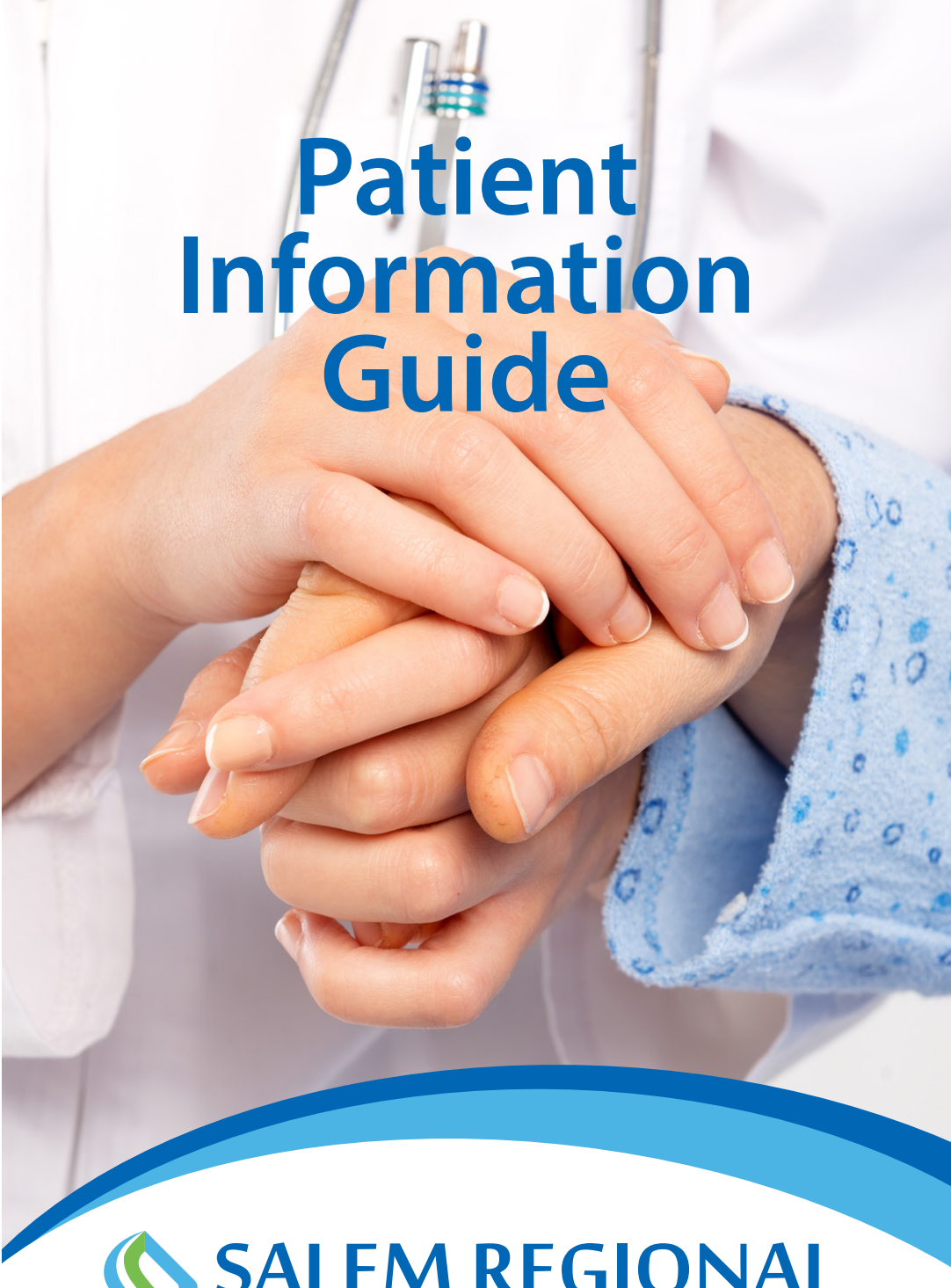

# Patient Information Guide

SALEM REGIONAL MEDICAL CENTER

Doctor driven healthcare.

SALEM REGIONAL MEDICAL CENTER

# "I CARE" PLEDGE TO OUR PATIENTS

**INTEGRITY** - Doing the right thing, even when no one is watching.

**COMPASSION** - Being empathetic to the needs of others.

**ACCOUNTABILITY** - Holding ourselves accountable as an organization and as individuals to act responsibly in everything we do and be excellent stewards of our resources.

**RESPECT** - Valuing others and respecting their dignity, diversity and right to privacy.

**EXCELLENCE** - Putting forth our personal and professional best.

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# A Message from the President/CEO of Salem Regional Medical Center



Welcome to Salem Regional Medical Center (SRMC) and thank you for entrusting us with your care.

At SRMC, we believe you deserve to be treated with dignity and respect, and have access to medically-advanced services in a compassionate and healing environment. Our physicians, nurses and team members are committed to providing safe, high-quality care that is personalized for your needs.

While you are here, we want to ensure that your stay is as comfortable as possible for you, your loved ones and visitors. This patient information booklet has been designed to help answer your questions about your stay. If you require additional information or need assistance, please notify your nurse or caregiver.

Feedback from our patients is extremely important, because it is with your input that we can meet our goal of providing outstanding care and service. At any time if you have a suggestion to improve our services, please feel free to ask to speak with a Nursing Supervisor or ask to speak with one of our Patient Advocates by calling 330-332-7214. In addition, after you are discharged from the hospital, you may receive a survey from a survey company we have partnered with asking about your opinions and experiences with us. We hope that you feel we have met our goal of always providing you with the best care and service.

On behalf of our entire staff, we wish you well during your stay and thank you for choosing Salem Regional Medical Center.

Sincerely,

Anita A. Hackstedde, M.D.
President/CEO

# During Your Stay

At Salem Regional Medical Center (SRMC), we will do our very best to make you, your family and friends feel as comfortable as possible. The information included in this booklet will help acquaint you with the services we provide, important safety considerations and ways to make your stay more comfortable. If we can be of any assistance during your hospital stay, please don't hesitate to contact a member of our staff.

## About Your Room

### - Our Patient Care Areas

SRMC's patient tower provides private rooms for patients receiving Medical, Surgical and Intensive Care services.

Each of the rooms includes a comfortable seating area for your family and friends, and a sleeper sofa for a guest to stay overnight in your room, if needed. Each room also features its own bathroom and shower, a high-definition flat screen television and wireless internet access. In addition, there are a number of bariatric rooms, which are specially equipped to meet the health needs of patients weighing up to 1,000 pounds.



Your patient care staff will orient you to your room's features upon your arrival.

### - How to Call Staff & Use the Remote

For your convenience and safety, a remote control device is provided at the bedside for you to contact our staff for assistance. You may call your nurse by pressing the large, red button on the device. The remote control also allows you to adjust the lighting in your room and operate your television. Depending on the nursing unit where you are receiving care, your remote control may have additional features.

### - How to Operate Your TV

The same remote control used to call the nursing staff also controls your television. In addition to turning the TV on and off, adjusting the volume and changing the channel, the remote also allows you to select closed captioning, if needed.



## - Placing Phone Calls

Local calls can be made from your room at any time, free of charge.
**To make a local call outside the hospital**:

1. Dial "9" (Note: If you are calling from a patient room in the tower, press the red button on your telephone for a dial tone to begin and to end your call)
2. Listen for the dial tone
3. Dial the telephone number

**To place a long distance call**, dial "0." The hospital operator will connect you to a long distance operator, who will assist you in placing a collect, credit card or third-party call. Long distance calls cannot be billed to your room.

## - Cellular Phones

Cellular phone use is permitted in almost all areas of SRMC without restriction. Usage is restricted in areas where patients are dependent on equipment as follows:

- The cellular phone user must remain at a distance of at least 3 feet from electronic patient care equipment due to potential electromagnetic interference.
- If malfunctioning of any medical device is noted, the cellular phone must be turned off immediately.

Areas where patients are dependent on equipment include the Emergency Department, Intensive Care Unit, Tower 1 (first floor), Tower 2 (second floor), Tower 3 (third floor), Surgery Department, Endoscopy Department and Medical Imaging's Special Procedures Lab.

## - How to Access the Internet

Patients, family members and guests can enjoy the Internet from most patient rooms at SRMC. Internet service is free and there is no charge for this, nor is the cost passed on to your insurance company.



The internet can be accessed with a properly configured wireless device with wireless connectivity by going to the device's Wi-Fi settings page and clicking on "SalemGuest." Please note that the SRMC network is filtered, and site categories such as streaming media and gaming are blocked to ensure a reliable browsing experience for all.

You are encouraged to visit the hospital's website at **www.salemregional.com** to learn more about our services.

# About Your Care

## - Inpatient Admission vs. Observation Admission/Services



Your physician will decide if you are to be an inpatient admission or if you will receive observation services. There are some differences between these two classifications. An **Observation Stay** is typically ordered if your illness requires 8 – 48 hours of treatment or monitoring before discharge, or to allow the physician adequate time to determine if an inpatient admission is needed.

**Please note:** Observation hours may extend past 48 hours depending on the severity of illness but will not automatically revert to an inpatient stay once 48 hours are exceeded. Patients under observation will be placed in a hospital room and receive the same care they would receive as inpatients. However, observation and inpatient visits are covered/paid differently by different insurance companies. Observation is considered part of your outpatient benefit, and your outpatient deductible and co-insurance benefit will be applied.

## - Self Administered Drug Information

If you are admitted to observation and are taking oral medications at home, it is recommended that you bring your medications to the hospital since they may not be covered under your outpatient benefit. If your insurance does not pay these charges, you will be liable for payment of the drugs at facility cost. You will be responsible to submit a claim to your Part D Insurance Plan, if you so choose. Your medications will be checked by the hospital pharmacy and then locked in a drawer in your hospital room for the nurse to administer. Your medications will be returned to you at the time of your discharge. Please refer to your insurance benefit information or contact Customer Service at (330) 332-7601, with your questions.

## - Swing Bed Service

After an illness, stroke, injury or surgery; you may be getting better but need some additional skilled care before returning to your home environment. Our Swing Bed service allows patients to receive skilled care in their hospital rooms versus transferring to a separate skilled nursing unit.

"Swing Bed" is Medicare's term to describe a hospital room that can switch from being used for inpatient care to skilled care, when a person is ready to leave the acute care level of a hospital stay, but isn't yet well enough to return home. Skilled care patients benefit from staying in a private hospital room; combined with outstanding care from our staff. At SRMC, Swing Bed patients are cared for on our Tower 2 nursing floor.

Medicare and most insurance companies cover Swing Bed stays as post-acute care rehabilitation, but they each have their own guidelines regarding skilled care. Your case manager can help you to determine if you qualify for our Swing Bed service.

## - Medications and Pain Management

While you are hospitalized, your doctor may prescribe medications for you. Your doctors, nurses and other members of your health care team are committed to helping you use medications safely. You may be given a new medicine during your stay, and our staff will tell you what the medication is for and describe any possible side effects. As a patient, taking an active role in monitoring your medications is also important to ensuring your safety and reducing the risk of medication errors.

## - Your Role in Medication Safety

- Provide your doctor and nurse with a current and active list of medications you have been taking, including prescription drugs, over-the-counter medications, vitamins and herbal supplements, and recreational drugs.
- Inform your care providers about any allergies or reactions you have had to medications in the past.
- Ask the names of the medications you are receiving in the hospital, including when and how they should be taken, why they are being prescribed and any possible side effects.
- If there is anything about your medications that you don't understand, or if you have a concern about a medication being given to you, don't hesitate to ask a member of your health care team.

## - Your Pain Control Plan

Everyone experiences and reacts to pain differently. Because you know best how you are feeling, it is important that you let your doctor or nurse know right away if you are experiencing pain. Our staff will assess your pain, using a pain rating scale. This scale will help us to determine which pain relief methods, such as medications and non-medication treatments, may be most effective in controlling your pain.

**To help us manage your pain, our staff will talk to you about:**

- Reporting when your pain began and where you feel pain.
- Informing staff by describing your pain (using words such as sharp, dull, burning, cramping, tingling or constant).
- Discussing what pain control methods, if any, help to relieve your pain; or what pain control methods are not working.
- Notifying your care providers if you have any questions or concerns about taking pain medications.

## - Your Identification Band

A wrist identification band will be given to you upon admission. It provides positive identification to the professionals who serve you, and acts as a safeguard for your protection. It is essential that you wear this wristband during your entire stay in the hospital. In addition to the identification band, which is white or clear, you may be asked to wear additional colored wristbands during your hospitalization. The colors of the wristbands are standardized across the state of Ohio for patient safety as follows:

**White/Clear - Patient Identification**
**Red - Allergy**
**Green - Blood Product**
**Yellow - Fall Risk**
**Purple - DNR (Do Not Resuscitate)**




## - Protecting Your Privacy

Your family and friends, as well as other members of the public, may request your room number and general medical condition if you gave permission for the release of this information at the time of admission. This information can be obtained by calling the Patient Information Desk at (330) 332-7194, or by inquiring in person in the main lobby. To protect your privacy, specific details about your illness or treatment will not be provided.

If you prefer that this information not be released, you must request your visit be made confidential at the time of admission or by calling Registration at (330) 332-7192.

## - Hospitalists

SRMC's Hospitalist Service includes a highly-trained team of doctors, nurse practitioners and physician assistants, who are available around-the-clock to care for our patients. A Hospitalist will visit you throughout your stay and help form the best possible treatment plan for you while you are hospitalized. When you are ready to be discharged from the hospital, the Hospitalist will transfer your care back to your primary care doctor or other caregiver. Hospitalist services are billed separately from your personal physician.

## - Personal Belongings and Valuables

Salem Regional Medical Center is not responsible for money, valuables and other personal belongings kept in patient rooms. Valuables such as jewelry, cellular phones, electronic devices or keys should be sent home with a family member. If you are unable to send valuables home, please talk to your nurse about storing valuables in the hospital's safe. Inform your nurse when valuable items are brought in for you or taken home. It is recommended not to keep money in your room.

You are encouraged to take special care of other personal belongings. Keep hearing aids, eyeglasses and dentures in their proper place when not in use. Do not place these items or valuables on meal trays, in bed linens, or in a tissue, which may result in their disposal. Label all clothing and storage cases with your name. Check your room carefully before transferring to a different room or at discharge. If you lose personal belongings while you are hospitalized, please check with Lost and Found, which is located in the Customer Service Department in the first floor Business Office.

# Other Helpful Information



## - Food & Nutrition Services

The SRMC Food and Nutrition Department is pleased to offer Room Service Dining. Our restaurant style menu is designed to offer variety and flexibility. Meals are freshly prepared to meet your specific nutritional needs and served between the hours of 6:30 a.m.-6 p.m.

A hostess will provide your menu and explain the ordering process. Meals may be ordered between 6:30 a.m. and 6 p.m. Breakfast items are available at any time throughout the day, while lunch and dinner options are available at the times indicated on the menu. Your hostess or room service operator will be happy to assist you in selecting your meal or notifying the dietitian of any nutritional needs.

## - Cafeteria

The hospital Cafeteria, located on the ground floor, is open to the public as a convenience to family members, visitors and guests. Vending machines are located near the Cafeteria and Emergency Department for use 24-hours-a-day.

**Cafeteria hours are as follows:**

- **Breakfast 6:30 a.m. – 10 a.m.**
- **Lunch 11 a.m. – 1:30 p.m.**
- **Dinner 4:30 p.m. – 6:30 p.m.**

**The Cafeteria is also open from 2 p.m. – 4 p.m. daily for beverages and light snacks.**



**Perks Café,** located on SRMC's ground floor concourse, is open from 6:30 a.m. – 2 p.m., Monday – Friday. Pastries, sandwiches, salads and specialty coffees and teas are available with convenient seating and WiFi access nearby.

## - Visiting Guidelines

Rest is an important part of your care. We realize, however, that a limited number of family and friends visiting you at this time can make your hospital stay a more pleasant experience. Unless your physician recommends that you have no visitors or if you prefer no visitors, family and friends are encouraged to visit between the hours of 10 a.m. and 8 p.m. For everyone's comfort and safety, we recommend limiting visitors to two persons at one time.

Children under the age of 14 years are permitted to visit patients in the hospital only when they are accompanied by an adult. All visitors are asked to refrain from visiting if they are ill.

Please note that visitors are asked to abide by hospital guidelines while visiting our patients. Food and beverages should not be brought in for patients by visitors unless discussed with the patient's care team.

To help protect the safety of our patients, hand washing should be completed by all visitors upon entering and exiting a patient's room. Hand sanitizer dispensers are conveniently located throughout the hospital for your use. Compliance with isolation safety measures is also requested (as listed in the section, "Infection Control").

## - Visitation Rights

SRMC embraces a philosophy of open and flexible visitation that welcomes and encourages the involvement of family and significant others in the patient's care. Accordingly, the hospital has adopted these Patient Visitation Rights:



- Patients may receive visitors of their choosing, including, but not limited to, a spouse, significant other, domestic partner, another family member or a friend.
- Patients may refuse to consent to a person visiting them, or may withdraw consent to see a visitor at any time.
- The hospital will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences. The hospital will not restrict or otherwise deny visitation privileges on the basis of race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression, nor will it permit anyone else to do so.
- Patients may designate a "support person" to exercise their visitation rights on their behalf. Patients may designate a support person in any manner, including orally, in writing or through non-verbal communications (such as pointing).

**The hospital can apply reasonable clinical restrictions and other limitations on patient visitation. Reasonable restrictions may be based upon, but are not limited solely to, any of the following:**

- a court order limiting or restraining contact
- a visitor's behavior presenting a direct risk or threat to the patient, hospital staff or others in the immediate environment
- visitor behavior that is disruptive to the functioning of the patient care unit involved
- the patient's risk of infection by the visitor
- the visitor's risk of infection by the patient
- a patient's need for privacy or rest
- any special restriction rules that apply to special patient care units
- when visitation would otherwise interfere with the care of the patient and/or the care of other patients, including during procedures and exams

## - Balloons, Mail and Flowers

Due to the allergic reactions that are caused by latex balloons and products, only mylar balloons will be accepted for delivery to the hospital. If you are sent mail and/or flowers while you are a patient, these items will be delivered to your room daily. Any mail received after your discharge will be forwarded to your home address.

## - Parking

SRMC's campus provides more than 1,000 free parking spaces, including a two-story parking deck with 116 spaces adjacent to the patient tower. The two separate levels of parking in the deck are accessible from either the Pershing Street or East State Street entrances.

**Salem Regional Medical Center's campus provides more than 1,000 free parking spaces. The enclosed parking deck houses 116 parking spaces, and provides two separate levels of free parking for patients and visitors.**



Additional parking is located near the Emergency Department entrance and across the street from SRMC in the north lots by the Salem Medical Arts Building and the Salem Regional Professional Building (SRPB). People parking in these lots can access the patient tower or main hospital lobby by entering the ground floor entrance of the SRPB and using the elevated walkway to cross East State Street. The elevated walkway connects to a glass elevator that offers direct access to the tower's two-story concourse or SRMC's main lobby.

## - Smoking and Tobacco Use

SRMC is a tobacco-free campus. Smoking and the use of other tobacco-related products, including "harm reduction" cigarettes, electronic cigarettes and smokeless tobacco products, are strictly prohibited. Areas of the hospital included in this policy are all hospital buildings and grounds, which consists of the sidewalks, entrances and parking lots of the hospital's main campus. This policy also applies to all satellite facilities operated by SRMC, such as the Salem Regional Professional Building, Salem Medical Arts Building, Salem Home Medical, the SRMC Surgery & Outpatient Pavilion at Firestone Farms, SRMC Primary Care in Lisbon, Damascus and Canfield, SRMC in North Jackson, and our Urgent Care sites.

Our tobacco-free campus promotes the safety and well-being of all people who visit our facilities. We appreciate your compliance with this policy. Please direct your questions regarding smoking or tobacco use to the nursing staff.

## - Pastoral Care/Clergy

Pastoral care and support can be a significant part of your hospital stay. During the admission process, you will be asked for permission to identify your church, congregation or religious affiliation.

However, under the provisions of the Patient Privacy Act, it is your responsibility to notify your church or pastor of your hospitalization.

If you would like to speak with the hospital Chaplain, please notify your nurse or call (330) 332-7574 to request a pastoral visit. From inside the hospital, this department may also be reached by dialing "0" for the hospital operator. Arrangements can be made for you to receive your accustomed sacraments, upon your request.

A non denominational Chapel, located on the ground floor, offers a private setting for prayer and meditation. Patients, family, friends and visitors are welcome to use the Chapel, which is open 24-hours-a-day, seven-days-a-week.

## - Gift Shop

Located on the ground floor concourse, the Look Nook Gift Shop offers a wide selection of unique gifts, cards, toiletries and candy.

**Gift Shop Hours*:**

- **Mon-Fri – 8 a.m. to 1 p.m.**
- **Sat & Sun – Closed**

*Hours of operation may vary on holidays.



# For Your Safety

## - Patient Safety

Everyone has a role in making health care safe, including physicians, health care leaders, nurses and technicians. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

- Speak up if you have any questions or concerns; and if you don't understand, ask again. You have a right to know and understand what is planned for your treatment.
- Pay attention to the care you are receiving. Ask the health care professionals about your treatments and medications.
- Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.
- Ask a trusted family member or friend to be your advocate.
- Know what medications you take and why you take them.
- Participate in all decisions about your treatment. You are the center of the health care team.
- Use safety precautions and press the nurse call button located on the side of your bed when you need assistance moving or getting in and out of bed to prevent falls.
- Don't use the bedside cabinet or overbed table for support, because they will move under your weight.
- Always wear slippers when out of bed.
- Do not walk on wet floors.
- Ask your visitors to use the public restrooms, rather than the facilities in your room, for safety.
- Please report ALL unsafe conditions or actions immediately to the staff on your floor.
- Don't hesitate to call your nurse if you need assistance.

*Continued...*

## - Patient Safety (Cont.)

**Other Patient Safety Precautions:**

Please be aware that oxygen is used throughout the facility. If you or your loved one has oxygen in use, special care must be taken to prevent accidental fires.

No lighters are to be brought into the facility. No electrical devices, such as hair dryers, electric shavers or curling irons, can be used without prior staff approval. All electrical devices brought into the hospital must be checked by our Plant Operations staff for safety. Only UL (Underwriters Lab) approved devices are permitted. Smoking is prohibited on hospital grounds and is strictly enforced to ensure the safety of our patients and staff.

## - Infection Control

SRMC is committed to preventing the onset or spread of health care-associated infections, so all staff and volunteers will follow infection control practices recommended by the Centers for Disease Control and Prevention and other national organizations.



Standard precautions are followed by SRMC staff, which means that anytime there is anticipated contact with blood or body fluids, staff will follow diligent hand hygiene guidelines and wear protective gear, such as gloves, gowns, masks and goggles.

Transmission-based precautions are also used if a patient has or is suspected to have a high risk infection that is likely to spread to others. These precautions include warning signs on a patient's door or mandatory use of protective gear for staff, visitors and family. In these cases, visitors are directed to report to the nurses' station prior to entering a patient's room for instructions regarding isolation protective attire requirements. Additionally, during peak influenza season or due to other viruses, visitation may be restricted within the hospital.

**Hand washing is the single most effective measure to prevent infection:**

- Patients should speak up and ask their health care providers to wash their hands before providing care.
- Alcohol hand sanitizer dispensers are located at the doorway of every patient room for staff, volunteers, family and visitor convenience.
- Washing all surfaces of the hands with soap and water for at least 15 seconds is required, especially if your hands are visibly soiled.



**Should you have questions or concerns about preventing infections, please call the Infection Control Department at (330) 332-7100 or 332-7851.**

## - Patient's Rights and Responsibilities

As our patient, we respect your rights and recognize that each patient is an individual with unique health care needs.

**You as our patient, and/or your guardian, shall have the right to:**

- Consideration of your cultural and personal values, beliefs and preferences.
- Assistance for special needs, including vision, speech, hearing, language and cognitive impairments. Salem Regional Medical Center provides:

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

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

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

  - Qualified interpreters through Language Line
  - Information written in other languages

  If you need these services, call 1-330-332-1551.

*Continued...*

## - Patient's Rights and Responsibilities (Cont.)

- Privacy and confidentiality in your medical record, in your treatment, in your care and in the fulfillment of your personal needs. It should be noted that your name, along with your physician's name, may be listed in the clinical area where you are receiving care. (In some cases, your name may be visible to members of the public.)
- Appropriate assessment and management of pain.
- Impartial access to treatment regardless of your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- Be fully informed of all services available in the hospital and expect a reasonable response to requests for medical, psychosocial and spiritual treatment.
- You have the right to a full explanation of any experimental, research or donor program or any educational activity in which you may be asked to participate. No experimental, research, donor program or educational activity will be carried out without your informed consent or that of a designated/legal representative prior to the actual participation in such a program. If you are asked to participate in a study, you or your designated/legal representative have the right to refuse or to withdraw your consent at any time, even after you have given your informed consent to participate. Any such refusal to participate or decision to withdraw will not in any way jeopardize your access to care, treatment or services unrelated to the research or educational activity.
- Obtain from your physician current information concerning your diagnosis, treatment, prognosis and any unanticipated outcomes in terms you can reasonably understand.
- Receive necessary information to give informed consent prior to the start of any procedure and/or treatment.
- Refuse treatment within the guidelines of the law and to be informed of the consequences of this right.
- Be given reasonable, advance notice when a discharge or transfer is necessary, unless an emergency situation exists. As a patient, you will not be discharged or transferred except for medical reasons, for your personal welfare or for the welfare of others.
- Participate in the resolution of complaints concerning your care without fear of reprisal.
- Receive an itemized and detailed explanation of the total bill for services rendered in the hospital, as permitted by law.
- Initiate and participate in the consideration of ethical issues that arise concerning your hospitalization.
- Be informed if the hospital proposes to engage in or perform medical research affecting your care or treatment as a patient.

- File a complaint with any/all survey and certification agencies concerning compliance with advance directives.
- Have a guardian, next of kin or a legally authorized, responsible person to exercise these rights on your behalf, as permitted by law, if you are deemed incompetent, unable to communicate or are a minor.
- Be treated in a dignified and respectful manner that supports your dignity.
- Be permitted to have a family member, friend or other individual present for emotional support during the course of your hospital stay.
- Have access, request amendment to and obtain information on disclosures of your health information in accordance with laws and regulations.
- Be free from neglect, exploitation, verbal, mental, physical and sexual abuse.
- An environment that preserves dignity and contributes to a positive self-image.

**High quality patient care can only be achieved through the united efforts and partnership of all involved. You have certain responsibilities as a patient and/or parent/guardian, which are obtained by doing the following:**

- Providing accurate and complete information on all matters relating to your health.
- Stating whether you clearly understand information given to you.
- Presenting to the hospital advance directives (Living Will and Durable Power of Attorney for Health Care) to be honored in the event you lose the ability to make informed health care decisions.
- Presenting to the hospital Do-Not-Resuscitate (DNR) orders to be honored in the planning of your care.
- Following the treatment plan recommended by the practitioner, which may include following the instructions of nurses and allied health personnel.
- During your hospital stay, only take medications from home as directed by your physician and monitored or given by your nurse. After your discharge, confirm all medications with your physician at your follow-up appointment.
- Before eating foods other than those provided on the hospital tray, checking with your physician or nurse.
- Using the utmost care when getting into or out of the bed. The nurse call system, both at the bedside and in the bathroom, should be used for assistance when needed.
- Not leaving the floor or service area without notifying an appropriate hospital staff person.
- Supporting mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- Storing personal items (eyeglasses, dentures, health aids) when not in use to avoid damage or loss.
- Understanding that if you choose not to accept medical treatment or follow your doctor's instructions, you may experience adverse consequences to your health.

*Continued...*

## - Patient's Rights and Responsibilities (Cont.)

**These rights and responsibilities are for the mutual benefit of patients and staff alike and are not inclusive of all applicable regulations. If you, as a patient, have questions regarding what you may or may not do, ask your physician or a hospital staff member. A complete copy of all applicable rights and responsibilities is available upon request.**

## - Advance Directives

SRMC respects the right of each individual patient to make decisions concerning his or her medical care, including the right to prepare "Advance Directives."

Federal law defines Advance Directives as "written instructions, such as a Living Will and/or a Health Care Power of Attorney, recognized under state law and related to the provision of such care when the individual is incapacitated." Ohio state law recognizes Living Wills and Health Care Powers of Attorney as Advance Directives. Developing a set of Advance Directives for Health Care is a matter of individual patient choice.

If you have questions regarding Advance Directives or would like assistance in preparing your Advance Directives, please call the hospital's Case Management Department at (330) 332-7267. From inside the hospital, this department may also be reached by dialing "0" for the hospital operator. There is no charge for this service. For your convenience, Advance Directive forms are also available on SRMC's website, **www.salemregional.com**, by clicking on "Patient & Visitor Info" > "Patient Information."

## - Emergency Drills

Emergency drills, including those for fires or tornadoes, are conducted periodically to help our staff prepare for real events. These drills are announced on the overhead paging system and are referred to as "codes." Because drills are designed for staff preparedness, you can continue your activities as normal. In the event of an actual emergency, a member of the nursing staff or other hospital representative will direct you accordingly.

## - Firearms and Weapons

Apart from law enforcement officers, SRMC prohibits firearms, including concealed weapons, on hospital premises. This policy applies to all patients, visitors, medical staff members, clinical practitioners, employees, independent contractors, volunteers, vendors and any other persons entering the hospital for any reason.

# Your Opinion Counts

## - Patient Satisfaction Surveys

Patients are encouraged to take an active role in their health care by participating in the patient satisfaction survey process. After discharge from the hospital, patient surveys are randomly mailed to our patients for their input. You may also share your suggestions by calling the Quality Improvement Department at (330) 332-7100. We appreciate you taking the time to provide this valuable information for us.

## - Questions or Concerns

During your stay, if you or your family has comments or concerns regarding any of our services, please request to see the Unit Director for your patient floor or ask to speak with one of our Patient Advocates by calling (330) 332-7214. If you notice a sudden decline in your family member's condition or you have serious concerns about the care he or she is receiving, please use the patient's phone to call a "Care Team" at extension 4357 for immediate assistance.

If you have concerns that cannot be resolved through our hospital staff, you may contact the following:

- Ohio Department of Health Complaint Unit
  Phone: 1-800-342-0553
  E-mail: HCComplaints@odh.ohio.gov
- The Joint Commission's Office of Quality & Patient Safety Monitoring
  Phone: 1-800-994-6610
- The Joint Commission's Office of Quality and Patient Safety
  Online form found at:
  **www.jointcommission.org/report_a_complaint.aspx**
  Fax: 630-792-5636, using online template, found at above address
  Mail: Office of Quality and Patient Safety
  The Joint Commission
  One Renaissance Boulevard
  Oakbrook Terrace, IL 60181

## - Reporting a Patient Safety Concern

Concerns related to patient safety must be submitted in writing to The Joint Commission (TJC) using one of the following methods:

- At **www.jointcommission.org**, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.

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## - Reporting a Patient Safety Concern (Cont.)

- By fax to 630-792-5636.
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

Reports of patient safety events to TJC must include the health care organization's name, street address, city and state. In the course of evaluating a report, TJC may share the information with the organization that is the subject of the report.

Patient safety event reports may be submitted anonymously and confidentially. However, those who provide their name and contact information enable TJC to contact them for more information, if necessary, and to confirm how the report is handled.

# Financial Information

## - Hospital Costs

Our patients receive around the clock care from many highly-trained professionals, including nurses, pharmacists, therapists, technicians and emergency teams. As a patient, you may never see many of these hospital employees or professionals, who provide the services necessary for your care.

In addition, improved health care standards and advances in medical technology often require costly new equipment. The increasingly high caliber of patient care and medical technology contributes to the increased cost of quality health care.

As a not-for-profit and independent organization, Salem Regional Medical Center receives no government support relying on patient revenue to meet our expenses.

## - Assistance with Your Hospital Bill

Questions or concerns may arise regarding your financial needs due to your hospital stay. Customer Service representatives are available to assist you in making the necessary financial arrangements and in filing your third party insurance claims. The hospital will bill your third party payer, however, the financial responsibility for services rendered ultimately belongs to the patient, and it is the hospital's policy to accept payment in full.

The hospital strives to provide timely, accurate bills. If you should discover an error with your bill or your insurance information, or if you would like a copy of your detailed bill, please call (330) 332-7601. Customer Service representatives would be happy to answer any of your questions.

For the convenience of patients, SRMC also offers a secure online bill payment service that can be accessed on the SRMC website at **www.salemregional.com.**

To begin, simply click on the link, "Online Bill Pay," located on the home page and follow the on screen directions. Payment by credit card is also available over the phone by calling Customer Service at (330) 332-7601.



## - Financial Assistance

SRMC is committed to providing medically necessary services to all people regardless of a person's ability to pay. If you are uninsured or underinsured, you may be eligible for assistance with your medical bill. If you have questions about your medical bill or SRMC's financial assistance policy, please call SRMC's Customer Service at (330) 332-7601.

## - Price Estimation Tool

Salem Regional Medical Center's Price Estimation Tool provides you with an estimate of your out-of-pocket costs for hundreds of our most common services. This easy-to-use tool helps you know what to expect before your treatment or procedure. To access the SRMC Price Estimation Tool, visit the SRMC website at **www.salemregional.com**, click the "Patient & Visitor Info" tab at the top of the page – then, click the "Financial Assistance & Billing" tab.

## - Hospital Price Reports

Selected pricing and billing procedures are available on the hospital's website at **www.salemregional.com**, by clicking on "Patient & Visitor Info" > "Financial Assistance & Billing."

The prices stated do not include the physician component for hospital-based radiologists, pathologists, anesthesiologists, Emergency Department physicians, hospitalists or your own physician, who will each bill you separately for their services.

# Resources

## - Case Management

While you are a patient at SRMC, the Case Management staff can provide crisis intervention, short term counseling and referrals for limited financial help, at a time when such support is helpful.

Professional social workers and nurse case managers can assess your post hospital care needs and develop a discharge plan tailored to your needs. Your discharge plan can include services like home health care, durable medical equipment, a

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## - Case Management (Cont.)

home intravenous (IV) system, nursing home care, hospice care or skilled nursing care. In addition, referrals may be made for community resources. To speak with a member of the Case Management staff, please call (330) 332-7267.



## - Home Medical Needs

After your stay in the hospital, your physician may advise you to obtain medical equipment, dressings or supplies for your care at home. Salem Home Medical specializes in these items, as well as respiratory services such as CPAP/Bi-PAP therapy and home oxygen therapy.

Salem Home Medical also provides diabetic supplies, and supplies for ostomy and incontinence care. In addition, a full line of rental equipment including wheelchairs, hospital beds and patient lifts is also available.

For more information about in home medical supplies, call Salem Home Medical at (330) 337-9922 or 1-800-923-9922; or visit **www.salemhomemedical.com**. Salem Home Medical is located at 2235 East Pershing Street, Suite G, in Salem. Retail hours are Monday – Friday, 9 a.m. – 5:30 p.m., and Saturday, 9 a.m. – 1 p.m.

## - Clinical Site

SRMC is a clinical site for several area colleges and schools, including those listed below. For more information, please contact the Organizational Development Department at 330-332-7848.

- Hannah E. Mullins School of Practical Nursing
- Northeast Ohio Medical College
- Kent State University Radiology Program
- Kent State University Nursing Program (East Liverpool and Salem Branches)
- Columbiana County Career Center Medical Assistant and LPN Programs
- Youngstown State University Clinical Laboratory Technician and Dietitian Programs
- Mount Union College Nursing Program

## - Doctors Directory

A complete list of the physicians affiliated with SRMC and further information about the services offered here are available by visiting **www.salemregional.com**.

## - Patient Education

SRMC is committed to promoting wellness at every stage of life. Some of the educational services provided are:

- Cancer Support Group
- Diabetic classes certified by the American Diabetes Association

If you would like more information on the above services, contact your health care provider or call the Organizational Development Department at (330) 332-7848.

## - Patient Portal



SRMC's Patient Portal provides secure online access for you to review portions of your medical record online. To complete enrollment for the Patient Portal, you must provide your current email address to the Hospital's staff when you arrive at SRMC. **If you have provided your email address and wish to enroll for the Patient Portal**, go to **www.salemregional.com** and click on the "Patient Portal" tab at the top of the screen or use the link **www.salemregional.com/patient-portal**. Select "First Time SRMC Portal User," then select "Self Enrollment" and complete the enrollment instructions.

**If you do not have a current email address on file with the Hospital and wish to enroll for the Patient Portal,** go to SRMC's website at **www.salemregional.com** and click on the "Patient Portal" tab at the top of the screen or use the link **www.salemregional.com/patient-portal**. Select "First Time SRMC Portal User," and follow the instructions to download the Portal Enrollment Form. You may also obtain a Portal Enrollment Form by contacting SRMC's HelpDesk at (330) 337-4960 or via email: PortalEnrollment@salemregional.com; or stop in at SRMC's Medical Records department, (330) 332-7536.

To protect the privacy and security of your health information, if SRMC does not have an email address on file that matches your Patient Portal enrollment request, you will not be able to enroll in the Portal until your email is provided. You may also provide your email address to SRMC staff during your next hospital visit.

If you experience technical problems or issues while using SRMC's Patient Portal, please contact SRMC's HelpDesk at (330) 337-4960.

**For more information:** Please go to **www.salemregional.com** to learn more about SRMC's Patient Portal.



# We Care About You

Although you will have direct contact with only a few of us at Salem Regional Medical Center, our team is concerned with your well-being and we work together to provide the services necessary for your care.

On behalf of the physicians, employees and volunteers of Salem Regional Medical Center, thank you for choosing our hospital for your health care needs.

## Your Support Makes a Difference!

As the region's only independent and not-for-profit hospital, Salem Regional Medical Center (SRMC) strives to provide the best possible healthcare in our region for every patient who comes through our doors.

All contributions to SRMC are used locally to provide our patients and the communities we serve with enhanced facilities, advanced technology and/or needed programs and services. Your generous gift of any amount will help save lives and enhance the region's health and well-being.

There are many reasons to give:

- To honor loved ones or friends
- Pay tribute to the care provided by our doctors and staff
- Create a personal legacy of quality healthcare for future generations
- Support a specific service or program of personal interest

For more information about current giving opportunities, please contact the SRMC Development office at 330-337-2883.

# Important Telephone Numbers

***All phone numbers are preceded by a (330) area code unless otherwise noted**

| | |
|---|---|
| Administration | 332-7214 |
| Admitting | 332-7192 |
| Behavioral Medicine and Wellness Center | 337-4935 |
| Case Management | 332-7267 |
| Customer Service | 332-7601 |
| Emergency Department | 332-7166 |
| Food and Nutrition Services | 332-7191 |
| General Information | 332-1551 |
| Laboratory | 332-7306 |
| Medical Imaging | 332-7131 |
| Medical Records | 332-7536 |
| Pastoral Care | 332-7574 |
| Rehabilitation Services | 332-7297 |
| Salem Home Medical | 337-9922 |
| Salem Sleep Center | 866-520-5646 |
| SRMC Development | 337-2883 |
| Wound Healing Center | 332-7415 |

# Our SRMC Mission

## To Serve.

## To Care.

## To Heal.




1995 East State Street • Salem, Ohio 44460
330-332-1551 • salemregional.com