call "time-outs" to ensure your safety.

### Smoking Policy

For your safety and the safety of visitors and staff, *no smoking is allowed in the hospital.* If you need help staying smoke-free during your hospital stay, talk with your physician about available medications that can be prescribed.



## 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 [wynneki@dhec.sc.gov](mailto:wynneki@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](http://scdhec.gov/quitforkeeps)  
Call 1-800-QUIT-NOW (1-800-784-8669)

Rev 8/12



**Prevent infection by washing your hands or using sanitizer often. Don't hesitate to remind your care team member to do the same!**

### **Preventing Infections**

*Clean your hands and remind others to clean theirs, too.* Use hand sanitizer gel or wash your hands with soap and water after using the bathroom, before eating or after touching anything that might be soiled. If your hands are visibly dirty, wash them well with soap and water for 15 seconds.

Healthcare providers are required to wash or sanitize their hands before and after seeing a patient. They should wear gloves when they perform tasks such as drawing blood, touching wounds or handling body fluids. Don't hesitate to remind your care team members to clean their hands or wear gloves.

Make sure your family, visitors and companions wash or sanitize their hands before and after seeing you. If they are sick, please ask them to stay home or leave.

***Preventing the spread of respiratory infections.*** Cover your mouth and nose when sneezing or coughing by using tissues or the bend of the elbow. Both tissues and masks are available upon request. We urge you to use them if you have a runny nose or cough, or if you are sneezing.

***Patients in isolation.*** You may have a condition that requires isolation. A sign will be posted on your room door, and staff members and visitors will be required to wear a protective gown and gloves and, in some cases, a mask. If you are in isolation, speak to your nurse before leaving your room.

***Vaccinations.*** When you are admitted to the hospital, you may be asked about your desire to have a flu or pneumococcal vaccination. They are very effective at reducing the spread of disease.

## Preventing Injuries from Falls

In the hospital, patients are at a higher risk of falling. Illness, surgery and medicines can weaken muscles and/or affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult.

During your stay, we will ask you about your history of falls, and assess your risk of falling when admitted and as your condition changes. Ask your nurse about your assessed risk of falling and what preventive measures are being taken to reduce the risk. To improve the odds of not falling, follow these guidelines:

- If your health care team has asked you not to get up without staff help, use the call light to get assistance before you get up.
- If you feel dizzy or weak, use the call light to get assistance before you get up.
- Always wear your nonslip slippers.
- Prevent falls by getting up slowly.
- Before standing, sit on the edge of the bed for a few minutes.
- Make sure you have a clear path to your chair or the bathroom before getting up.

### **Call! Don't Fall!**

**Prevent falls by pressing your call bell to ask for assistance getting up.**



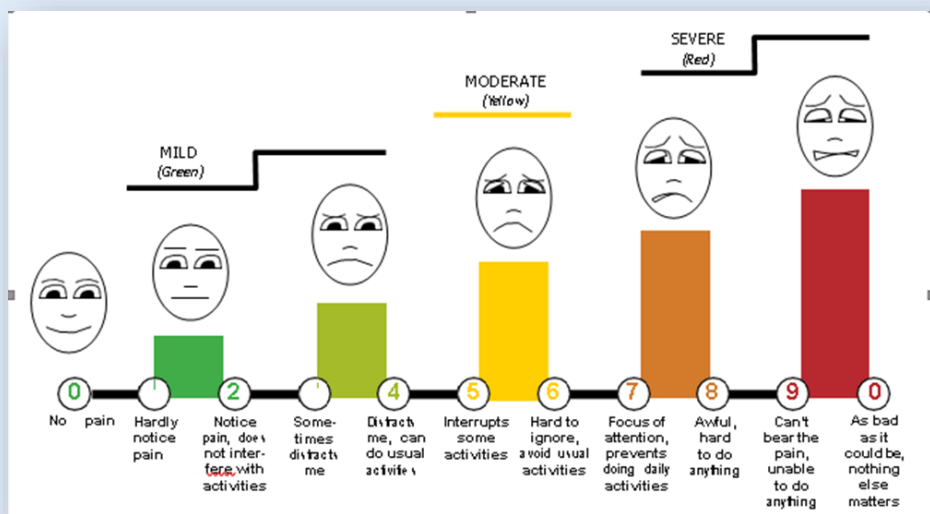
## Your Care & Treatment

### Surgery and Procedures

You can make your care safer by being an active and informed member of your healthcare team. You will be asked to sign an informed consent form before any surgery or procedure. Read it carefully and make sure it has your correct identification information as well as the kind of surgery/ procedure you will have.

### Pain Management

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart (below). A rating of 0 means no pain. A rating of 10 means the worst pain you've ever had. **There are many ways to control pain beyond taking medicines.** Discuss your pain and options for reducing it with your healthcare team.



### Patients at AAMC 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

### **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.

## 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**

AAMC 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.

### **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.

## Rapid Response Team

AAMC 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 sooner.

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 she/he call the Rapid Response Team, dial ext. 3309 or "0" and tell the person who answers to activate a "Rapid Response." Team members will arrive within minutes to evaluate the patient.

**Don't hesitate to ask  
people to identify  
themselves & what they do!**



## Patient Notice - Lewis Blackman Act

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.



## What to Expect During your Hospital Stay

### **A clean and safe environment.**

Our hospital staff 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 or at [www.AbbeyvilleAreaMC.com/patients\\_visitors/medical\\_information\\_privacy\\_hipaa.aspx](http://www.AbbeyvilleAreaMC.com/patients_visitors/medical_information_privacy_hipaa.aspx)

## **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.

Your nurse will also give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. If you have additional questions when you get home, please follow the instructions on your discharge summary. If you need a visiting nurse, home health care or special equipment to help you recover, your care coordinator can help you.

## **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.

## Discrimination is Against the Law

Abbeville Area Medical Center complies with applicable Federal civil rights laws and does not discriminate based upon the individual's ability to pay; whether payment for services would be made under Medicare, Medicaid or CHIP; and does not discriminate against the individual's race, color, sex, national origin, disability, religion, age, sexual orientation or gender identity.

### 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 Abbeville Area Medical Center 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: Mary Margaret Jackson, Compliance Officer, P.O. Box 887, Abbeville, SC 29620 Phone: (864) 366-3391 TTY: 1-800-735-8583 Fax: (864) 366-3345, Email: [mjackson@AbbevilleAreaMC.com](mailto:mjackson@AbbevilleAreaMC.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the 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 or 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 નિઃશુલ્ક 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, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ ) 5011-366-864-1 TTY: 1-800-735-8583)

# Health Information at Your Fingertips!

**Your medical information can be accessed securely & conveniently by using our Patient Portal!**

Using AAMC's free web-based Patient Portal you can access your medical information online or through your mobile device anytime, anywhere!

## Services include:

Messaging | Online Billing & Bill Pay  
Appointment Requests | Prescription Refills  
Access Patient to Results & Documents

Simply go to **AbbevilleAreaMC.com** and click on the Patient Portal button or scan the QR code with the camera on your phone or tablet and sign up. It's that easy!



<https://bit.ly/3zsinWM>



**ABBEVILLE AREA**  
PHYSICIAN NETWORK

Due West Family Medicine • Healthcare Center

## Notes...

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## Notes...

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## Notes...

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***Smaller. Smarter. Safer.***

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

**[AbbevilleAreaMC.com](http://AbbevilleAreaMC.com)**