

PATIENT/FAMILY RIGHTS AND RESPONSIBILITIES

PATIENT/FAMILY RIGHTS

The hospital provides a copy of Patient/Family Rights and Responsibilities to every patient.

ACCESS TO CARE

Impartial access to care is given regardless of a patient's cultural, psychosocial, spiritual, personal values, personal beliefs, payment source and preferences respected. All patients will be assessed for pain upon admission and throughout the hospital stay with effective pain management provided.

RESPECT AND DIGNITY

The right to considerate and respectful care, free from mental, physical, sexual, and verbal abuse, neglect and exploitation.

CONSENT AND DECISION-MAKING

A patient has the right to information necessary to make treatment decisions and decisions about his or her care. Informed consent is obtained and documented according to hospital policy. He/she also has the right to know about any experimental/research treatment that would affect his/her care. A patient has the right to exclude any family members from participating in his/her care decisions. The patient has the right to information and to make Advance Directives.

COMMUNICATION

The patient has the right to verbal and written communication with visitors and people outside the hospital, as well as the right to have an interpreter as needed. When needed, assistance with communication is provided, taking into account the patient's age and level of comprehension.

IDENTITY

The patient has the right to know the name and title or professional status of individuals providing care.

SAFETY

The patient has the right to expect reasonable safety and comfort. A patient and, when appropriate, their families will be informed about the outcomes of care, including unanticipated outcomes.

CONFIDENTIALITY AND ACCESS TO RECORDS

The patient has the right to expect that all communication/records about care will remain confidential, as well as the right to access information contained in his/her clinical records within a reasonable time. The patient has the right to expect that HIPPA standards and the Wesley Medical Center "Notice of Privacy Practices" will be followed.

INFORMATION

The right to receive from his/her physician, complete and current information concerning diagnosis, treatment and known prognosis, as well as any continuing healthcare needs following discharge from the hospital.

HOSPITAL RULES/REGULATIONS

The patient has the right to know the rules and regulations of the hospital.

REFUSAL OF CARE

The patient has the right to refuse treatment to the extent of the law.

CHARGES

The patient has the right to examine and receive an explanation of the hospital bill.

TRANSFER AND CONTINUITY OF CARE

A patient may not be transferred to another healthcare facility unless he/she has received a complete explanation as to the need for transfer alternatives and risks. Transfer must be acceptable to the receiving facility and physician.

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PROTECTIVE SERVICES

The patient has the right to access services that protect and/or investigate child and elderly abuse and neglect, and access governmental agencies that license or accredit the hospital.

RESTRAINTS

The patient has the right to be free from use of restraints. Restraints are only used in accordance with a patient's plan of care and may be used only as a last resort and in the least restrictive manner possible, to protect the patient and others from harm.

RESOLUTION OF COMPLAINTS

The Patient has a right to register complaints with the Patient Advocate. A resolution process is in place to properly address the complaints.

PATIENT/FAMILY RESPONSIBILITIES

PROVIDING INFORMATION

Patients are responsible for providing, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health. Patients and families are responsible for reporting perceived risks in their care and unexpected changes in the patient's condition.

ASKING QUESTIONS

Patients are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do.

FOLLOWING INSTRUCTIONS

Patients and families are responsible for following the care, services or treatment plan developed. They should express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the

plan to the patient's specific needs and limitations. When such adaptations to the treatment plan are not recommended, the patient and family are responsible for understanding the consequences of the treatment alternatives and not following the proposed course.

REFUSAL OF TREATMENT

Patients are accountable for his/her action if treatment is refused.

ACCEPTING CONSEQUENCES

Patients and families are responsible for the outcomes if they do not follow the care, service or treatment plan.

FOLLOWING RULES AND REGULATIONS

Patients and families are responsible for following the hospital's rules and regulations concerning patient care and conduct.

SHOWING RESPECT AND CONSIDERATION

Patients and families are responsible for being considerate of the hospital's personnel and property.

MEETING FINANCIAL COMMITMENTS

Patients and families are responsible for promptly meeting any financial obligation agreed to with the hospital.

VISITORS

Visitors are accountable for complying with hospital rules and regulations and being considerate of the patient's condition. There are specific visitation policies for different areas within the hospital.

VALUABLES

The hospital is not responsible for valuables, which patients bring into the hospital unless they are locked in the hospital vault. Bringing valuables to the hospital is discouraged.

YOUR PATIENT ROOM

Your nursing staff will orient you to the features of your room. Please review the following information and ask for clarification as needed.

BED

Each patient room has a VersaCare bed by Hill Rom. This state-of-the-art bed was chosen because it provides the best possible patient care for you.

The bed has a very different mattress than your mattress at home. The mattress has an 8" thickness throughout, with the exception of the mattress edge, which is 2" thick. The 8" thickness provides comfortable support while the 2" firm edge provides the safest support for you while entering or exiting the bed. The mattress contains air pockets throughout, which protect your skin during your stay in the hospital. This is particularly important if you have an extended hospital stay. Air pockets are located at the head, seat and heel sections. These air pockets provide a softer and safer surface for your skin. You may feel the mattress move beneath you or hear air being pumped in or out of the mattress when you move around. This movement is normal. The bed senses your movement and readjusts the air to maintain the appropriate pressure for your new position.

For your convenience, the bed houses controls for movement of the bed, room lighting, television and the nurse call button. Controls in the arm of the bed allow for raising and lowering the head and knee section of the bed and allow for calling your nurse if needed. The nurse call button is orange in color with a white cross. (Please see the Call Button information on this same page) There is also a remote control panel, which can be moved around the patient bed. The remote control panel allows the patient to turn the television on/off, change channels, and brighten or dim the room lighting. The remote control panel also contains a Call Button. The length of the bed can also be changed to fit the needs of most patients. Please confirm with your

nurse that your bed is the correct length for you.

Your bed has been chosen to provide you the best technology available in comfort and safety. If you need additional pillows or blankets during your stay, please request them from your nurse.

A guest chair/lounger is located in each patient room. This lounger is for the convenience of a family member or friend who may choose to remain with you during your stay. If the family needs pillows, bedding or towels please request them from your nurse.

CALL BUTTON

Each room has a call button, which rings at the nurses' station located outside your room. Someone at the nurses' station will answer your call as soon as possible so that your needs can be addressed as quickly as possible.

TELEPHONE

The telephone in your patient room can make local outgoing calls as well as receive both local and long-distance calls. For outgoing calls please dial a 9 + the area code + the phone number. Patient room-to-patient room phone calls can be made by dialing 8 + the 3-digit room number. For the courtesy of the next patient, please do not remove the telephone from your patient room.

EMAIL A PATIENT

Wesley Medical Center provides an email messaging service for our in-patients. While you are a guest in our hospital your loved ones can email you a message. Messages are received in our Customer Service Department and are delivered by our hospital volunteers from 8:00 a.m. until 5:00 p.m. each weekday. The email address is katherine.pittman@wesley.com. Please ask those sending email messages to

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include the patient's name and room number in the subject line of the email.

TELEVISION

Each patient room has a flat screen television. Television channels can be changed with the touch of a button from your patient bed. Wesley Medical Center receives access to the following channels:

2 WLOX (ABC)	35 Lifetime
3 WXXV (FOX)	36 Nickelodeon
4 WDAM (NBC)	37 Great American Country
5 QVC	38 CNBC
6 Inspiration	39 TLC
7 PaxTV	40 Trinity
8 The Weather Channel	41 EWTN
9 PBS	42 History Channel
10 WHLT (CBS)	43 HGTV
12 CNN	45 Cartoon Network
13 ESPN	46 A&E
18 ABC Family	47 Fox Sportsouth
19 C-SPAN	48 Comedy Channel
20 C-SPAN2	49 TBS
21 TVGuide	50 Turner Classic Movies
22 Wesley Medical Center Information Channel	51 TNT
23 ESPN2	52 The Outdoor Channel
24 Sci Fi Channel	53 MSNBC
25 Comcast Sports	54 Fox News
26 Golf Channel	56 AMC
27 SPIKE TV	57 E!
28 MTV	58 Style
29 BET	59 WB
30 VH1	60 CourtTV
31 Discovery	61 CMT
32 USA	62 FX
33 Headline News	63 Bravo
34 Food	64 Discovery Health

PERSONAL BELONGINGS AND VALUABLES

Every patient room has a storage area for clothing and toiletries. We ask that if you have brought valuables with you to the hospital,

please send them home for safekeeping. If you must keep your valuables at the hospital, please notify our security department by calling 8040 on your hospital room telephone. A member of the security team will place your items into the hospital safe until you are discharged from the hospital.

IMPORTANT PHONE NUMBERS

Behavioral Healthcare Center	601-268-5026
Birth Center	601-268-5970
Business Services	601-268-8118
Case Management	601-268-8131
Cafeteria	601-268-8479
Customer Services	601-268-8405
Dial-a-Devotion	601-268-8600
Discharge Planning	601-268-8656
Education Services	601-268-8446
Forever Young	601-268-8192
Financial Services	601-268-8058
Home Health	601-268-8450
Hospital Front Desk	601-268-8126
Institute for Wellness and Sports Medicine	601-268-5010
Outpatient Rehabilitation	601-268-8563
Pastoral Services	601-268-8403
Patient Advocate	601-268-8069
Pharmacy	601-268-8181
Social Services	601-268-8066
Subway	601-296-3780
Volunteer Services	601-268-8405

CLEANING

The cleanliness of your patient room is very important at Wesley Medical Center. Your hospital room and bathroom are cleaned and your trash is emptied once a day during your stay. In the case of a patient who is in Isolation or who has Restricted Visitation, the Environmental Services personnel will dress in the appropriate clothing and take the appropriate precautions to insure the safety of themselves and the patient while cleaning the room. If you have a cleaning need, please call Environmental Services at 8196 from your room phone.