



Health

Patient Admission Packet



Health
AUGUSTA UNIVERSITY

1

Entrance
Harper Street

 **EMERGENCY**

 **Parking**

 **Children's
Hospital
of Georgia**

**Medical Office
Building 1**

 **AUGUSTA
UNIVERSITY**



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On behalf of all AU Health caregivers, I want to welcome you to our campus and thank you for choosing us for your health care needs. Our goal is to provide you with the safest and highest quality care during your stay.

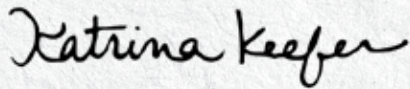
As an academic medical center, we embrace three missions—patient care, medical education and research. We take a team approach to care with you, our patient, being the center and most important member of the team. Whether you require routine care or an extended stay, your needs are our priority.

AU Health is nationally recognized as a pioneer in patient- and family-centered care (PFCC) and continues to be committed to this innovative standard of care. PFCC is an approach that encourages collaborative partnerships between health care providers, patients and families. We encourage you to engage in your health care experience, as it is uniquely your own. It is our responsibility to listen to any concerns you may have, and to address them through clear communication in order to alleviate uncertainty you may experience while here.

Our compassionate team is highly skilled and is fully committed to your health care needs. I want to personally thank you for giving us the opportunity to journey with you towards better health. If at any time you have concerns about patient safety or quality of care, please contact our Patient Advocates by calling 706-721-6222.

Thank you again for choosing AU Health. We are honored to serve you.

Sincerely,



Katrina R. Keefer, MPA
Chief Executive Officer, AU Health
Executive Vice President for Health Affairs, Augusta University



Safety

Speak Up™ About Your Care

S = Speak up™...

- If you don't understand something or if something doesn't seem right.
- If you speak another language and would like an interpreter.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.

P = Pay attention...

- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby or child.
- Don't be afraid to remind doctors and nurses to wash their hands.

E = Educate yourself...

- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.

A = Advocates (family members and friends) can help...

- Give advice and support — but they should respect your decisions about the care you want.
- Ask questions and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care and find out who to call if your condition gets worse.

K = Know about your new medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- Ask how long it will take the IV fluids to run out.

U = Use a quality health care organization that...

- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.

P = Participate in all decisions about your care...

- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your health care team.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Staff Identification

At AU Health, we care about your safety. We wear hospital identification and introduce ourselves to you so you know who is taking care of you. Clinical staff wear colored uniforms so you know their role (see page 17). It is important that you understand what is being done to help you get well. If you do not know why you are getting tests, treatments, or medicine, ask your nurse. If something about your care seems unusual, please ask to speak with the charge nurse. We welcome your questions.

Immunizations

Make sure that your vaccinations are up-to-date to avoid disease and to fight the spread of infection. Check with your doctor about shots or immunizations you may need. During your stay in the hospital, you may be asked if you would like to get the flu, shingles, COVID, and/or pneumonia vaccine.

Emergency Codes

Safe patient care is everyone's responsibility. During your stay, you may hear code announcements on the overhead intercom system. Please know your caregivers are well-versed and trained regarding how to best take care of you and ensure your safety during an emergency.

Please review and follow the descriptions of the codes used at AU Health. Your care providers are trained to ensure your safety.

Code Red: Report of fire or activation of a fire alarm.

Code Gold: Adult elopement. While this individual is located, this may involve temporary facility lockdown.

Code Strong: Security is requested to assist in a situation.

Code White: Pager outage. Care providers will utilize back up communication plans.

Code Triage: There may be an external disaster, not in the hospital. Care providers are trained to prepare the facility to receive patients from a community disaster.

Code Orange: There may have been an emergency that will require the decontamination of patients prior to allowing their entry into the hospital. Care providers are trained to ensure your safety and limit cross contamination possibilities.

Code Pink: Infant or child abduction alarm. Care providers are trained to ensure the safe return of the child; this may involve temporary facility lockdown.

Code Blue: A medical emergency in the hospital. Care providers are trained to respond to the location of the emergency and administer immediate lifesaving procedures.

Code Grey: Report of a bomb threat in or near the hospital. Care providers are trained to ensure your safety.

Code Green: Report of impending severe weather. Care providers are trained to ensure your safety.

Code Black: Report of an active threat in or near the hospital. Care providers are trained to ensure your safety.

Other announcements utilizing clear language, relative to the specific situations are also a possibility, and your care providers are trained to communicate appropriate actions to you in order to maximize your safety at all times.

No Smoking / Smoking Cessation

AU Health, and all of its facilities, is a tobacco-free campus and prohibits tobacco use anywhere on the property. This includes, but is not limited to, cigarettes, e-cigarettes, cigars, bidis, kreteks, pipes and smokeless or spit tobacco and vapors. Please inform your nurse or respiratory therapist if you would like help to become tobacco-free.

Leaving Your Unit

For safety purposes, patients should not leave the unit unless accompanied by a staff member. Please speak with your nurse if you have any concerns.

Video / Audio Recording and Photographs

Please obtain direct consent for video and audio recording and photographs. Recording devices may not be left unattended to record any activity. **Visual images for the sole personal use of the patient or legal guardian may be taken in patient rooms as long as it does not include staff, other patients, nor interfere with patient care.**

Family/Guest ID Badging

We badge family and guests in the adult inpatient hospital setting from 8:30 p.m. to 5 a.m. and Children's Hospital of Georgia (CHOG), 24/7. This helps us provide a safe, secure, and respectful environment for patients, families, guests, and staff. Families/guests are asked to provide the name of the patient they are here to see in order to receive a badge. They are also asked to show their ID to receive a badge. Badges are obtained at an entrance desk.

ALL EYES ON - Fall Prevention Program

All staff are committed to reducing risk of falls in and out of the hospital setting. We complete a Fall Risk Assessment with you to help decrease your chance of falling in the hospital and provide education to assist you on how to avoid falls at home.

If you are high risk for falls, this is identified by the type of band that is placed on your wrist and by no-skid yellow socks you are given to wear. More complete information is available on the units and in outpatient areas.

Keeping our Patients Safe — Rapid Response Team (RRT) / Pediatric Evaluation Team (PET):

At AU Health, we work as a team to make sure you receive the best possible care. Family and friends are an important part of this team. If a noticeable change occurs in a patient's condition, patients, families, parents, legal guardians and guests have the ability to unconditionally request an urgent medical evaluation for a patient who seems to be in distress. If immediate medical attention is needed for a child in Children's Hospital of Georgia, call the Pediatric Evaluation Team (PET) at 1-2222; for adult patients, call the Rapid Response Team (RRT) at 1-2223 from any hospital phone. Please let the operator know if this is a 'PET' or 'RRT' call and give the location, room number, name, reason for call, name of person making the call and relationship to the patient.

Preventing Infection - Handwashing

Infections are caused by germs. Germs cannot be seen and can live all around you, even on your skin. When you are in the hospital, your body can be weak and may not be able to fight off germs that can make you sick.

Handwashing is the **most** important way to stop the spread of infection.

Because our staff wants to keep you as safe and healthy as possible, we take handwashing very seriously. Help us remind your family and guests to wash their hands upon entering and leaving your room. If you're worried we might have forgotten to wash our hands, it is okay to remind us.

Handwashing Tips for Patients, Families, Guests and Staff:

- Use soap and water or alcohol foam scrub for at least 15 seconds.
- Wash your hands with soap and water after going to the restroom.
- Wash your hands before touching patient or belongings.
- Wash your hands upon entering and leaving the patient's room.
- Do not touch other patients or their belongings.



Isolation:

To keep others from getting sick, you may be in isolation depending on your illness. Staff, family and guests may be required to put on gowns, gloves, or a mask before entering your room. A sign is posted outside your room to let people know what to do before entering and leaving your room.

All families, support persons/partners in care, and guests must follow AU Health infection prevention policies. For the protection of all, individuals should not come to the hospital if they have any of the following:

- Signs and symptoms of the flu or flu-like illness
- Fever greater than 100 degrees within the last 24 hours
- Runny nose
- Cough
- Sore throat
- Upper respiratory infection
- Nausea/vomiting/diarrhea

If individuals are noted to have one of these symptoms, the patient's nurse asks them to return when they are fever-free and feel better.

Medication Safety

All medications you take while in the hospital are prescribed by your doctor, prepared by the hospital pharmacy and given by a nurse or therapist. For safety reasons, patients may not take their own medications or keep personal medication at their bedside, unless approved by their doctor.

Before taking medications, please notify your doctor of any drug allergies you may have. Always tell the doctor about any vitamins, supplements, antioxidants, herbal medicines, alternative therapies, etc., that you have taken recently. Taking these products during your hospital stay may interfere with your care.

Be sure you know why you are receiving a prescribed medication(s), how and when you should take it/them (with water, during a meal, twice a day, etc.) and the proper dosage. Tell your nurse if you do not receive medication when you should. Also, make sure the doctor or nurse checks your wristband and asks you your name and birthdate before giving you any medication.

Many medications interact with grapefruit juice. Please notify your nurse if you have consumed grapefruit juice within three days of being admitted.

Meds to Beds

Meds to Beds is a free service provided by our onsite pharmacy so you can have your discharge medications delivered to you before you leave the hospital. Contact the pharmacy from your bedside at extension 6-1234 or call 706-446-1234 if you wish to receive your medications in this way prior to discharge. Please speak with your nurse if you have any concerns. You may also email: auhealthrx@augusta.edu.

Retail Pharmacy

Our retail pharmacy is open 365 days for your medication and pharmacy needs. The pharmacy also offers free home delivery for patients who routinely fill prescriptions. The retail pharmacy offers medication compounding when prescribed by your physician along with medication assistance programs if needed.

Pharmacy Hours - Open 7 days a week from 8 a.m. until 1 a.m., including holidays. Call 706-721-1234 with any questions.

Ask 3/Teach 3

During your stay, always Ask 3 questions about your medications: What is the name of the medication? Why do I need to take it? What are the possible side effects? You can ask your doctor, nurse or pharmacist.

Communicating with Your Clinical Team

Our staff always focuses on ways to improve quality patient care and safety. Three important ways help us anticipate your personal needs and monitor your well-being:

Patient Rounding

Intentional rounding helps us provide good care at your bedside. We get feedback from you about your condition and learn how we can meet your needs.

During these rounds, our staff:

- Checks on you and your well-being.
- Monitors your comfort and pain.
- Helps you move and change positions.
- Assists with trips to the restroom for safety.
- Ensures you have access to the telephone, bedside table, water, call light, etc.

Communication Boards

To keep you and family members informed, the communication board in each room lists important goals for your plan of care and is updated each shift. The communication board:

- Identifies your caregivers.
- Defines your plan of care.
- Includes personal information important to you.
- Lists daily goals, such as deep breathing exercises, number of walks in the hallway and information regarding tests and procedures.

Management Team Rounds

During your stay, a member of the management team rounds on you, asks you questions, and gets your feedback about your care experience.

Pain Management

When you are hurt or sick, it is common to have discomfort or pain. Each person's pain is different. You and your health care team decide which medication or non-medication treatments help you with the greatest relief possible.

Pain Scales

Many tools are used to help measure your pain. You are asked to rate, describe and locate your pain. You are asked to determine a realistic goal or which level of pain still allows you to perform activities of daily living.

Medications

Your doctor may prescribe medications to help relieve your pain. This may not make all of your pain go away but may lower your pain to a level you can handle.

There are many types of pain medications. Your nurse will tell you about the type of medication you are taking. Be sure to tell your doctor about all the medicines that you are taking, including vitamins, supplements and herbs. This helps your doctor order the most effective medicine for you. If you have any questions about pain medication, be sure to ask.

If your pain medication does not help your pain or if it is causing you problems, tell your doctor or nurse. A different kind of pain medication or the amount you take may need to be changed.

Sometimes, doctors order pain medication to be given "as needed." This means you must tell your nurse when you have pain. Try to ask for the medicine as soon as you begin to have pain so that your medicine will be more effective. The worse your pain gets, the harder it is to control.

Addiction

Sometimes patients worry about becoming addicted to pain medication. Your doctors and nurses watch your use of pain medication closely. Addiction is not common when pain medication is taken for a short time as directed.

If you have been treated for addiction in the past, please let your health care team know.

Other Ways to Treat Pain

Some other things you may try, include:

- Changing positions
- Positioning pillows for comfort
- Walking
- Sleeping
- Watching TV or a movie
- Listening to music
- Talking with a friend
- Meditation
- Massage
- Dimming the lights
- Decreasing noise
- Talking with your nurse about ice packs or moist heat to help with pain

Opioids

Opioids are also called narcotics. These can be used for moderate to severe pain. If you are prescribed opioids for pain, take them exactly as directed. Once you get home, store them in a secure place and out of reach of others, including children, family, guests, or friends. Safely dispose of any unused prescription opioids by finding your community drug take-back program or your pharmacy mail-back program.

Opioid overdose can occur if you do not understand how to take these medications or if you take them with alcohol or other drugs that can cause breathing or heart rate problems. Visit [CDC.gov](https://www.cdc.gov) for more information on addiction and overdose.

Pediatric Care

At the Children's Hospital of Georgia (CHOG), we want your child to receive the best and safest medical care possible. We care about keeping your child safe here in the hospital. As a parent, guardian or family member, you are an important part of your child's health care team.

Pediatric Expertise for Children of All Ages

Children's Hospital of Georgia, the region's only academic medical center, provides expert care for children of all ages and developmental levels. As the premier children's hospital in the region, our focus is keeping your children healthy through both well-visit general pediatric care and more advanced specialty care. If the need arises for advanced clinical care or longer term disease management, our highly trained team of skilled pediatric specialists are available for any medical need. With comprehensive pediatric clinical expertise – and the experience in taking care of generations of children – our team provides expert care based on your individual child's growth patterns and specific level of development.

Multi-Disciplinary Care across All Pediatric Clinical Specialties

While CHOG provides care for every clinical pediatric specialty, our team also has access to all of the resources of our full academic medical center. We practice a multi-disciplinary team approach across all areas of clinical care with a robust research and clinical trials program – to continue to develop advanced and more effective treatments and cures.

With such comprehensive care, we can address any routine childhood issue, but also the very complex or rare pediatric conditions. Our entire team of experts are focused on the health and well-being of your child for optimum growth and development.



Patient- and Family-Centered Care Approach at CHOG

At Children’s Hospital of Georgia, we understand that your child’s health affects the entire family. We also know that life doesn’t slow down when illness occurs. Our team provides a full support staff that helps your whole family through short term or longer term health issues. We have a team of Child Life Specialists who help young patients cope during a hospital or clinic visit, focusing on extra support and normal childhood activities, while receiving medical care.

Reaching Our Community through Events and our Children’s Blog

Health education is a critical component of care at CHOG. Our team knows that improving the health of a community begins with each child we see. Teaching health and wellness – learning how to stay healthy and strong – is at the core of our mission. We work with communities around the region through public events and we teach families about improving children’s health through our CHOG blog. Visit blog.gachildrens.org to learn more.

Preparing for Discharge

Please review the “Are You Ready to Go Home” checklist on page 23 before you leave the hospital:

Instructions

Review any written instructions from your doctor, nurse, or other health care professional and ask any questions you have about medications, activities, treatments and care.

Medications

Review the list of medications that you should take after discharge. Give the list to your doctor to review at your next visit. Keep the list current by adding, removing or changing medications as directed by your doctor, and carry the updated list with you at all times in case of an emergency.

Appointments

Make sure you have scheduled any and all necessary follow-up appointments with your doctors or therapists. It is important to get the names and phone numbers of those you have appointments with in case you need to contact them.

Activities

Be aware of any limitations to your daily activities set by your doctor. Recovery can be a slow process.

Personal Care Items

Check every drawer, closet, and restroom to make certain you have all of your personal items that you brought with you or may have received, including items that were secured for you in the hospital safe.

Discharge Lounge

AU Health has a Discharge Lounge for patients 18 years of age or older. Rest comfortably in a recliner while you wait for your transportation home (including LYFT, Uber, EMS and Cabs). The lounge is staffed by hospital personnel and provides easy access for pick-up at Entrance A. Contact your nurse for more information about using the Discharge Lounge.

Virtually Informed Patient (VIP Portal)

This portal offers our patients access to portions of their personal medical record, pay bills and contact their doctor online. If you are interested in joining the VIP Portal, please contact your nurse to request an enrollment form or call the patient portal phone line at 706-446-0024 to enroll.

If you are a Medicare beneficiary, you will receive a document titled, “An Important Message from Medicare About Your Rights” at registration. This explains your right to be involved in your hospital stay and discharge, including your right to appeal the discharge decision.



Manage
your health
ONLINE

and stay
INFORMED



SIGN-UP

AT YOUR NEXT APPOINTMENT

Features Include:

- Appointment Scheduling
- View Upcoming Appointments
- Bill Payment
- Secure Provider Messaging
- Online Prescription Renewal
- Provider Notes
- Lab Results
- Pathology Results
- Radiology Results
- Medications
- Allergies
- Patient Education (Discharge instructions)



SCAN TO DOWNLOAD THE APP



Download the app for ios or android

Search 'Cerner Portal' in the app store

Install 'HealtheLife'

Login using VIP credentials to view the portal

Questions?

augustahealth.org/vip
vip@augusta.edu

706-446-0024

Patient Financial Services

When you receive services at AU Health or Children's Hospital of Georgia, you receive a combined summary statement for the hospital, clinics, and most physicians. You may pay the full amount of your bill or set up a payment plan.

For assistance with billing-related questions, please call us Monday – Friday, 8 a.m. to 8 p.m.
Billing Services: 706-828-1828 or Toll Free: 844-828-7700

Online Bill Pay System

<https://www.augustahealth.org/billing/>

Patient Rights and Responsibilities

Our commitment is in accordance with AU Health's non-discrimination statement which provides access without regard to race, color, sex, national origin, disability, age, religion, marital status, citizenship, gender identity, gender expression, sexual orientation, and/or other legally protected classification.

As a patient, or when appropriate, the patient's representative as allowed by law, you have the following rights:

Respect and Dignity

- To be treated with dignity and receive considerate care that is respectful of your personal beliefs and cultural and spiritual values;
- To have your family or support persons of your choice and your own physician notified of your admission to the hospital;
- To consent to receive guests of your choice, subject to any clinical restrictions, including a spouse, domestic partner (including same-sex domestic partners), family member or friend, and to withdraw or deny such consent at any time;
- To include or exclude any or all family members or support persons from participating in your care decisions;
- To the confidentiality of records about your care unless a disclosure is allowed by law;

Information

- To be informed of the nature of your illness and treatment options, including potential risks, benefits, alternatives, and outcomes in terms you can understand;
- To know the names of your primary physician and other practitioners providing your care;
- To have any restrictions on communications discussed with you;
- To access your medical records within a reasonable timeframe and have them explained, unless restricted by law;
- To know that AU Health is a teaching institution that participates in research;
- To be informed and to give or withhold consent if our facility proposes to engage in or perform research associated with your care or treatment;
- To obtain a full explanation of the bills related to your health care services;

Participation

- To request and receive medically appropriate treatment and services within our medical center's capacity and capabilities;
- To be involved in decisions about your medical care and treatment plan, including the right to refuse treatment;
- To participate in the development and implementation of your medical care and treatment plan;
- To an interpreter, as necessary, to understand all pertinent communications;
- To formulate advance directives and have them followed;
- To pastoral counseling;

Safe Care

- To expect reasonable continuity of care when appropriate and to be informed of available and realistic patient care options when care at our facility is no longer appropriate;

- To impartial medical care without regard to race, color, sex, national origin, disability, age, religion, marital status, citizenship, gender identity, gender expression, sexual orientation, and/or other legally protected classification;
- To receive care in a safe environment while maintaining your personal privacy;
- To be free from all forms of abuse or harassment;
- To be free from any form of restraint or seclusion as a means of coercion, discipline, convenience or retaliation by staff;
- To access state and community protective services;
- To appropriate assessment and management of your symptoms, including pain;
- To express any concerns or grievances orally or in writing without fear of reprisal;

As a patient, or the patient’s representative as allowed by law, you and/or your designees have the responsibilities:

- To provide accurate information about your present illness and past medical history, including medications;
- To ask questions when you do not understand information or instructions;
- To participate as best you can in making decisions about your medical treatment and carry out the plan of care agreed upon by you and your caregivers;
- To be respectful and considerate of others; threats, verbal abuse, violence or harassment towards others is not tolerated;
- To observe facility policies and procedures, including those on patient safety;
- To respect facility property and the property of other patients and caregivers;
- To accept the financial obligations associated with your care and request financial assistance if needed;
- To be reasonable in requests for medical treatment and other services.

Concerns may be addressed to Patient Advocate Services (706-721-6222), Georgia Department of Community Health (1-800-878-6442) or The Joint Commission (1-800-994-6610).

Patient- and Family-Centered Care

AU Health has long been known as a pioneer in the concept of Patient- and Family-Centered Care (PFCC). PFCC is an approach to care that removes barriers to partnering with health care providers, patients and families. This means that we put patients and families first. We believe that families are an extension of the patient. The more a family is involved, the more our quality and safety improve, along with your experience. We view our patients’ families as health care partners as they are an important part of the health care team.

Accordingly, we practice these four principles:

- We treat patients and families with **dignity** and **respect**.
- We provide clear, comprehensive **information** in ways that are useful and empowering.
- We create opportunities for patients and families to **participate** in ways that enhance their control and independence.
- We ensure that **collaboration** is inherent in our policies, programs, education and delivery of care.



Patient Concerns and Feedback

Our goal is to exceed your expectations, however, we realize that there may be times when we fall short. If ever this happens, please let us know. Ask questions, voice your concerns and do not be afraid to raise concerns about your care and treatment or overall hospital services. No complaint will ever jeopardize your current treatment or future access to care.

- Ask any team member at any time to contact the department manager, director or nursing supervisor.
- Ask any team member to contact a patient advocate for you, or you may do so directly by calling extension 1-6222 in the hospital or 706-721-6222 outside of the hospital.

You have the right to file a complaint with state authorities at 1-800-878-6442 or to contact The Joint Commission at 1-800-994-6610 or [JointCommission.org](https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx) (<https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>).

We also appreciate your feedback about your care. After your discharge, you may receive a survey by email or text. Your input helps us better serve you and other patients.

Family/Guest Information

At AU Health, we understand that family and friends play an important role in the healing process. Given this, we do not have visiting hours and instead encourage Family Presence, which enables you to choose whom you want to see and when. However, at times when the risk of the transmission of infectious disease is high, we may modify Family Presence to keep all safe. During these times, we will make every effort to keep you informed.

- Families, support persons, partners in care, and guests are welcome 24/7, according to your preference.
- At the beginning of your hospital stay, we ask you to define your “family” and “partners in care” or to provide a guest list. This information is documented in your record. You can determine how they are involved in decision-making and in your care.
- You and your family or caregivers determine the number of people welcome at your bedside at any one time without compromising safe delivery of care.
- Unsafe practices and disruptive behaviors are not tolerated. Family and guests may be asked to leave to reduce risk to patients.
- It is helpful to designate a family spokesperson to facilitate effective communication among extended family. Children, supervised by an adult, are welcome, and are to remain with a supervising adult at all times. Children may not be able to go in some areas routinely, such as Intensive Care Units (ICUs), for safety purposes.
- Children visiting the hospital must be up-to-date with immunizations. Any child who has a cold, the flu, chickenpox, measles, mumps or any other contagious illness within the past week, may not visit.
- Support persons, partners in care, family and friends of our patients must abide by the hospital’s infection prevention policies, which include absence of any contagious disease, avoiding food storage in patient rooms or waiting areas, and adherence to transmission-based precaution policies, including wearing PPE (personal protective equipment, such as masks) as appropriate.
- Outside appliances or furniture (hot plates, crock pots, heaters, air mattresses, bedding, coolers, etc.), may not be brought into sleep areas or patient rooms/ICUs.
- Guests of all ages must wear shoes and appropriate clothing.
- As a place of healing, AU Health supports the following:
 - ✓ Presence of supportive family and loved ones.
 - ✓ A sense of safety and security.
 - ✓ A quiet environment.

Disruptive Behavior

Disruptive behavior and unsafe practices are unacceptable and are addressed directly and promptly. This includes:

- Loud, rude, or vulgar language;
- Hostile actions;
- Injuring or threatening others;
- Unlicensed weapons of any kind;
- Violation of our safety policies, procedures or practices.

Service Animals

Service animals for individuals with disabilities are welcome throughout our facilities in accordance with the Americans with Disabilities Act (ADA) and applicable animal policies. Please contact your nurse for further information.

Your Health Care Team

You and your family members will see and interact with many staff members during your stay. Together, we will make goals and track progress. Those staff members include:

Doctors

- Attending physician - a doctor who supervises your care.
- Consulting physician - a doctor who may be called in by the attending physician to treat a specific problem or part of the body.
- Anesthesiologist - gives you anesthesia (medicine to control your pain or medicine so you can sleep).
- Fellow - a doctor being trained in a medical specialty and has completed a resident program.
- Resident - a doctor who has completed medical school and is being trained on the job. A first-year resident is called an intern.
- Physician Assistant (PA) - practices medicine as part of a specialized physician/PA team.
- Medical student - is studying to become a doctor and works under the direction of a supervising physician.

Nurses

- Nurse Practitioner (NP) - a registered nurse with advanced education, who provides diagnosis and treatment as part of a specialized team.
- Registered nurse (RN) - earned a nursing degree, and provides care in partnership with your doctor.
- Charge nurse - a registered nurse who oversees the unit during a particular shift.
- Patient Care Technician (PCT)/Certified Nursing Assistant (CNA) - assist the nursing team with your care.
- Nursing student - studying to become a registered nurse (RN) and works under the supervision of an RN.

Other Professionals and Staff

- Physical therapist - helps you regain your strength and movement.
- Occupational therapist - helps you recover and improve the skills you use in daily living.
- Respiratory therapist - treats and manages lung or breathing problems.
- Speech pathologist - helps you with speaking, understanding and swallowing.
- Radiology technologist - takes x-rays, CT, and other scans.
- Registered dietitian - assesses, plans, and evaluates your food and nutrition needs.
- Social worker - provides emotional support, guidance, and practical assistance for potential issues, such as transportation, insurance, financial, or work-related concerns. (See more information below).
- Child life specialist - helps children and their families understand medical issues and provides psychological and emotional support.
- Care coordinator - offers clinical and financial expertise to ensure a safe and efficient discharge by providing proactive coordination of services. (See more information below).
- Pharmacist - focuses on providing safe and effective medication use.
- Interpreter - facilitates communication between two or more people who use different languages, either spoken or signed. (See more information below).

Your Hospital Care Coordination Team

The Care Coordination Department provides registered nurse care coordinators and social workers who will work with you, your family, your health care team and your insurance company to coordinate a plan for discharge that meets your unique needs. They coordinate any care that may be needed after hospitalization to assure a timely, safe and successful discharge. Per your insurance approval, services provided by the care coordination team may include but are not limited to the following:

- Placement in rehabilitation or a long-term care facility;
- Arranging home health care, respite care and medication assistance;
- Assisting with transportation and lodging;
- Obtaining durable medical equipment.

To speak with your care coordinator or social worker, please ask your nurse.

Know Your Health Care Team



Our color-coded uniforms help you to identify your care team. We want you to have a sense of comfort knowing you can easily identify who is in your room and the role of the care team involved in your care.



Olive

**Advance
Practice Providers**



Eggplant

Dietary



Royal

**Hospital
Environmental Services**



Navy

Nursing



Wine

Pathology/Lab



Teal Blue

Patient Support Services



Grey

Patient Transport



Grape

Pharmacy



Hunter Green

Physicians



Giel

Radiation Oncology



F pewter

Radiology



Galaxy Blue

Rehabilitative Services



Black

Respiratory Therapy



Caribbean Blue

**Specialty Services -
Emergency Medical Tech**

Your Nutritional and Pharmaceutical Needs Teams

Registered Dietitian (RD) - RDs provide clinical diet assessments for patients on an as-needed basis or as prescribed by a physician.

Pharmacist - Pharmacists are responsible for medication-related care for all of our patients.

Non-Clinical Support Team

Patient transport - When your discharge orders have been written and your nurse has reviewed the discharge instructions with you, it is time for you to go home. Patient transport is called to help you get to your car with your belongings. Our hospital policy states that all patients must be taken out in a wheelchair. Patient transport brings a cart for your belongings. If your transportation is delayed, we may transport you to our discharge lounge to wait until it arrives so you can be more comfortable.

Housekeeping - Housekeepers wear blue scrubs labeled with "Environmental Services." This team cleans your room and empties your trash.

Nutrition ambassador - Each day, a nutrition ambassador comes to your room and tells you about meal selections for the following day.

Spiritual Care - The Department of Spiritual Care provides spiritual and emotional support to all patients, families/guests, and staff at AU Health, particularly in times of loss and grieving. This is done in an interdenominational, multicultural manner in which all faiths receive proper respect. Chaplains work with the community to ensure access and availability to the spiritual resources requested by our patients.

Chaplains perform their duties in various settings throughout the medical center. Patient rooms, family/guest areas, clinic rooms, intensive care units and common areas throughout the hospital serve as settings for spiritual care meetings. The department remains visible in and maintains relationships throughout all clinics, nursing units, clinical areas and support areas within the medical center. A chaplain is available 24 hours a day, seven days a week by contacting your nurse or calling the spiritual care office directly at extension 1-2929 if calling within the hospital or 706-721-2929 if calling from outside the hospital.

The Department of Spiritual Care also assists patients with information concerning advance medical directives (please see page 21 for more information). If a patient chooses to develop an advance medical directive, the spiritual care staff assists with completing the necessary paperwork and placing the completed advance medical directive in the appropriate chart. The spiritual care staff has been trained in the Critical Decisions Program and provides advance medical directive assistance to the community through this program.

Volunteers - AU Health Volunteers wear hospital issued polo shirts. During the summer, student volunteers wear hospital issued t-shirts. They may visit you as requested by nursing to enhance your experience. If you prefer NOT to have a volunteer be part of your care, please let your nurse know.

AU Health Ethics Committee - AU Health provides a multidisciplinary Ethics Committee that may be accessed by any patient, family member, or staff on a 24/7 basis. The role of the committee is to create open dialogue concerning patient care and to ensure clear communication and ethical practices by all involved. Request a consult by calling extension 1-7475 if calling from within the hospital or 706-721-7475 if calling from outside the hospital.



Other Helpful Information

Amenities/Services

Telephone Services

If you would like your family and friends to call your room directly, please tell them to call 706-721-0211. This connects to the hospital operator, who will confirm the room number and provide the phone number that will ring directly to your room.

To get an outside line, press "9". To dial a long-distance number from your hospital room, please call 1-0211 for assistance.

So that our patients receive appropriate rest, incoming calls do not ring to patient rooms between 11 p.m. and 6 a.m. During these hours, all calls are routed to the operator. Patients may use the telephone anytime.

Internet Access

Patients, family, and guests may access wireless internet from a laptop or tablet device. Join the guest network by accepting the rules that apply to using the site.

ATM

An ATM is located in the lobby of the Children's Hospital of Georgia and on the 2nd floor of AU Health, near the entrance to Terrace Dining.

Gift Shop

The gift shop is located on the first floor of the CHOG. Gift items, magazines, greeting cards, paperback books, stationery supplies, postage stamps, candy and toiletries are available.

Lodging

AU Health has made arrangements with local hotels to provide our patients and family with discounted rates. Hotel and other resources can be obtained at the information desks in the adult medical center and children's hospital main entrance.

The Ronald McDonald House provides a "home-away-from-home" for out-of-town families of seriously ill children who are receiving treatment at nearby hospitals. It is located across the parking lot from the Children's Hospital of Georgia. For more information, please ask your nurse or care coordination team member.

Hospital Dining

- Terrace Dining - Full service dining is available on the 2nd floor, main hospital, 7 a.m.-7 p.m.
- JagStop Café - Offers a variety of snacks, sandwiches, salads, and more in the B Entrance lobby, 7 a.m.-2 p.m.
- Please visit food options in the CHOG lobby area.

Many nearby dining options are within several miles of the hospital. Family/guests ordering food from outside the hospital may have it delivered to the hospital entrance where you can meet the delivery person to pick it up.

Latex Balloons

Mylar balloons are the only acceptable balloons that may be brought into the hospital and are available in our Gift Shop. Latex balloons can cause allergic reactions and are a choking hazard for children.

Food Service

Expressly For You Personal Service Dining® is a host/hostess-style customer service program, similar to restaurant service for patients. Our hosts/hostesses are called ambassadors. Our Food Service team is ready to serve you.

Things to know:

- A child-friendly or adult menu is in each patient's room.
- Please communicate your diet restrictions (including allergies) so we can work with you to modify menu items accordingly.
- You may speak to a supervisor by calling the diet office at extension 1-3130 if within the hospital or 706-721-3130 if calling from outside the hospital. Supervisors are available from 6 a.m. to 8 p.m.
- Your ambassador:
 - ✓ Performs all food service functions with a dietitian.
 - ✓ Takes meal orders.
 - ✓ Delivers meals and snacks, and retrieves specially requested items.
 - ✓ Delivers snacks at 10 a.m., 2 p.m., and 8 p.m.
 - ✓ Assists with opening containers and other tray setup issues.
 - ✓ Communicates with nursing staff about your diet changes, requests or ideas.

Language and Communication Services

Our Interpreter and Translation Services team addresses the needs of patients and families who are not fluent in English or who are deaf or hard of hearing by providing qualified medical interpreters as well as translation of key documents.

We encourage patients and family with limited English proficiency to communicate with staff through a medical interpreter. Please let a member of the care team know about your needs. Interpreter services are available 24/7. The department provides interpretations in-person, over-the-phone and through video conferencing. For more information, call extension 1-6929 if calling from within the hospital or 706-721-6929 if calling from outside the hospital.

Services for Deaf and Hard of Hearing

AU Health provides interpreting services for deaf and hard of hearing patients. We employ the services of outside agencies to provide both in-person and video-remote interpreters. We use an electronic device that provides the patient immediate access to a sign language interpreter through video conferencing equipment. This helps hospital staff communicate properly with patients when a live sign language interpreter is not available. For more information, call extension 1-6929 if calling from within the hospital or 706-721-6929 if calling from outside the hospital. To access services, text: 706-832-0851 or email: MCGHICLAS@augusta.edu.

Blue Coat Ambassadors

Our Blue Coat Ambassadors support the clinical mission of AU Health by consistently and positively impacting the experience of every patient, family and guest by proactively engaging, listening, guiding, assisting and serving at every opportunity. Blue Coat Ambassadors are available to escort, arrange transports and provide wheelchair assistance to our patients and guests. For more information, call extension 1-6045 if calling from within the hospital or 706-721-6045 if calling from outside the hospital.

Tips for Patients

It is our goal to provide excellent care and we hope your stay in our hospital will be comfortable. For your convenience, we have provided some safety tips and additional information.

Valuables

Patients are responsible for their belongings. Send valuables home with a friend or family member or ask that they be sent to the hospital safe. Never leave valuables unattended as the hospital cannot be responsible for them.

Personal Items

It is easy to lose personal items in bed linens or on meal trays. Ask for a denture cup, if you need one, and make sure your name is on it. Keep dentures, glasses and hearing aids in their containers in the bedside table drawer when you are not using them. Do not leave personal items on your meal tray or on the bed as the hospital cannot be responsible for them.

Food Brought From Outside

Packaged unopened food that has not been brought to the patient's room may be stored in a dedicated patient refrigerator located on the unit. Please ask staff on your unit for more information. Any food taken into the patient's room cannot be returned to the refrigerator. All food must be properly labeled with patient name, today's date and expiration date. Food older than two days is considered expired and is discarded by staff. Refrigerator temperatures are checked daily. Outside food deliveries are delivered to the hospital entrance and may be picked up by your family or guest. These deliveries cannot be delivered to a patient room.

Questions

Prepare a written list of questions you would like answered, so you will remember all of them when you see your doctor. Ask your care partner to help you make this list.

Concerns

Share any health-related concerns you have with your health care team. The nurse manager and charge nurses will visit you regularly during your stay – please let them know when you have concerns.

Discharge

Make sure you understand your discharge instructions and that you can follow them at home. Know what medications are ordered, what they are for and when you should take them. If you are a Medicare beneficiary, you will receive the document, "An Important Message from Medicare about Your Rights," at registration. This explains your right to be involved in your hospital stay and discharge, including your right to appeal the discharge decision.

Advance Directives

You have the right to make decisions about your medical care, including the right to accept or refuse treatment. There could be a time where you are not able to communicate with your physician to make your decisions. The best way to express your wishes, if you are unable at the time, is with advance directives.

- A Living Will is one type of advance directive. It is a document that lets you express your wishes in the event that you are diagnosed with a terminal condition or are in a state of permanent unconsciousness, and in the event that you are incapacitated or otherwise unable to express your desires.
- A Health Care Power of Attorney is another type of advance directive. It lets you designate another person to make medical (or mental health) care decisions on your behalf in the event you cannot make those decisions yourself. If you are a legal parent or designated guardian of a child under the age of 18, you are considered their Health Care Power of Attorney.

If you do not have an advance directive and are unable to make your health care decisions, AU Health will follow Georgia law, which provides for surrogate decision-making in a health care setting. Possible decision-makers are prioritized according to their relationship to the patient, but it will be a person(s) related to the patient by blood or marriage.

If you are interested in learning more about advance directives, please contact Department of Spiritual Care. We have forms available for you to complete as well as knowledgeable staff members who can answer your questions.

A copy of the Georgia Advanced Directive is available by scanning this QR code:
Or by visiting <https://adobe.ly/3yMxWEC>.



Important Phone Numbers

- Main Number for AU Health: 706-721-CARE (2273)
- Spiritual Care/Chaplain: 706-721-2929 (available 24/7)
- Rapid Response Team (RRT): 706-721-2223
- Pediatric Evaluation Team (PET): 706-721-2222
- Interpreter and Translation Services: 706-721-6929
- Patient Advocates (patient concerns/feedback): 706-721-6222
- Patient Accounting: 706-721-2961
- Food Services: 706-721-3130
- Ethics Consultation: 706-721-7475
- Hospital Information Services: 706-721-0211
- Retail Pharmacy/Meds-to-Beds: 706-721-1245



Children's
HOSPITAL OF GEORGIA

Are You Ready To Go Home?

- I have all of my personal belongings including cell phone, charger, dentures, jewelry, glasses, etc.
- I have talked to my care team about any questions or concerns with my treatment plan, medications, symptoms, and care.
- I understand my aftercare plan and have made arrangements for help I may need at home considering physical limitations, special diet, or transportation.
- I have medications, supplies, or equipment I may need, and I know the location of the pharmacy where they have been sent.
- I have someone to transport me from the hospital and I have given them a specific entrance for pick up.
- I know the date of follow-up appointments and who to contact with questions or concerns.

Recognize your Nurse or Caregiver

Say THANK YOU to your Nurse or Caregiver! Share your story of compassionate and skillful nursing by nominating your nurse for the DAISY Award at www.daisynomination.org/AUMC or recognize another member of your care team for the BEE Award (Beyond Exceptional Expectations) by visiting the website, www.augustahealth.edu. You can also share your story of exceptional care by scanning the QR code:

Daisy Award:



BEE Award:



AU Health Grateful Patient Program

It is an incredible privilege to care for you and support you on your health care journey. The AU Health Grateful Patient Program provides you and your family with an opportunity to show gratitude to caregivers who played a special role in your care. Patients frequently ask how they can give back to thank those who cared for them. If you would like to thank your doctor, honor a special nurse, therapist, or health care team members, please consider donating to our Grateful Patient Program in their name to support a variety of programs. A gift can be made at the following web site: www.augusta.edu/giving/aumedical.php. Your gift supports programs that may have helped you in your time of need as well as the many patients who come after you. Please call AU Health Philanthropy at 706-721-0580 or email gratefulpatient@augusta.edu for more information.



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augustahealth.org



Because We Care

You may receive a survey with questions about your care. Please complete the survey and return it. Your thoughts about your care are important to us and will help us better serve you and other patients.