Patient Guide to Surgery
Advance Directives: For More Information

It’s important to discuss your views on life support with your family. If you have questions about signing an advance directive, talk to your doctor, patient advocate, minister or attorney. The best time to complete an advance directive is before being admitted to a hospital or nursing home. For more information on advance directives, please call any of the following numbers:

Pastoral Services ................................................................. 864.512.1000
Pager 3636 for Medical Center, Pager 3737 for Women’s and Children’s Hospital

Patient Advocate ................................................................. 864.512.1404  Pager 0977

Patient Care Coordinator ....................................................... 864.512.1277

Lieutenant Governor’s Office On Aging........................................... 1.800.868.9095

Senior Solutions ........................................................................ 864.332.5381

State Ombudsman Office .......................................................... 1.800.868.9095

If You Have A Concern

Our goal is to provide excellent care. We hope this booklet answers any questions you may have about your surgery.

We want to know if you have concerns about your safety or care. If you have a concern, please talk to the nurse manager, patient advocate or patient care coordinator. He or she will help you contact your doctor.

For more help, please call the patient hotline at 864.512.1414. A patient care coordinator will be happy to assist you.

If your concern has not been resolved by working with AnMed Health staff, you may call the Joint Commission’s Office of Quality Monitoring. The Joint Commission can be reached at 1.800.994.6610 or by emailing complaint@jcaho.org. The Joint Commission can also be reached by mail at:

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

A special way to say “Thank You.”

It’s our mission to make you feel as comfortable and nurtured as possible during your stay at AnMed Health. If someone made a difference for you or your family during your time with us, consider honoring a doctor, nurse or other caregiver with a donation to the AnMed Health Foundation.

The AnMed Health Foundation’s Grateful Patient Giving Program is an opportunity to say “thank you” in a meaningful way. Programs supported by contributions to the AnMed Health Foundation heal illnesses, prevent diseases, provide therapy, offer education, and enhance the health of our entire community each and every day.

For more information about the AnMed Health Foundation Grateful Patient Giving Program or other giving opportunities, please call 864.512.3477, visit www.anmedhealth.org/ourfoundation or ask your caregiver for a brochure.
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Who’s Treated in Outpatient Surgery

Outpatient Surgery prepares outpatients and AM admits for surgery. If you’re having outpatient surgery, you will go home after your anesthesia wears off. If you’re an AM admit patient, you will come in the morning of surgery and be admitted to the hospital after your operation.

Preparing for Your Surgery

Surgery Assessment Center

You may need to go to the Surgery Assessment Center at the AnMed Health North Campus. To get there, use the Oglesby Center B entrance. The Surgery Assessment Center will be on the right when you walk in the door. This appointment can occur several days before your surgery. You will need to provide the following information when you arrive:

- name, address and phone number
- insurance card
- Social Security number
- employer information
- date of birth
- date of procedure/surgery
- advanced directive (if you have one)

After signing in, you’ll see a registered nurse. The nurse will check your blood pressure, heartbeat, breathing and temperature. He or she will also ask about your medical history. Please answer these questions as best you can. Remember to share any allergies to food or medicines. This is important in planning your care.

Bring any medicines you are currently taking. This includes herbal supplements and over-the-counter drugs. Bring them in the original bottle. The staff will make a list of your medicines and return them to you.

Depending on your age and overall health, you may need lab work, X-rays, an EKG or other tests.

During this appointment, you’ll also learn how to prepare for surgery, where to go and what to do on the day of your operation.
Your Pre-admission Checklist

Before you come in for surgery, you should have visited the Surgery Assessment Center or had an evaluation over the phone.

Choose someone to bring you to the hospital. This person will also be your doctor’s contact after your surgery.

Do not have anything to eat or drink after midnight the day of your surgery.

Pack a bag with everything you need to stay overnight. This includes slippers, non-skid socks, a robe and toiletries. Be sure to include your CPAP or BiPAP if you use one at home.

**Pack any medicines you take at home.** This includes herbal supplements and over-the-counter drugs. Bring them to the hospital in the original bottle.

Complete any tasks that could cause extra anxiety.

Make sure all your concerns and questions have been answered.

Take a shower the night before and morning of your surgery. This helps lower your risk of an infection.

### Showering Before Surgery

- You may receive a special cleansing solution. If not, use an antibacterial body wash or soap.
- Use a clean wash cloth and rinse well. It is important to get all the soap off your body. Put on clean clothes. Do not use lotion, cream or powder.
- **Do not shave the area where the surgery will be done.** Bacteria can enter your skin through tiny nicks or cuts for up to seven days after shaving. If it’s necessary to remove hair in the surgical area, clippers will be used instead of a razor.

### Before Surgery

Tell your surgeon if you have any ongoing health problems, including diabetes. Also tell your surgeon if you notice signs of an infection, skin problems or an oncoming cold. If you’re sick the day of your surgery, please call the department where your surgery will take place.

- North Campus surgery patients .................................................. 864.512.6658
- North Campus endoscopy patients .............................................. 864.512.6680
- Medical Center surgery patients ................................................. 864.512.1330
- Medical Center endoscopy patients .......................................... 864.512.1330

If you’re diabetic, your blood sugar must be controlled before surgery. Talk with your family physician if necessary.

Contact your surgeon if you’re taking aspirin, Ibuprofen, any over-the-counter medicine or blood thinner and have not been told to stop.

Do not drink alcohol or use illegal drugs for at least 72 hours before surgery.

Stop using tobacco products at least a month before your surgery. This helps avoid complications, such as pneumonia. Smoking also increases your risk for infection and delays healing.
Respiratory Therapy

You may receive a device called a spirometer. The spirometer helps patients breathe deeply after surgery. These exercises help prevent breathing problems.

Practice using the spirometer a couple days prior to surgery. If you are having outpatient surgery, the nurse will instruct you on how to use the spirometer after surgery. If you are being admitted to the hospital, please bring your spirometer to the hospital where you will receive instructions from nurses and respiratory therapists.

The Day of Surgery

When you come to the hospital, do not wear contacts, make-up or nail polish. Remove any piercings. Leave jewelry and other valuables at home. Tell your nurse if you wear dentures or any other prosthetic.

Arriving at the Hospital

Surgery is performed at AnMed Health Medical Center and AnMed Health Women’s and Children’s Hospital. Know where your surgery will be done.

AnMed Health Medical Center (corner of Greenville and Fant Streets):
Arrive at the main entrance of AnMed Health Medical Center off of Fant Street. A side ramp is available for anyone who cannot climb the stairs. Patients can also be dropped off at the revolving door entrance. Free parking is available in the upper deck of the parking garage. Once you enter the Medical Center through the main entrance, take Elevator A to the third floor for outpatient surgery and AM admits.

AnMed Health Women’s and Children’s Hospital (2000 East Greenville Street):
Use the Oglesby Center B entrance and take the elevators by Women’s Diagnostics to the second floor. If you’re having a C-section, use the main entrance to the Women’s and Children’s Hospital and take the elevator to the second floor.

Day of Surgery Preparation

You will receive a phone number at your pre-operative visit. Call this number the day before your surgery to obtain an arrival time. You’ll spend most of the day at the hospital. Feel free to bring a book, laptop or crossword puzzle to pass the time.

When it’s time for your operation, you’ll change into a hospital gown and prepare for surgery. Up to two family members can stay with you until it’s time for your procedure.

During this time, nurses will take your blood pressure, pulse and temperature. Your IV fluids may be started. Your skin will be prepared for surgery, which may include clipping your hair. You may have a pre-anesthesia review. You may receive medicine. You may be given devices to improve blood flow in your legs. Your doctor also may order medicine to help thin your blood and stop blood clots. You may receive a special gown to keep you warm.

For safety purposes, the staff will evaluate your risk for a fall. Please call for help when getting out of bed.
Pre-anesthesia Evaluation
The anesthesiologist will explain the anesthesia process and help determine the best anesthesia for you. You will need to sign an anesthesia consent based on the kind of anesthesia you agree on. If your anesthesia requires a procedure, such as a nerve block, epidural or other special monitoring, you will be taken to a procedure area. When the procedure is over, you’ll go to the operating room.

Consent for Blood Transfusions
You may be asked to sign a blood transfusion consent form if your doctor decides it’s needed.

Safe Surgery at AnMed Health
For your safety, the staff will ask you to repeat certain information before your operation. You may be asked these questions several times. This is to make sure the information is correct. Some questions you will be asked include:

- What procedure are you having?
- Where on your body is the procedure to be done? Right or left? Front or back?
- What is your full name? Your identification bracelet will be checked each time.
- What is your date of birth?

If needed, your surgeon will identify the surgical site by drawing on your skin.

What You Can Do to Help Prevent Infection
Make sure health care providers clean their hands before examining you. If you don’t see staff clean their hands, please ask them to do so. Clean your hands with soap and water or an alcohol-based hand sanitizer before and after changing bandages. Visitors should not touch the surgical wound or bandage. Visitors should also clean their hands before and after seeing you.

What Happens While I’m in Surgery?
The staff will show your family where to wait while you’re in surgery. Only two visitors are allowed in your room at one time. Waiting rooms are available for extra family members.

What to Expect After Surgery
If you’re staying in the hospital overnight
You will be taken to the Post-Anesthesia Care Unit for close monitoring. Visitors are not allowed in recovery rooms. While you’re there, the physician will speak to your family. You will be moved to a hospital room when your anesthesia has worn off and a room is available.

The nurse will give your family your room number. After talking with your physician, your family can wait in your room.
If you’re going home
Depending on the anesthesia you chose, you’ll recover in either the Post-Anesthesia Care Unit or a post-operative care area. Visitors are not allowed in recovery rooms. While you are there, the physician will speak to your family.

When your anesthesia has worn off, you will go to the outpatient surgery unit. Your family can join you there. You may need to show that you can drink fluids before you leave. For some surgical procedures, or with spinal anesthesia, you may be required to go to the bathroom before leaving.

Before you leave, a nurse will review home care instructions with you and your family member or friend. You’ll learn about lifestyle changes, special diet plans and pain medicines. The nurse will go over what you should watch for and when you’ll see your surgeon next. You will also learn to care for your wound.

When you’re dressed, you’ll go to your car in a wheelchair. A responsible adult must drive you home and be available to assist you after your surgery.

Types of Anesthesia
Several types of anesthesia are available for surgery. These range from local to general anesthesia.

General anesthesia renders you unconscious using a combination of shots and gasses. A breathing tube may be placed in your windpipe to help you breathe. This causes some patients to have a slight sore throat the next day.

Regional or spinal anesthesia is an injection that numbs nerves near the surgical site. Epidural or spinal blocks help numb the stomach and both legs. Other nerve blocks can numb the nerves in your arms or legs. With regional anesthesia, you should feel no pain. You may be awake or you could be sedated to your comfort level.

Local anesthesia uses injections to produce numbness only in the surgery area. The rest of the body is not affected. You will be awake but free from pain. The surgeon often gives this medicine since it only affects a small part of the body.

Monitored anesthesia care uses injections to numb the incision site and to relax you. This kind of anesthesia does not require a breathing tube. You will be awake when the surgery is over.

Pain After Surgery
Taking medicine as you need it will help you get better faster. If you’re in pain, you won’t feel like getting up, eating or doing the things that help you heal.

Everyone reacts to pain differently. Expect some pain or discomfort after surgery. Rating your pain helps your doctor or nurse to know how much pain you’re in and if your medicine needs to be changed. Rate your pain on a scale of one to 10.

Specific words, such as “aching” or “throbbing,” are also helpful.

While pain medicine helps you feel better, it can also have side effects such as drowsiness or dizziness. To avoid accidents, call for help when getting out of bed or going to the bathroom. Sit up for a few minutes before standing, and stand a few minutes before walking. Move slowly.
The hospital uses several tools to treat post-operative pain. If your pain medicine isn’t helping or your pain worsens, please tell your doctor and/or nurse.

**Types of Pain Medicine**

Patient Controlled Anesthesia (PCA) allows patients to give themselves pain relief immediately. Using a push button attached to a small pump, patients start the release of pain medicine into their veins. You cannot overdose yourself. Use the medicine as needed.

Epidural analgesia provides a continuous delivery of pain relievers to nerves in the back. Patient Controlled Epidural Analgesia (PCEA) also delivers pain relievers to nerves in the back. However, it allows patients to give themselves extra medicine.

A nerve block is used when pain affects a smaller section of the body, such as an arm, leg or shoulder. Numbing medicines are injected near the affected nerves to numb the surgical area.

Pain pills are simple to give, easy to use at home and cause less discomfort than injections. Generally, pain pills are not as strong as injected medicine.

Intravenous (IV) pain medicine is pain medicine given in your vein. IVs act quickly, but also wear off quickly.

**Signs and Symptoms of an Infection**

You may have pain or discomfort the first few days after surgery. The incision may have slight redness, some swelling and some clear or bloody drainage. This is normal and should decrease daily.

The following are signs that you need to call the doctor:

- You have a fever higher than 101 degrees.
- You feel increased pain at the wound not related to activity.
- You see increased cloudy or colored drainage from the wound, or drainage with a foul odor.
- You see the wound open or become red, hot and tender, and the swelling increases.

**Ask Me 3™**

AnMed Health supports health literacy through a program called *Ask Me 3™*. It’s important for every patient to be able to answer the following questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Please ask your health care provider to answer these questions.

**Privacy is Important to Us**

AnMed Health may include your name, location, general condition and religious affiliation in its patient directory. Directory information can be released to anyone who asks for you by name. Your religious affiliation may be given to a clergy member, even if they don’t ask for you by name. When you are admitted, you will have the option to be included in the patient and/or clergy directories.
A Culture of Safety

AnMed Health is committed to continuously improving our patient, visitor and employee safety programs and processes. Toward that objective, we use cutting-edge systems and technologies to help safely manage your care, work or visitation experience.

Below are a few of the safety systems AnMed Health uses:

**Electronic Order System or EOS** – EOS is designed to ensure that a physician order is filled precisely as it is requested. Recommended medication dosages are built into the system, along with clinical decision support with information the physician needs. It also eliminates the errors associated with transcribing medications and any staff interpretation of those orders.

**Admin-Rx** – All medication is barcoded. Before administering any medication, your caregiver will scan the medication and your patient identification wristband to ensure that the physician’s orders for medication match the dosage and medication you are being given.

**Fall prevention** – AnMed Health works diligently to identify patients who may be at risk for falls by performing a falls assessment on every patient, then tailoring a plan of care to support appropriate fall prevention concerns.

**Patient Identification** – Upon admission, all patients have a barcoded identification bracelet placed on their wrist to ensure they are receiving the proper treatment and medications for their conditions.

**MIDAS** – AnMed Health uses an electronic system that allows the collection and management of data important to develop and monitor patient and worker safety systems and initiatives.

**Colored Wristbands**

AnMed Health is committed to keeping patients safe. That’s why we’ve joined hospitals across the country in using colored wristbands to quickly communicate important patient information. Each color has a different meaning. Words are also included on each bracelet to reduce the risk of confusion.

Patients and their families are one of our best sources of health information, so it is important for you to know what each color means.

**Red = Allergy Alert**
This means the patient has an allergy to something, whether it’s food, medicine, dust, grass or pet hair. The wristband alerts staff to look at the patient’s medical record for more information.

**Yellow = Fall Risk**
This means the patient has been assessed and/or identified as at risk for falling.

**Purple = Do Not Resuscitate**
The patient has expressed an end-of-life wish. The wristband alerts staff to check the patient’s medical record for end-of-life wishes.

**Green = Latex Sensitivity**
The patient has a severe reaction to latex products.

**Pink = Restricted Extremity**
The patient has an arm or leg that cannot be used for blood pressure or venipunctures.
Rapid Response Teams

EMERGENCY CARE IS AT YOUR FINGERTIPS – CALL 8500
AnMed Health is committed to providing high quality, compassionate care to our patients.

AnMed Health has implemented Rapid Response Teams – also known as Medical Emergency Teams, Clinical Assessment Teams or Bedside Assessment Teams – as another way we provide the best possible care. The team enables us to respond more quickly to changes in a patient’s condition – often before a medical emergency, such as a heart attack, occurs.

The team is made up of highly trained individuals, and will include a critical care nurse, a respiratory therapist and a nursing supervisor. If it appears that a patient is getting sicker very quickly, the team is called and takes action quickly. The team comes to the patient and evaluates the patient immediately. The team may suggest laboratory tests, X-rays or new medications. These actions can help patients get better and live longer.

Research shows that these teams save lives and reduce the length of time patients have to stay in the hospital. The team may also reduce the risk of:
- Heart Failure
- Inability to breathe
- Kidney or liver failure
- Strokes

When are patients most likely to experience a change in their condition?
Unexpected events may cause a patient to stay in the hospital longer or lengthen the recovery process. Patients are likely to experience changes in their conditions just after surgery, during medical tests or when recovering from an illness.

Warning signs that may indicate a patient is getting sicker include:
- Changes in the heart rate
- Difficulty breathing
- A significant rise or drop in blood pressure
- Using the bathroom less or more frequently
- Confusion or other mental status changes

Can a patient or family member activate the team?
Yes. If you notice the patient becoming sicker very quickly, contact the patient’s nurse or call 8500 for the Rapid Response Team.
Our staff wants to know if you or your family has a concern. If you have a concern, please ask to talk with the nurse manager, patient advocate or patient care coordinator.

Patient Rights

As a patient, you have a right to receive treatment and care that meets your medical and health needs. AnMed Health will make every effort to honor this right. It will do so within the limits of the law and its capabilities and resources. In general, AnMed Health will honor your rights by:

- Being sensitive to your physical, emotional and cultural needs.
- Respecting your values and religious beliefs.
- Seeking to involve you and your family in your care.
- Treating you with dignity.
- Communicating clearly with you.
- Assuring your safety and privacy.
- Keeping information about your medical condition and the care you receive confidential.

AnMed Health’s statement of Patient Rights and Responsibilities is printed here. All patients receive this statement. This information is also posted in public areas.

You have the right to be respected.

- You will be treated with compassion, dignity and respect.
- You will be called by your last name, using the title Mr., Mrs. or Ms.
- Your needs and requests will be met in a timely and polite manner.
- Staff will talk with you in a way you can understand.
- If needed, information can be written down or put on a tape recorder.
- If you cannot hear or have difficulty hearing, a TDD device will be brought to you.
- If you speak a foreign language, an interpreter will be made available.
- Your privacy and safety will be protected. You should feel safe and secure in and around the hospital.
- Rooms and halls will be kept clean and safe.
- If requested, staff will not release information about your admission.
- Staff will keep noise to a minimum. They will use privacy curtains and knock before entering your room.
- Information about your care is private. In addition to those involved with your care, you can designate family or friends to receive information about your care.
- You may choose who may visit you and you may withdraw that consent at any time.
- Our staff wants to know if you or your family has a concern. If you have a concern, please ask to talk with the nurse manager, patient advocate or patient care coordinator. He or she also can assist you with getting in touch with your doctor if you have a concern to discuss with him/her. You may also call 864.512.1414. This number is a special hotline that connects patients with a patient care coordinator who will be happy to assist you.
- Concerns will be reviewed as soon as possible. If possible, they will be resolved. Current or future care will not be affected.
- Pastoral counseling is available on request. Area clergy and a full-time hospital chaplain provide these services.
You have the right to receive information and to be involved in decisions about your care

- You will be told the names of your caregivers, and your caregivers will wear identification badges stating their name, department and job or level of training in a manner that you can understand.

- The attending physician is responsible for your care while in the hospital. Upon request, you may speak with your attending physician by asking your nurse for assistance. (Your attending physician may change during your hospitalization, depending on the type of services or care required.)

- You will receive information about your care and treatment.

- Your doctor will talk with you in a way you can understand. If appropriate, the doctor will talk with your family about test results and exams. The doctor will tell you about the general nature of your condition and the expected outcome of your illness. You will also be told about treatment options and possible outcomes of each.

- You will share in decisions regarding your care. Your caregivers will make sure you get the information you need to share in decisions about your care.

- A number of individuals will be involved in delivering your care. Our clinical staff, including credentialed physicians, physicians’ assistants, nurse practitioners, medical technicians, therapists, and other individuals, including students or trainees, involved in the personal care or medical treatment of patients, will work with your doctor.

- Education and clinical-based training is an important component for future medical care providers. AnMed Health has its own educational programs and is affiliated with several education-based health care training universities and schools. A student or trainee may be involved in your care and will be identified by their name badge. If you have a question or concern with a student or someone in training, please tell your nurse.

- Resident physicians always work under the direct supervision of your attending physician or family practice faculty. Resident physicians may have a role in decisions in your care and may assist in surgical cases, but only under the supervision of your attending physician.

- You may have access to your medical record. However, if you want specific information in your chart, talking with the doctor is likely to be more meaningful to you.

- You will be involved in ethical decisions related to your care. Your doctor will make sure you receive the information you need to make a decision. A decision to withhold treatment is an example of an ethical issue. Receiving an experimental treatment is another.

- You may accept or refuse treatment. Clinical staff will work with your physician to follow your wishes. You will be made aware of any implications of the decisions you make.

- Legal issues associated with your care will be explained.

- Protective services are available. Some patients may be living in an unsafe home environment. Others may be victims of abuse or neglect. If staff members think you may need protective services, they will talk with you. They will also provide the names, addresses and telephone numbers for agencies, services and programs that can help you. If requested, they will make contact on your behalf.
• Advance directives will be honored. An advance directive is a legal document. It gives instructions about withholding or withdrawing life-sustaining treatment. It will be used when a patient is unable to state his or her wishes. Staff will work with you and your physician to honor your wishes as stated in your advance directive. Information about advance directives is available upon request.

• If you are unable to state your wishes, your appropriate representative will be contacted. This person will be involved in decisions about your care.

• Patients who are chronically or terminally ill may consult with their caregivers to develop a Palliative Plan of Care, which allows the patient or their designated representative to take control of their care by outlining how they want their pain to be managed and their symptoms treated. A health care team, including your physician, along with you, the patient, will manage your pain and symptoms. They will respect your religious beliefs regarding your care and provide you and your family with support services to help cope with issues related to death and grief.

• To learn more about end-of-life care and quality of life, ask your nurse or patient care coordinator.

You have the right to receive needed treatments and services

• Access to care is guaranteed within the limits of the law and AnMed Health’s resources. Staff will respect your spiritual and cultural beliefs. They also will be sensitive to your physical and emotional needs.

• You will receive treatment to relieve your pain. Staff will attempt to recognize when you are in pain. You will be asked about your pain when you are admitted and throughout your stay. Staff will work with your physician to provide relief. They will show you ways you can help your caregivers monitor and treat your pain.

Patient Responsibilities

You have rights as a patient, but you and your family also have responsibilities. Your participation in your care will help us provide you with optimum care. We believe you should do the following:

You should give the doctor and clinical staff an accurate medical history. This includes any medicines that you are taking.

• You should report changes in your condition to the doctor and clinical staff.

• You should discuss your condition and treatments with the doctor.

• You should ask the doctor or staff for answers to your questions. If you are uncertain about anything, ask for an explanation. This includes questions about treatments and care plans.

• You should inform the staff of any advance directives. You should provide a signed copy of the advance directives for your medical chart. You may ask for help in developing an advance directive.

• You should follow the orders given by the clinical staff involved in your care, including your physician, physician’s assistant, nurses, nurse’s aides, medical technicians and therapists.
The clinical staff is made up of hospital employees whose duties include the personal care or medical treatment of patients.

Clinical Staff Definitions

The attending physician is a licensed physician who has completed his or her postgraduate medical training. He or she has medical staff privileges at AnMed Health and overall responsibility for the patient’s care while the patient is in the hospital.

The clinical staff is made up of hospital employees whose duties include the personal care or medical treatment of patients. Clinical staff includes, but is not limited to, credentialed physicians, physician’s assistants, nurses, nursing aides, medical technicians and therapists.

Clinical trainees are people who are receiving professional health care training in a hospital, either paid or unpaid, students or licensed professionals, whose training includes the personal care or medical treatment of patients. Clinical trainees include resident physicians, medical students, nursing students and other health care professionals who are training in the hospital.

A nurse practitioner or physician’s assistant is a caregiver who is licensed to care for patients within his or her scope of practice under the guidance of a supervising physician.

A credentialed physician is a licensed physician who has completed his or her postgraduate medical training and has medical privileges at AnMed Health.

A patient advocate is available to you or your family if you have any concerns, problems or questions that need to be answered. Advocates are responsible for making sure that your stay in the hospital goes as smoothly as possible and that you and your family are satisfied with the care provided. They can also assist with advance directives planning.

A physician’s designee is a credentialed physician or credentialed caregiver whom a patient’s attending physician has designated to care for the patient in his or her absence.

A medical student is an individual who is enrolled in a program culminating in a degree in medicine.

A resident physician is a medical school graduate and licensed physician practicing in a post-graduate medical education program. Resident physicians’ activities are under the direction of medical staff, faculty and attending physicians.

You should accept responsibility if you refuse treatment or don't follow doctor’s orders.

You should report any concerns or unmet expectations about your care.

You should respect the rights and feelings of others. Use of tobacco products is prohibited. Keep noise to a minimum. Follow hospital policies and rules.

You should accept responsibility for your bill. Please note that you will receive a separate bill for anesthesia services.

If you are uncomfortable with any aspect of your care, please tell your nurse.
Patients may receive more than one bill for some services. Medicare does not cover self-administered drugs on an outpatient basis.

Important Notice About Your Bill

Patients may receive more than one bill for some services. AnMed Health will send you a bill for the use of its equipment, staff, services and medications. In addition, if services are provided by a radiologist, pathologist or anesthesiologist, you will receive a separate bill from the physician.

For example, if you have an X-ray taken at AnMed Health, you can expect to receive two bills. One will come from the hospital for the “technical” portion of the services you receive, including the use of equipment, supplies, medications and personnel. The other will be a “professional” fee that is charged by the radiologist who “reads” or interprets the X-ray.

Physicians who are radiologists, pathologists or anesthesiologists do not work for the hospital, but contract independently with insurance companies and health plans to provide services to covered individuals. As a result, it is possible the doctor may not be a member of your insurer’s provider network even if AnMed Health is a member. In this case, the professional services provided by the physician could be treated as non-covered or “out of network” by your plan or employer, which could increase the portion of the bill for which you are personally responsible.

Medicare Information

Medicare Observation

Medicare Observation status is determined by your physician before you are admitted to the hospital. This means that even though you may spend the night or even several nights in the hospital, your account will be billed with Medicare Part B and/or insurance as an Outpatients Observation account.

In some cases a secondary or supplemental insurance will not pay toward your deductible or co-payment when you are determined to be an Outpatient Observation patient. Therefore you would owe any balance that may be left.

If you have elected not to carry Medicare Part B coverage, you will owe the total bill. If you have other insurance, we will file this as a courtesy, understanding that you will owe any balance not paid by an insurance and/or supplemental policy.

Processes, as required by The Joint Commission, are in place at AnMed Health to maximize drug safety for patients. Licensed pharmacists provide the following processes: profiling of drug orders, dispensing of the drugs, and reviewing for any potential problems with the drugs (drug interactions, drug allergies, drug dosing, stability of the drugs by proper storage and within expiration dating, etc). The drug packages have barcodes that are used to check that the right drugs are being given (“the 5 rights-the right drug at the right dose in the right route to the right patient at the right time).

These processes are in place for inpatients and observation patients. Medicare does not cover self-administered drugs on an outpatient basis. A self administered drug is any drug that can be self-administered such as capsules and tablets. If your hospitalization is determined by your physician to be an “Observation” stay, then your account will be billed as an outpatient under Medicare Part B, the same part of Medicare that covers office visits and outpatient tests. Therefore, Medicare will not cover drugs that fall in the “self-administerable” category during the stay. For the reason of patient safety and meeting requirements listed above, AnMed Health does provide these medications within our drug delivery system. Payment for these will be the responsibility of the patient or guarantor.

If you have questions regarding this issue, please contact Medicare at 1.800.MEDICARE (1.800.633.4227).
Medicare Admission

Medicare requires a review of Medicare inpatient admissions, length of stay and professional services that are furnished to determine the medical necessity of services rendered to Medicare inpatients. Your physician may determine your hospital stay to be inpatient at the start of your stay or may initially admit you as an observation, then later determine that inpatient admission is necessary. In either of these circumstances your entire stay will be considered inpatient and you will be responsible for any Medicare Part A deductible that would apply, as well as any room difference and non-covered charges.

Medicare Exclusions from Coverage

Medicare does not cover all health care expenses. Some services excluded from coverage are: dental, cosmetic and outpatient self administered drugs.

AnMed Health is committed to providing you with the highest quality care and appropriate diagnostic and ancillary services for your recovery as requested by your physician. While we must adhere to these regulatory requirements, we will in no way compromise the quality of care you receive.

Visitor Information

AnMed Health welcomes visitors, but we also know patients need rest to heal and return home quickly. If you’re admitted to the hospital, general visiting hours are from 8 a.m. to 8:30 p.m. For our patients’ well-being, no more than three visitors should be in a room at one time. Patients have the right to choose who may visit them, and they may withdraw that consent at any time.

Visitors are encouraged to limit visits to 15 minutes, speak quietly and be considerate of others. Visitors should also wash their hands when entering and leaving a patient’s room.

Some areas have extra visiting rules. If you have any questions about visitation, please call 864.512.1000.

If you are sick or unable to visit, consider sending a card instead. E-cards can be sent through our website, www.AnMedHealth.org.

Family members are welcome to eat in Reflections Café at AnMed Health Medical Center or Camellia Café at AnMed Health Women’s and Children’s Hospital. Both are located on the first floor near the main lobby.

Reflections Café is open from 6 a.m. to 7 p.m. and from 1 a.m. to 3 a.m. Hot meals are available from 6 a.m. to 9 a.m., 11 a.m. to 2 p.m. and 4 p.m. to 6 p.m.

Reflections Coffee Shop is open from 6:30 a.m. to 8 p.m. Monday through Friday.

Camellia Café is open from 6:30 a.m. to 4 p.m. Monday through Friday and from 7:30 a.m. to 2:30 p.m. Saturday and Sunday.

Vending machines are available 24 hours a day. Vending machines are located in café dining areas and several waiting rooms.
Pocket with business card slits
AnMed Health Surgery Departments

**AnMed Health Medical Center Campus**
- Outpatient Surgery/AM admits: 864.512.1330
- Operating Room: 864.512.1340
- Post-Anesthesia Care Unit: 864.512.1437

**AnMed Health North Campus**
- AnMed Health Women’s and Children’s Hospital: 864.512.4800
- Labor & Delivery Operating Room: 864.512.4924
- Outpatient Surgery/AM admits: 864.512.6658
- Post-Anesthesia Care Unit: 864.512.6663
- Surgery: 864.512.6685/6683
- Surgical Unit: 864.512.4931