

UNC HEALTH® Southeastern



Patient Guide

300 W. 27th Street
Lumberton, NC 28358

910-671-5000

www.UNCHealthSE.org

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OUR ADDRESS

300 W. 27th Street
Lumberton, NC 28358

Welcome



Since 1953, we have provided a place of caring and healing for our community. We are here to serve you and to make your health care experience as pleasant and comfortable as possible. We respect your right to privacy, and we strive to maintain that confidentiality in our interactions with you and your family.

As our patient, you are the most important person on the healthcare team. Working together with our highly skilled staff of physicians, nurses, and other support personnel, you and your family are key players in making sure that your recovery is successful.

We have prepared this patient guide to help you, your friends, and family become familiar with UNC Health Southeastern. Please take a few minutes to review it so that you will be better informed about our services and practices.

If you have any questions or comments about your care, I hope you will let us know. When you are surveyed about the team that provided your care, I hope you will be able to only give the highest marks. Should you need to contact a Patient Relations Representative for any reason, please call 910-671-5592 or in-house ext. 6715592 or email us at patientrepresentatives@srmc.org.

On behalf of more than 2,000 community members caring for you, I wish you a comfortable stay and speedy recovery. Thank you for choosing UNC Health Southeastern.

Sincerely,

Chris Ellington

President and Chief Executive Officer

Vision:

Together, we will improve the health and well-being of the community we serve.

Mission:

Here for you. Here for good.

Values:

One Great Team
Carolina Care
Leading the Way
It Starts with Me

About Us

The history of UNC Health Southeastern dates back to 1906 when Dr. Neil A. Thompson opened the first hospital in Robeson County. The Thompson Hospital consolidated with the Baker Sanatorium, under the direction of Dr. Horace M. Baker, Sr., to form the Baker-Thompson Memorial Hospital in 1946.

These two older facilities were replaced by a new 140-bed hospital known as Robeson County Memorial Hospital in 1953. On January 1, 1960, the hospital's name was changed to Southeastern General Hospital to reflect more accurately our service to all of southeastern North Carolina.

The organization became known as Southeastern Health on January 1, 2013, and was renamed UNC Health Southeastern in January 2021 after joining the UNC Health system. The organization, which is licensed for 452 beds, is a comprehensive healthcare system that offers an array of services through its affiliated divisions. The medical center is accredited by DNV and offers a combination of acute care, intensive care and psychiatric services.

As a nonprofit organization, UNC Health Southeastern is operated by a local board of trustees whose only remuneration is the assurance it is making quality healthcare available for its community.

There are more than 135 physicians on the active medical staff. Specialty areas represented include: anesthesiology, cardiology, cardiothoracic surgery, dermatology, endocrinology, emergency medicine, ear, nose and throat (otolaryngology), family practice, gastroenterology, general surgery, geriatrics, gynecology, hematology, internal medicine, medical oncology, neonatology, nephrology, neurology, obstetrics, occupational medicine, orthopedics, pathology, pediatrics, physical medicine and rehabilitation, plastic surgery, podiatry, psychiatry, pulmonary medicine, radiation oncology, radiology, rheumatology, urology, and vascular medicine.

Medical and Organizational Ethics Committee

Contact the unit manager or the department head of the area in which you are/were a patient. He or she will assist you with the completion of the ethics consultation request.

Our Commitment to Care

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the house supervisor. If you feel that your issue wasn't resolved, please contact the patient representative at 910-671-5592 or in-house ext. 6715592 or by dialing the hospital operator and asking for the patient representative or by asking a staff member to contact the patient representative for you. After hours and on weekends, please ask for the House Supervisor. We will strive to resolve the issue the same day it was received. If the issue cannot be resolved in a timely manner, our Patient Experience Department will respond to you in writing within seven days.

In addition, you have the right to file a complaint or concern with one or more of the following:

N.C. Division of Health Service Regulation
Complaint and Intake Unit

2711 Mail Service Center Raleigh, NC 27699
919-855-4500 or 1-800-624-3004

<https://info.ncdhhs.gov/dhsr/ciu/index.html>

DNV Healthcare

ATTN: Hospital Complaint

4435 Aicholtz Rd., Suite 900

Cincinnati, OH 45245

866-496-9647 Fax: 281-870-4818

<https://www.dnvhealthcareportal.com/patient-complaint-report>

Medicare

1-800-MEDICARE (1-800-633-4227)

TTY: 1-877-486-2048

Patient Experience

P.O. Box 1408, 300 W. 27th St.

Lumberton, NC 28359

910-671-5592 or in-house ext. 6715592

Compliance Hotline: 1-800-362-2921

Robeson County Department of Social Services

120 Glen Cowan Rd.
Lumberton, NC 28360
910-671-3500

Peer-Review Organization Carolinas Center for Medical Excellence (formerly Medical Review of N.C.)

100 Regency Forest Dr.
Suite 200

Cary, NC 27511

1-800-682-2650

TTY: 1-800-735-2962

Disability Rights North Carolina (Formerly Governor's Advocacy Council for Persons with Disabilities)

2626 Glenwood Ave.
Suite 550

Raleigh, NC 27608

1-877-235-4210

TTY: 1-888-268-5535

Email: [info@](mailto:info@disabilityrightsn.org)

disabilityrightsn.org

Monday through

Friday, 8:00 a.m. to

5:00 p.m.

Code Help

What You Need to Know About Code Help

The responder for Code Help is the Rapid Response Team.

The Rapid Response Team is composed of a highly trained nurse and a respiratory therapist who is trained to assist the nurse when there are signs that a patient is getting much sicker. The purpose of a Rapid Response Team is to help before there is a medical emergency, such as a heart attack.

Rapid Response Teams take action very quickly when something goes wrong. It may suggest laboratory tests, x-rays, medications, or even moving the patient to a higher level of care such as the telemetry unit or intensive care unit.

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.

(Institute of Health, 2006)

How family members can help:

- Ask the nurse to call the Rapid Response Team when you see warning signs that your loved one is becoming much sicker.

When should the patient or family member call Code Help?

- If the healthcare team does not recognize the concern or you continue to have concerns about changes in your loved one.

How to Call Code Help

- Turn the patient call light on.
- CALL Code HELP: In-house ext. 1687339.

The operator will ask for:

- Patient name and room number.
- The operator will page Code Help over the speaker system as well as page team members. Within a few minutes, the team will arrive to assist the nurse to assess the patient and your concerns.

Telephone Directory

Main Number	910-671-5000
Billing Questions	1-800-594-8624
Customer Relations	910-671-5592
Financial Assistance	1-800-594-8624
Gift Shop	910-735-8164
Information Desk (Main)	910-735-8110
Interpreting Service	910-671-5111
Pastoral Care (Chaplain)	910-671-5031
Patient Care Services	910-671-5004
Patient Information	910-671-5400
Volunteers	910-671-5093

Please visit us at UNCHealthSE.org.



When You Are Admitted

We want the admissions process to run smoothly for you and your family. Your cooperation will help us achieve that goal. Please review these admissions guidelines so you are prepared for your hospital stay.

Personal Belongings

To make your hospital stay as comfortable as possible, you should bring:

- Slippers, bathrobe
- Toothbrush, toothpaste
- Hairbrush and comb
- Shampoo/hair care and personal hygiene products
- Denture care supplies (required to use hospital provided denture cup)
- Eyeglasses and case

Store your contact lenses, eyeglasses, hearing aids and dentures in your bedside stand when not in use. Please don't put them on your bed or food tray – they may be damaged or lost.

Please consider leaving at home any nonessential items – such as jewelry, credit cards and cash – or sending them home with family or loved ones. If you cannot send your valuables home, please promptly speak to your nurse. You will be given a receipt for your valuables, which you must present when you pick them up at the time of your discharge. Please do not lose this receipt.

Please note that UNC Health Southeastern will not be responsible for any of your personal belongings during this hospitalization unless the items are placed in a hospital valuables envelope and deposited with the Nursing Supervisor. For emergency situations, all valuables will be secured based on our organizational policy and procedure.

If you have further questions or have misplaced your belongings, please contact a Patient Representative at 910-671-5592 or in-house extension 6715592.

Your ID Bracelet

As a patient, you will receive a special identification (ID) bracelet that states your name and hospital number, your physician's name and other important information.

Your ID bracelet will be checked often during your stay. Please wear it at all times to prevent delays with important lab tests, x-rays, and various other tests and treatments. If your ID bracelet is damaged or lost, please let your nurse know immediately.

When You Are Admitted

When You Arrive

Please check in at the Admissions desk, located in the Registration area, just off the main lobby. It is essential that we have your current medical and financial information. Please bring the following:

- Insurance card and/or policy
- Medicare or Medicaid card
- Social Security numbers of the patient and the insured
- Driver's licenses and/or photo ID cards of the patient and the insured
- Emergency contact information
- A list of your current medications, over-the-counter and prescription drugs, vitamins and herbals
- Physician's orders, if you have any
- Your advance directives (living will, power of attorney, etc.)

Admission Requirements

Once admitted to an Inpatient or Observation unit, patients are required to remain on their assigned floor. Patients may not leave the unit or floor except for a valid medical reason or as ordered in writing by the physician. If the patient leaves the unit or floor without an order, the patient will be considered to have left Against Medical Advice (AMA) and immediately discharged. Any resumption of inpatient medical care or observation will require readmission through the standard readmission process.



During Your Stay

We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Visiting Hours

General

8:00 a.m. to 8:00 p.m. Visitors may not enter the facility after 8:00 p.m. unless under special circumstances. (Subject to change)

Behavioral Health

Family and friends of patients of the psychiatric unit, Third East, may visit from 5:00 to 6:00 p.m. daily. All visitors are required to participate in a family orientation session prior to visitation, which begins at 4:30 p.m. daily.

Visitor Management System

The electronic visitor management system utilizes photo ID badges to help to expedite visitor check-in and offers an array of security features for patients and guests, as well as the organization. A printed badge allows access to a specific area for up to 24 hours.

Visitor Guidelines (Subject to change)

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease.
- Observe no visiting and precaution signs before entering the room.
- Do not smoke or use tobacco.
- Leave the room during tests or treatments if asked.
- Details about visiting patients in special care units, including Obstetrics, Labor and Delivery, Third East, Outpatient Surgery Center, Critical Care and the UNC Health Southeastern Heart and Vascular may be obtained from the special care unit.
- If you wish to limit your visitors in any way, please notify your nurse, patient representative or the main information desk.

During Your Stay

Parking

Free visitor parking is available in the parking deck on the east side of the medical center and in the lot on 28th Street.

Public Restrooms

Bathrooms in patient rooms are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

Telephone

Telephones are provided in all patient rooms. If you do not wish to receive calls from outside, please let the switchboard know.

To place a local call, please dial 9 + the area code and number desired.

To call long distance, dial 9 + 0 + the area code and number desired. The operator will come on the line only after you have completely finished dialing. Long-distance calls should be charged to your telephone credit card or to a third party, or you may call collect.

Public phones are located in the main lobby and in the emergency waiting area. For special-needs equipment for sight- and hearing-impaired patients, please call the Guest Services Department at 910-671-5592 or in-house extension 6715592.

Medications From Home

Please do not bring any medications (prescription, over-the-counter or illegal drugs) to the hospital. All medications you take while a patient at the medical center have been prescribed by your physician, are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications, unless approved by their physician.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

During Your Stay

UNC Health Southeastern Is a Nicotine-Free Environment

UNC Health Southeastern prohibits all nicotine products, except those approved by the FDA for nicotine cessation, to maintain a healthy environment for patients, employees, volunteers, physicians, vendors, contractors, students and visitors by reducing health-related risks associated with nicotine products. Non-FDA-approved products include, but are not limited to, cigarettes, cigars, pipes, chewing tobacco, snuff, other smokeless tobacco products, such as e-cigarettes and other electronic smoking or vaping devices.

Electrical Appliances

Electrical appliances, including hairdryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, computers and other devices, must be checked by our engineering staff.

Photography and Electronic Recording

To maintain patient confidentiality and ensure privacy, visitors and patients are not allowed to take photographs or electronic recordings of other patients, visitors, staff members or physicians without that individual's consent.

TV

Televisions are provided free of charge in each patient room except on Third East. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Channel listings are located on page 16.

During Your Stay

Patient Meals

UNC Health Southeastern is pleased to provide patient meal delivery at times posted near the information board in your room. Our “Excellence in Dining” service is an extension of our commitment to providing excellence in patient care. All meals are planned within the diet guidelines prescribed by your physician.

Soon after admission, you will receive a copy of our Patient Menu that provides daily menu options for lunch and supper. Breakfast options are listed on the back of the menu and include a delicious selection of entrees, sides and cereal options. We have a variety of options available to accommodate your preferences. Dial in-house extension 1683363 on your room phone to make your meal choices. Guests may also pre-order meals by calling in-house ext. 1683663 or stopping in to our cafeteria from 7 a.m. until 7 p.m.; seven days a week.

The cost for a guest meal is \$5 for breakfast and \$7 for lunch and/or supper. Guests must pre-purchase their meal and have the receipt ready to present to our tray delivery staff.

Our Registered Dietitian staff are also available to explain your diet restrictions during your hospital stay and answer questions as you prepare for discharge. You may ask your nurse to contact a dietitian or call Food and Nutrition Services at in-house extension 1683663.



Calling Your Nurse

To call your nurse, use the button located at your bedside. A staff member will respond to your call as soon as possible.

During Your Stay

Employee ID

All employees and staff who enter your room will be wearing an identification badge. If there is any question as to whether or not a person is staff, please contact your nurse.

Private-Duty Sitters

If a private-duty sitter is needed, the nursing office on the first floor will attempt to arrange for this service. Payment for private-duty sitters is made by the patient directly to the sitter and not through UNC Health Southeastern. For more information on private-duty sitters, ask your nurse.

Cafeteria

Visitors are welcome to dine in the cafeteria. The cafeteria is open daily and is busiest between 11:30 a.m. and 12:30 p.m. Monday through Friday. You may want to avoid these times for your convenience. MasterCard and Visa are accepted for the amount of purchase only.

Gift Shop

The Gift Shop is located in the main lobby and offers a variety of gifts, cards, flowers and personal items along with coffee, drinks and snacks for patients, visitors and staff. Floral arrangements are available by calling 910-735-8164 or in-house ext. 7358164.

Mail and Flowers

Mail will be delivered to you each weekday by a hospital volunteer. Any mail received after your discharge will be forwarded to your home address. Flowers are delivered directly to patient rooms. Please note that flowers are prohibited in intensive care units.

Outgoing mail is picked up each afternoon at the main information desk.

During Your Stay

First Fill Prescriptions

Your discharge prescriptions will be filled by our on-site retail pharmacy and will be delivered to your room prior to discharge. Not only is this convenient, but it also gives you the opportunity to ask the pharmacist questions before leaving the hospital. Your prescription copay will be due at the time of purchase. Please let your care team know early if you desire to have your medications filled at the hospital before you go home. We will need to secure payment prior to time of discharge.

Pastoral Care

The Pastoral Care department provides someone trained to listen and offer counsel to those experiencing spiritual crisis and emotional distress. The chaplain, along with volunteer local clergy, serves the patients, families, staff and others by being available to assist as a spiritual caregiver in these times. To obtain further information and assistance, please contact Pastoral Care at 910-671-5031 or in-house ext. 6715031.

A multi-faith chapel is located in the first floor lobby of the Rust Tower. The chapel is open 24 hours a day, providing a space for patients, families staff and others to come for worship, prayer and reflection. Special attention has been given to religious symbols displayed. Worship and personal devotion materials are available.

Scan this QR code to access patient and visitor information on our website.



During Your Stay

TV Channel Listing

Name	Service	Major/Minor Scanned Short Channel	Name	Service	Major/Minor Scanned Short Channel
GUIDELO	LOCAL GUIDE	10.1	UKIDS	UNIVERSAL KIDS	45.1
ABC	WPDE ABC	11.1	NICKJR	NICK JR	45.2
CBS	WBTW CBS	11.6	NICK	NICKELODEON	45.3
FOX	WFXB FOX	12.1	TOON	CARTOON NETWORK	46.1
NBC	WMBF NBC	12.6	DFC	DISCOVERY FAMILY	46.2
NBC2	WMBF 2 Bounce TV	12.7	CMT	CMT	46.3
CW	WPDE 2 CW	13.1	GACF	GAC FAMILY	47.1
PBS	WRLK PBS	13.6	ESPN	ESPN	47.2
PBS2	WRLK 2 SC Channel	13.7	ESPN2	ESPN2	47.3
ION	ION	23.1	GUIDED2	DELUXE GUIDE2	48.1
METV	WFXB 4 Me TV	23.2	TNF	Thursday Night Football	48.2
MTNET	WBTW 2 My TV	23.3	SEC	SEC NETWORK	48.3
TELEM	Telemundo	24.3	FS1	FOX SPORTS 1	49.1
UNIMAS	UniMas	25.1	FS2	FOX SPORTS 2	49.2
UNV	Univision	25.2	MT	MOTORTREND	49.3
DYSTR	DAYSTAR	25.3	TCM	TCM	50.1
TBN	TBN	26.1	HSN	HSN	50.2
RSN	BALLY Sports South	28.1	EWTV	EWTV	50.3
RSN	BALLY Sports Southeast	28.2	SHOPHQ	SHOP HQ	51.1
GUIDED1	DELUXE GUIDE 1	30.1	QVC	QVC	51.2
USA	USA East Columbia	30.2	CNNE	CNN EN ESPANOL	51.3
AETV	AE	30.3	FXX	FXX	52.1
TNT	TNT	31.1	MTV2	MTV2	52.2
TBS	TBS	31.2	MTVCLAS	MTV CLASSIC ROCK	52.3
AMC	AMC	31.3	UP	UP	53.1
DSC	DISCOVERY	32.1	NGWILD	NATIONAL GEO WILD	53.2
HISTORY	HISTORY	32.2	SMITH	SMITHSONIAN CHANNEL	53.3
FX	FX	32.3	VICE	VICELAND	54.1
BBCA	BBC AMERICA	33.1	FYI	FYI	54.2
SYFY	SYFY	33.2	DEST	DESTINATION AMERICA	54.3
TRUTV	TRU TV	33.3	ID	INVESTIGATION DISCOVERY	55.1
COMEDY	COMEDY CENTRAL	34.1	ACUWTHR	ACCU WEATHER	55.2
PAR	PARAMOUNT	34.2	COOK	COOKING CHANNEL	55.3
VH1	VH1	34.3	OXYGEN	OXYGEN	56.1
MTV	MTV	35.1	WE	WE TV	56.2
TVLAND	TV LAND	35.2	POP	POP	56.3
FREEFORM	FREEFORM	35.3	GSN	GAME SHOW NETWORK	57.1
HALL	HALLMARK CHANNEL	36.1	LOGO	LOGO	57.2
NGC	NATIONAL GEOGRAPHIC	36.2	DLC	DISCOVERY LIFE	57.3
APL	ANIMAL PLANET	36.3	BHER	BET HER	58.1
SCIENCE	SCIENCE	37.1	TVONE	TV ONE	58.2
AHC	AHC	37.2	BBCWILD	BBC WORLD NEWS	58.3
HGTV	HGTV	37.3	NIKTON	NICKTOONS	59.1
FOOD	FOOD NETWORK	38.1	TNCK	TEENICK	59.2
TRAV	TRAVEL CHANNEL	38.2	DXD	DISNEY XD	59.3
TLC	TLC	38.3	MTVLIVE	MTV LIVE	60.1
BRAVO	BRAVO	39.1	RVLT	REVOLT	60.2
EI	EI	39.2	FUSE	FUSE	60.3
LIFE	LIFETIME	39.3	INSP	INSP	61.1
OWN	OWN	40.1	SUNDANC	SUNDANCETV	61.2
BET	BET	40.2	LMN	LMN	62.2
OVATION	OVATIONTV	40.3	IFC	IFC	62.3
CNN	CNN	41.1	HMM	HALLMARK MOVIES	63.1
FNC	FOX NEWS	41.2	BETSOU	BET SOUL	63.2
MSNBC	MSNBC	41.3	PAC12	PAC-12 NETWORK	63.3
HLN	HLN	42.1	BYUTV	BYU TV	64.1
CNBC	CNBC	42.2	FXM	FX MOVIE CHANNEL	64.2
FBN	BOX BUSINESS NETWORK	42.3	IMPNET	IMPACT NETWORK	64.3
BLOOM	BLOOMBERG	43.1	MAGN	MAGNOLIA NETWORK	65.1
WEATH	WEATHER CHANNEL	43.2	MTVU	MTVU	65.2
CSPAN	C-SPAN	43.3	NEWSMX	NEWSMAX TV	65.3
DISN	DISNEY CHANNEL	44.1	BIGTEN	BIG TEN/BTN	66.1
BOOM	BOOMERANG	44.2	ACC	ACC NETWORK	66.2
DJCH	DISNEY JR	44.3			

SUBJECT TO CHANGE

Staying Well

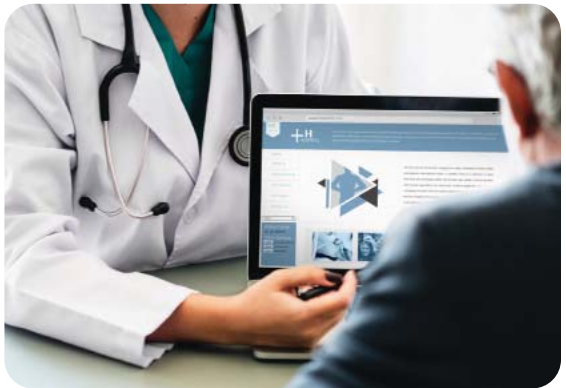
Five Ways to Prevent a Return Trip to the Hospital

It is our desire that once you are discharged, you will stay well and not have to return. We believe that when you are discharged, chances are you also do not want to return. It is nice to have skilled, compassionate care you can depend on when you need it. But staying healthy – and avoiding returning to the hospital – is what we want for you.

Unfortunately, a significant percentage of people discharged from hospitals nationwide are readmitted within 30 days, which is why reducing readmission rates is a goal of UNC Health Southeastern. It is a goal we take seriously at our hospital. But it is one that we need your help to achieve.

When you leave the hospital, we will strive to make it a smooth transition. We ask that you help us by doing the following:

1. Make sure you understand your condition. Ask your caregiver –:
 - What you should do to help yourself get better.
 - What – if any – limitations do you now have.
 - What potential problems you should watch for.
 - What to do if problems occur.
2. Review your medications. Ask if you should continue taking everything you were taking before you were admitted and if any new medications have been prescribed.
3. Keep your medical appointments. Often, follow-up tests or doctor visits are scheduled before you leave the hospital. It is important for you to keep these appointments to make sure you continually feel better.
4. Speak up if you need help. Can you bathe, dress yourself and cook your meals? If you have concerns about your ability to handle these and other tasks, don't hesitate to say so. We can arrange to get you some help.
 - Can you bathe yourself?
 - Can you dress yourself?
 - Can you cook your own meals?
5. Get a name and number. You may have questions or concerns after leaving the hospital. Be sure you are clear about whom to call for answers.



Patient Experience Survey

Our Patients Are Important

We want to improve, and you can help.

You may receive a survey by phone, mail, email or text asking you about your visit.

Please complete the survey. We will use your feedback to make improvements.

UNC
HEALTH[®]
Southeastern



 PRESS GANEY[®]

You may receive a survey by phone, mail, email or text.

Surveys are administered by Press Ganey Associates, Inc. All responses are confidential.

Rights & Responsibilities

Your Rights As a Patient

We, the healthcare team of UNC Health Southeastern, respect patient rights and promise to:

- treat you with respect and dignity.
- listen to you and your family.
- introduce ourselves and tell you why we are there and what we are doing; what tests are ordered; your treatment plans; who your doctors are; and we will do this in words you can understand.
- tell you the facility rules and what is expected of you.
- notify your family and/or your own physician of your admission if you wish.
- involve you in your care plan.
- inform you of your health status and prognosis.
- respect your need for privacy.
- keep your medical record private and confidential except when required by law.
- monitor your pain and ensure that your pain is relieved as much as possible in a timely fashion.
- provide a safe environment for your care and keep you from abuse.
- keep you free from restraint of any type unless deemed necessary for safety and care.
- provide emergency procedures without unnecessary delay.
- make sure the healthcare team caring for you provides quality medical care and upholds high professional standards.
- obtain the necessary informed consent by the physician prior to the start of any procedure and/or treatment, except for emergencies.
- respect your advance healthcare directives and if you do not have one, we can assist you in initiating one if you wish.
- complaints related to advance directive requirements may be filed with the state survey and certification agency.
- respect your rights to refuse treatment, medication and procedures, including your rights to withdraw from life-sustaining equipment or to withhold extraordinary means within the limits of the law. We will inform you of any risk involved in the refusal. We will explain other treatment options when available.

Rights & Responsibilities

- not involve you in an experiment, research or donor program without asking you first. You and your legal guardian have the right to know about and to refuse to be a part of any research program or organ donor program that might be considered by your doctor. If you decide you want to participate in a program, you or your legal guardian have a right to be fully informed about the program and must give your permission by signing consent to be part of the program. You also have the right to stop being involved in any such program at any time.
- support your right to a second medical opinion from a physician of your choice.
- provide an interpreter/signee for you and your immediate family when needed.
- arrange for your transfer to another facility if we are not able to provide the care you need. We will explain the reason for the transfer and ask your permission to do so. The receiving facility must agree to accept you, and arrangements must be made for another physician to take over your care. Appropriate transportation arrangements also must be made.
- try not to hurt you or your feelings with our touch or our words while we are providing your care.
- make your medical records available to you or whom you say unless your doctor says we cannot. If he/she says we cannot let you see it, he/she must write in your medical record why you cannot see it, and he/she must base the reason on your medical condition. However, the person you say can see your medical record can see it even if your doctor says you cannot.
- not wake you unless there is a medical reason.
- avoid unneeded or repeated medical and nursing procedures.
- explain our billing procedures and provide you with a full explanation of your bill if you wish. If there are items on your bill you do not understand, we will be glad to explain them to you.
- assist you in getting information and financial resources available for payment of your healthcare.
- care about you no matter:
 - what your race, religion or gender
 - where you were born
 - what you can or cannot do
 - what lifestyle you choose
 - what you look like
 - how much money you have
 - what your medical problem is
- help you learn how to care for yourself after you leave the hospital and assist in arranging for that care.

Rights & Responsibilities

- allow you to designate who may and may not visit with you. If visitor restrictions are needed, these will be clearly communicated to you, and we will not deny visitation based on sexual orientation, race, color, national origin, religion, sex, gender identity, disability, etc.
- allow a family member, friend or other individual as designated by you to be present for emotional support during the course of your stay, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The support person may or may not be your surrogate decision-maker or legally authorized representative.
- follow the directions given to the healthcare team by an individual or agency who has been authorized to act in your behalf to protect your rights.
- tell you what your rights are as soon as possible after coming to the hospital to include obtaining an advance directive.
- inform you of our complaint procedure in the event you are dissatisfied with any portion of your healthcare and/or healthcare team. You also will have the right to file a complaint with Peer Review Organizations, including the state agency, and we will provide you with the appropriate name, address and telephone numbers.

Your Responsibilities as a Patient

The following are things our patients are asked to do to help us to keep our promises:

Be honest with us about:

- your health and what your health was like before now.
- any changes you or your family has noticed about how you are feeling.
- any medicines you take, including over-the-counter, herbal and illicit drugs.
- your family's and requested others' needs or worries.
- any religious, cultural and/or learning needs.

Help in your care by:

- telling us your ideas about how we can take care of you.
- following the directions of your doctors, nurses and others taking care of you.
- letting us know when you cannot follow our directions.
- learning what you can do to help take care of yourself.
- keeping your appointments, being on time and letting us know if you must change your appointment.

Rights & Responsibilities

While your health is our first concern, you and your family are responsible for your hospital bill and need to:

- find a way to pay your bill as soon as possible.
- ask for help if you or your family has a problem paying your bill.
- give us correct information about your insurance.
- give us any records or forms that your insurance company needs to pay your bill.

Follow our rules and regulations by:

- never bringing a weapon into any of our facilities.
- not using foul or abusive language.
- never hitting or threatening anyone.
- making our organization smoke-free, alcohol-free and free of illegal drugs.

If a patient is suspected or found to be in possession of illegal substances, UNC Health Southeastern Security and/or local law enforcement may be notified.

- taking care of UNC Health Southeastern's property.
- using only those medications that your doctors say you should use.
- observing visiting hours.
- maintaining a noise level that will not bother others.
- leaving your valuables at home.
- using hospital supplies with care.

Ask us questions about:

- the papers you or your family is being asked to sign.
- any words we use that you do not understand.
- why you are here and what we are doing for you.
- how we can ease your pain.
- how to get where you want to go.

Respect other patients and families by:

- giving them privacy.
- limiting your visitors and having them observe visiting hours.
- keeping what you hear about others to yourself.



Observation Status

What is outpatient observation?

Observation services are hospital outpatient services that a physician orders to allow for testing and medical evaluation of your condition. Within the first 48 hours of your stay, the physician will decide whether you require an inpatient stay or may be discharged home for care in another setting.

For assistance:

Patient Access/Registration
910-671-5047
Customer Financial Services
1-800-594-8624

How is an observation stay billed?

An observation stay is billed under outpatient services (under Medicare this would be under Part B). An inpatient admission is billed under inpatient services (under Medicare this would be billed under Part A).

Does observation care count toward my three-day hospital stay for skilled care?

No. Any of your time spent during an observation stay does not count toward Medicare's three-day (consecutive) hospital stay rule to qualify for skilled nursing home placement. If your status changes from observation to inpatient, your three-day hospital stay begins only from the time when you become an inpatient.

What am I expected to pay for as an observation patient?

Observation stays are billed as an outpatient service. Your insurance co-pays and policy or insurance deductibles, along with any additional costs, will probably be based on the outpatient terms of your policies. Your out-of-pocket costs may change depending on whether your stay is designated as observation or full inpatient admission.

If I want to spend the night after my outpatient surgery, will Medicare cover this?

No, Medicare will only pay if there is a medical condition that requires a stay. Medicare allows a 4-6-hour recovery period.

Medicare requires your physician and hospital to determine the correct billing status for your hospital stay based on your illness and the services that are provided to you.

- Observation care is paid under Medicare Part B benefits.
- Your expected length of stay in the hospital is less than 48 hours.
- Your physician will determine your actual length of stay based upon your condition and/or progress.
- You have an outpatient billing status, even though you may be in a regular hospital bed and receive some of the same services as a patient with an inpatient billing status.

Notice of Nondiscrimination

UNC Health Southeastern complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. UNC Health Southeastern does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

UNC Health Southeastern:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call 910-671-5000.

If you believe that UNC Health Southeastern 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: UNC Health Southeastern Customer Relations, 300 W. 27th St., Lumberton, NC 28358, Phone: 910-671-5592 or in-house ext. 6715592, Fax: 910-272-3047.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Customer Relations is available to help you.

You also can 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 Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
TDD: 800-537-7697

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Notice of Nondiscrimination

Interpreting Service: 910-674-6143

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-910- 671-5000 (TDD: 1-910-671-5564).

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-910- 671-5000 (TDD: 1-910-671-5564).

Chinese

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 1-910-671-5000 (TDD: 1-910-671- 5564)。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-910-671-5000 (TDD: 1-910-671-5564).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-910-671- 5000 (TDD: 1-910-671-5564) 번으로 전화해 주십시오.

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-910-671-5000 (TDD: 1-910-671-5564).

Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن
اتصل برقم (1-910-671-5000) رقم خدمات المساعدة اللغوية تتوافر لك بالمجان.
اتف الصم والبكم: 1-910-671-5564.)

Hmong

LUS CEEV: Yog tias koj hais lus
Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-910-671-
5000 (TTD: 1-910-671-5564).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-910-671-5000 (телетайп: 1-910-671-5564).

Notice of Nondiscrimination

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-910-671-5000 (TTD: 1-910-671-5564).

Gujarati

સુચના: જો તમે ગજરાતી બોલતા છો, તો નન:શલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-910-671-5000 (TDD: 1-910-671-5564).

Cambodian

ប័ណ្ណ: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សវន្តន្តយជនកកាសា ដោយមិនគិតលុយនួល គឺអាចមានសំរាប់បរិស្ថាន ។ ចូរ ទូរស័ព្ទ 1-910-671-5000 (TDD: 1-910-671-5564)។

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-910-671- 5000 (TTD: 1-910-671-5564.)

Hindi

ध्यान दें: दूद आप दूददी बोलते हैं तो आपके ललए मुफत मे भयाषया सयिताया सेवयाएं उपलब्ध हैं। 1-910-671-5000 (TTD: 1-910-671-5564) पर कॉल करे।

Lao

ຮຽນ: ຖ້າທ່ານໃຊ້ ພາສາລາວ, ທ່ານ ສາມາດ ຄຳ ຈື່ ໃຊ້ ບໍ່ ວ່ ການ ດ ັ້ນ ພາສາ ລາວ ໄດ້ ພຣ. ໂທ: 1-910-671-5000 (TTD: 1-910-671-5564).

Japanese

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。1-910-671-5000)TTD: 1-910-671-5564(まで、お電話にてご連絡ください。

Advance Directives

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For healthcare: A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

For finances: You also may want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.

What Are Advance Directives?

A living will, healthcare proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

For more information about advance directives or to get forms, please speak with your nurse or call 910-671-5000 for assistance.

Your Privacy & Information

You have privacy rights under a federal law that protect your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information. Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

Your Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You also can file a complaint with the U.S. government. Go online to <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> for more information.

Your Privacy & Information

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights
A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.



myUNCChart™

SIGN-UP GUIDE

IF YOU RECEIVED AN INSTANT ACTIVATION TEXT OR EMAIL LINK DURING YOUR VISIT, SKIP TO STEP 3.

- 1 At the login page, click "Use your Activation Code."
- 2 Enter your **Activation Code** and **Date of Birth**.
- 3 Create a **username** and **password**. Choose a security question and click "Next."
- 4 Choose whether you want email or text notifications, and click "Sign In."
- 5 Review the Terms and Conditions. Click "Accept"
- 6 **Success!** You will be taken to your personal My UNC Chart home page.

Preparing for Discharge

When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.



Going Home

When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are a few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver has spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items. UNC Health Southeastern cannot be responsible for any articles left behind.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.
- Wheelchair transportation from your room to the discharge area will be provided for all patients.

Billing

What a Hospital Bill Covers

Your hospital bill will not include charges for private-duty nurses or sitters that may be requested by the family or the patient. All professional service fees by your physician, pathologist, anesthesiologist, radiologist or other consulting physicians will be billed to you by those healthcare providers individually.

Should you have questions regarding charges and/or your available insurance coverage, internet access to your account or paying your bill online, please call Customer Service at 1-800-594-8624.

Preparing for Discharge

Insurance

At the time of admission or pre-admission, you will be asked to present your insurance company information. Most insurance companies provide the insured with an insurance card that identifies the company name, group number, plan number and patient identification number. Your insurance company will be notified that you are a patient at UNC Health Southeastern, and your healthcare benefits will be verified and approved by pre-certification, when necessary.

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information, such as policy number, group number and the correct mailing address for your insurance company.

If You Have No Insurance

A representative of the Benefit Advisory staff will discuss financial arrangements with you. You also may speak with a hospital representative from the Social Services department to assist you in applying for Medicaid or other government-assisted programs. Please call 910-671-5203 or in-house ext. 6715203 for more information.

Financial Arrangements

All patient charges not covered by individual healthcare insurance benefits are due and payable at the time of registration by check, money order, cash or credit card. Should you need financial assistance through available state and federal programs, please call 1-800-594-8624 between 8:00 a.m. and 5:00 p.m. Monday through Friday. An appointment can be made for you to meet with the Benefit Advisory staff in order to make application for financial assistance to determine if you qualify.

Hospital Statement

You will be receiving statements regarding your hospital stay within 30 days of leaving the hospital. You will be informed that we have either billed your insurance company or are expecting payment from you for any outstanding charges. You may elect to receive your statements by mail or secure email via the internet. You may elect to pay the amount due online via My UNC Chart.

Preparing for Discharge

Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other's insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid. Note: Some insurance carriers or health plans also may refer to COB as "Maintenance of Benefit" or "MOB."

Medicare

We will need a copy of your Medicare card to verify eligibility and to process your claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments are the patient's responsibility.

Medicare Supplements

Some patients may have Medicare Supplement insurance, sometimes referred to as Medi-Gap policies, which help to cover a Medicare member's coinsurance responsibility. If you have Medicare Supplement insurance, please provide that information at time of registration, or call Patient Financial Services at 1-800-594-8624.

Medicaid

We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items.

Preparing for Discharge

Important Message From Medicare

Your Rights as a Hospital Patient

- You have the right to receive necessary hospital services covered by Medicare, or covered by your Medicare Health plan (“your plan”) if you are a plan enrollee.
- You have the right to know about any decisions that the hospital, your doctor, your plan or anyone else makes about your hospital stay and who will pay for it.
- Your doctor, your plan or the hospital should arrange for services you will need after you leave the hospital.
- Medicare or your plan may cover some care in your home (home healthcare) and other kinds of care, if ordered by your doctor or by your plan. You have a right to know about these services, who will pay for them and where you can get them. If you have any questions, talk to your doctor, plan representative or other hospital personnel.

Your Hospital Discharge and Medicare Appeal Rights

Date of discharge: When your doctor or plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your plan.

Your right to an immediate appeal without financial risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as a QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. The QIO in this area is KEPRO. It can be reached [toll free] at 1-844-455-8708 or by TTY by calling the North Carolina Relay at 711. You also may contact the Hospital’s Care Management department at 910-671-5551 or in-house ext. 6715551. If you want to appeal, you must contact the QIO no later than your planned discharge date and before you leave the hospital. If you do this, you will not have to pay for the services you receive during the appeal (except for charges like co-pays and deductibles). Other appeal rights: If you miss the deadline to appeal, you have other appeal rights. You still can ask the QIO or your plan (if you belong to one) for a review of your case.

If you have original Medicare, call the QIO listed above. If you belong to a Medicare advantage plan or other Medicare managed care plan, call your plan representative. If you stay in the hospital, the hospital may charge you for services you receive after your planned discharge date.

Source: Form No. CMS_R_193 (Approved 05-07)

Derechos y Responsabilidades

Cuáles son sus Derechos como Paciente

Nosotros, el equipo de atención médica de UNC Health Southeastern, respetamos los derechos del paciente y prometemos lo siguiente:

- Tratarlo con respeto y dignidad.
- Escucharlos a usted y a su familia.
- Presentarnos e informarle por qué estamos ahí y qué estamos haciendo; qué estudios se pidieron; los planes para su tratamiento y quiénes son los médicos; lo comunicaremos de manera que usted pueda entender.
- Informarle cuáles son las normas del establecimiento y qué se espera de usted.
- Notificarle a su familia o a su médico personal sobre su ingreso, si lo desea.
- Hacerle saber cuál es su plan de atención.
- Informarle sobre su estado de salud y pronóstico.
- Respetar su necesidad de privacidad.
- Mantener la privacidad y confidencialidad de su registro médico, excepto que lo exija la ley.
- Controlar su dolor y asegurarnos de aliviarlo tanto como sea posible y de manera oportuna.
- Proporcionar un entorno seguro para su atención y evitar que lo maltraten.
- Evitar que tenga algún tipo de restricción, a menos que sea necesaria para su cuidado y seguridad.
- Cumplir los procedimientos de emergencia sin retrasos innecesarios.
- Asegurarnos de que el equipo de atención médica que lo atiende le brinde un cuidado de calidad y se rija por altos estándares profesionales.
- Obtener el consentimiento informado y necesario del médico antes de iniciar cualquier procedimiento o tratamiento, excepto para las urgencias.
- Respetar sus directivas anticipadas de cuidado médico y, si no tiene una, ayudarlo a establecerla, si así lo desea.
- Se pueden registrar las quejas sobre los requisitos para las directivas anticipadas con una agencia de investigación y certificación estatal.
- Respetar su derecho a rehusarse a proceder con un tratamiento, a tomar la medicación o a cumplir con algún procedimiento. Esto incluye sus derechos a que se le retiren los equipos de soporte vital o a retener instrumentos extraordinarios dentro de los límites de la ley. Le informaremos acerca de los riesgos que corre si se rehúsa a dichos procesos. Le explicaremos cuáles son las otras opciones de tratamiento, si corresponde.
- No lo implicaremos en un experimento, una investigación o un programa de donantes de órganos sin su permiso previo. Usted y su representante legal tienen el derecho de conocer este tipo de investigaciones o

Derechos y Responsabilidades

programas que su médico tenga en consideración y de rehusarse a participar en ellos. Si decide que sí desea participar, usted o su representante legal tienen el derecho de obtener toda la información sobre el programa en cuestión y deben dar su permiso mediante un consentimiento firmado para poder formar parte de él. También tienen derecho de detener su participación en el programa, en cualquier momento.

- Respaldo su derecho a una segunda opinión médica del profesional que usted elija.
- Proporcionar un intérprete o firmante para usted y su familia directa cuando sea necesario.
- Hacer los arreglos para su transferencia a otra instalación si no podemos brindarle la atención que necesita. Le explicaremos el motivo de la transferencia y le pediremos permiso para hacerla. El establecimiento que lo reciba debe acordar aceptarlo y se gestionarán los trámites para que otro médico se haga cargo de su atención. También debe gestionarse el traslado apropiado.
- Intentar no herir sus sentimientos con nuestras palabras ni lastimarlo cuando lo revisamos mientras brindamos atención.
- Poner a su disposición o de la persona que usted diga los registros médicos, a menos que el médico nos comunique que no podemos hacerlo. En ese caso, el profesional debe escribir en su registro médico la razón por la cual usted no puede verlo y debe basar esa razón en su condición médica. Sin embargo, la persona que cuenta con su permiso para ver el registro puede disponer de él, incluso si el médico le dice que usted no puede verlo.
- No despertarlo, a menos que haya una razón médica.
- Evitar procedimientos médicos y de enfermería innecesarios y repetidos.
- Explicarle nuestros procedimientos de facturación y proporcionarle una explicación completa de la factura, si lo desea. Si no entiende alguno de los puntos de su factura, estaremos complacidos de explicárselo.
- Ayudarlo a obtener información y recursos económicos para el pago de su atención médica.
- Cuidarlo, independientemente de lo siguiente:
 - Su raza, religión o género
 - Su lugar de nacimiento
 - Lo que puede o no puede hacer
 - El estilo de vida que escogió
 - Su aspecto
 - La cantidad de dinero que tiene
 - Su problema médico

Derechos y Responsabilidades

- Ayudarlo a saber cómo debe cuidar de sí mismo después de dejar el hospital y ayudarlo a organizar ese cuidado.
- Permitirle indicar quiénes pueden visitarlo y quiénes no. Si se requieren restricciones a las visitas, se las comunicaremos claramente y no le negaremos las visitas según la orientación sexual, la raza, el color, la nacionalidad, la religión, el sexo, la identidad de género, la discapacidad, etc.
- Permitir que un familiar, amigo u otra persona que usted indicó esté presente para apoyarlo emocionalmente durante toda su internación, a menos que su presencia infrinja los derechos y la seguridad de los demás, o que esté contraindicado médica o terapéuticamente. Esta persona de apoyo puede ser o no quien tome las decisiones por usted o su representante legal autorizado.
- Seguir las instrucciones dadas por el equipo de atención médica por parte de un individuo o agencia autorizados para actuar en su nombre a fin de proteger sus derechos.
- Comentarle cuáles son sus derechos lo más pronto posible después de que ingresa al hospital para incluir la obtención de una directiva anticipada.
- Informarle cuál es nuestro procedimiento de queja en el caso de que no esté satisfecho con nuestro servicio o con nuestro equipo de atención médica. También tiene el derecho de presentar una queja a las organizaciones de control de pares, incluida la agencia estatal, y le proporcionaremos el nombre, la dirección y los números telefónicos correctos.

Sus Responsabilidades como Paciente

Se le pedirá lo siguiente, lo que nos ayudará a mantener nuestras promesas:

Sea honesto con nosotros acerca de lo siguiente:

- Su salud y cómo era antes del momento de su ingreso
- Cualquier cambio que usted o su familia adviertan sobre cómo se siente
- Los medicamentos que tome, incluidos los medicamentos de venta libre, hierbas y drogas ilícitas
- Sus necesidades o inquietudes, o las de su familia
- Sus exigencias religiosas, culturales o de aprendizaje

Haga lo siguiente para ayudar en su atención médica:

- Comentar nos sus ideas sobre cómo podemos brindarle la atención.
- Seguir las pautas de sus médicos, enfermeros y demás personal de atención.

Derechos y Responsabilidades

- Hacernos saber cuándo no puede cumplir nuestras instrucciones.
- Conocer qué puede hacer para ayudar en su propio cuidado.
- Asistir a sus citas, llegar a tiempo y hacernos saber si debe cambiar el día o el horario.

Mientras que su salud es nuestra primera preocupación, usted y su familia son responsables de la facture del hospital y deben hacer lo siguiente:

- Encontrar la manera de pagar su factura lo más pronto posible.
- Pedir ayuda si usted o su familia tienen un problema en pagar la factura.
- Darnos la información correcta sobre su seguro.
- Proporcionarnos los registros o formularios que su empresa de seguros necesite para pagar la factura.

Siga nuestros reglamentos y normas de la siguiente manera:

- No ingrese con un arma a nuestro establecimiento.
- No use lenguaje vulgar o abusivo.
- No golpee ni amenace a nadie.
- No fume ni consuma alcohol o drogas ilegales dentro de la organización. Si se sospecha o se descubre que un paciente está en posesión de sustancias ilegales, es posible que se notifique a UNC Health Southeastern Security y/oa la policía local.
- Cuide las instalaciones de UNC Health Southeastern.
- Consuma solamente los medicamentos que sus médicos le prescriben.
- Respete las horas de visita.
- Mantenga el ruido a un nivel que no moleste a otros.
- Deje sus objetos de valor en casa.
- Use con cuidado los suministros del hospital.

Háganos preguntas sobre lo siguiente:

- Los papeles que usted o su familia deben firmar
- Las palabras que le comunicamos y no entiende
- Por qué estamos ahí y qué estamos haciendo por usted
- Cómo podemos aliviar su dolor
- Cómo llegar adonde desee ir

Respete a otros pacientes y a sus familias, de la siguiente forma:

- Deles privacidad.
- Limite la cantidad de personas que lo visitan y pídale que cumplan con las horas de visita.
- No divulgue la información que escucha sobre otras personas.

Nuestro Compromiso con la Atención

Departamento de Servicios Sociales del condado de Robeson
120 Glen Cowan Rd.
Lumberton, NC 28360
910-671-3500

Organización para la Revisión de Normas Profesionales
Carolinas Center for Medical Excellence (anteriormente, Medical Review of N.C.)
100 Regency Forest Dr. Suite 200
Cary, NC 27511-8598
1-800-682-2650
TTY: 1-800-735-2962

Disability Rights North Carolina
(anteriormente, Governor's Advocacy Council for Persons with Disabilities)
2626 Glenwood Ave. Suite 550
Raleigh, NC 27608
1-877-235-4210
TTY: 1-888-268-5535
Correo electrónico: info@disabilityrightsn.org
De lunes a viernes de 8:00 a. m. a 5:00 p. m.

Nuestra meta es ofrecer la mejor atención al paciente. Si, en algún momento, tiene preguntas o inquietudes acerca de la calidad de la atención que usted o uno de sus familiares recibe o ha recibido en nuestro hospital, no dude en hablar con la enfermera o con el supervisor de enfermería. Si siente que no se solucionó su problema, contacte al representante de pacientes llamando al 910-671-5592 or in-house ext. 6715592. También puede comunicarse con el operador del hospital y preguntar por el representante de pacientes o pedir que un miembro del personal lo comunique con usted. Si se comunica fuera del horario laboral, pida por el gerente de flujo de pacientes. Nos esforzaremos para solucionar el problema el mismo día en que recibimos la solicitud. Si no puede resolverse oportunamente, nuestro Departamento de Atención al Cliente le responderá por escrito dentro de los siete días.

Nuestro Compromiso con la Atención

Además, tiene derecho a presentar un reclamo o inquietud en una o más de las siguientes áreas:

N.C. Division of Health Service Regulation
Complaint and Intake Unit
2711 Mail Service Center
Raleigh, NC 27699-2711
919-855-4500 or 1-800-624-3004
<https://info.ncdhhs.gov/dhsr/ciu/index.html>

DNV Healthcare
ATTN: Hospital Complaint
4435 Aicholtz Rd., Suite 900
Cincinnati, OH 45245
866-496-9647
Fax: 281-870-4818
<https://www.dnvhealthcareportal.com/patient-complaint-report>

Medicare
1-800-MEDICARE (1-800-633-4227)
TTY: 1-877-486-2048

Customer Relations
P.O. Box 1408
300 W. 27th St.
Lumberton, NC 28359
910-671-5592

Línea directa de cumplimiento:
1-800-362-2921

Discharge Plan



My checklist before I leave the hospital

Leaving



- I have a ride to leave the Hospital.
- I will have all my valuable items and belongings with me when I leave.

At home



- I have a plan for someone to help care for me when I leave.
- I know what medical equipment I'm going to need when I leave.
- I know what symptoms to look out for.

My medicines



- I know why I am taking each of my medicines.
- I understand the "side effects" of each of my medicines. If the side effects bother me, I should call my doctor.

Follow up visit



- My follow up visit is with _____
- I will make this visit on this day _____ at this time _____.
- I have a ride to my follow up visit.

Now I'm ready to go!

Inside my folder I can find:



- My after-visit summary (AVS) which has:
 - o A list of my medicines.
 - o My instructions for discharge.
 - o A summary of my hospital stay.
- My patient education materials.
- Important phone numbers.