



Atrium Health
Navicent

The Medical Center

Patient and Visitor Information Guide

Address: 777 Hemlock Street
Macon, Georgia 31201
Phone: (478) 633-1000
Online: [NavicentHealth.org](https://www.NavicentHealth.org)

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Table of Contents

Personal Information	4
Questions to Ask	5
Medication Information	6
New Medications	7
Notes	8
Welcome	9
About Us	10
Accreditations	11
Corporate Compliance & Integrity	13
Rules and Regulations	14
Cell Phones	14
Smoking	14
Visiting Hours	15
Parking	16
Parking Deck Machines	16
Parking Passes	16
Dining	18
Special Requests	18
Guest Meals	18
Visitor Dining	18
Gift Garden	20

Campus Amenities	21
ATM	21
Mail	21
Vending Machines	21
Patient Room	22
Telephone	22
Television Channels	22
Patient Safety	25
Color-Coded Staff Uniforms	26
Patient Rights	28
Pediatric Patient Rights and Responsibilities of their Parent or Guardian	31
Campus Map	32
Submit a Complaint	34
Visitation Rights	35
Patient Responsibilities	36
Nurse Bedside Shift Report	36
Helpful Services	39
Hospital Ethics Committee	39
Interpreting Services	39
Pastoral Care	39
Support Groups for Victims of Abuse	40
Volunteer Resources	40

Patient Discharge	41
After Hospitalization	42
Post-Acute Care	42
Phone Number Directory	44

Informacion personal	48
Preguntas que hacer	49
Información sobre medicamentos	50
Nuevos medicamentos	51
Notas	52

Índice

Bienvenido	53
Seguridad de los pacientes	54
Uniformes codificados por color del personal	55
Derechos de los pacientes	57
Derechos y obligaciones de pacientes pediátricos, por parte de los padres o el tutor	60
Presentar una queja	61
Obligaciones del paciente	64
Informe de cambio de turno de enfermeras de cabecera	65

PERSONAL INFORMATION

This book belongs to:

Name: _____

Room Number: _____

Phone Number: _____

Physician: _____

Anticipated discharge date: _____

Follow-up appointment date: _____

Questions to consider when speaking with your health care providers:

1. Who is my attending physician?
2. Who are the consultants on my case?
3. How long should I expect my hospital stay to be?
4. When can I expect to see my physician?
5. What are the results of my test?
6. How much pain can I expect?
7. How will my pain be controlled?
8. When can I get out of bed?
9. In order to prevent falls, we prefer to assist patients when using the restroom. Have I discussed this with my nurse?
10. When do I take my medications?
11. What is the purpose of my medications?
12. What are the side effects of my medications?
13. What will my follow-up care be?
14. Which physician do I see after leaving the hospital?
15. What kind of services will I need upon discharge?
16. How can I speed up my recovery?
17. What can my family and friends do to help?
18. How will I manage my health?

Questions to Ask

[illegible]

[illegible]

New Medications

Medication Name: _____

Purpose of Medication: _____

Possible Side Effects of Medication: _____

Medication Name: _____

Purpose of Medication: _____

Possible Side Effects of Medication: _____

Medication Name: _____

Purpose of Medication: _____

Possible Side Effects of Medication: _____

Medication Name: _____

Purpose of Medication: _____

Possible Side Effects of Medication: _____

Notes



WELCOME

Throughout its 130-year history in the community, Atrium Health Navicent has remained dedicated to improving health, elevating hope and advancing healing for generations of central and south Georgia residents, providing nationally recognized quality care, close to home.

As part of Advocate Health, the nation's third largest nonprofit integrated health system, we provide patients with access to many of the nation's leading medical

experts and specialists, along with advanced innovations in virtual medicine and care.

In addition to hosting central Georgia's only American College of Surgeons Committee on Trauma verified Level I trauma center, we offer the central and south Georgia's only dedicated pediatric hospital providing children with the specialized care they need to grow and thrive.

Recognizing our vital role in the community, we are committed to meeting individuals where they are, and bridging barriers to equitable access to health care through community health initiatives, collaborative partnerships and a system-wide social impact strategy.

From discovery to everyday moments, we're redefining care – for you, for us, for all, as we continuously shape the future of our communities' health. We are proud to be your health system, and to have the opportunity provide you with the best care, close to home.

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'Delvecchio S. Finley'.

Delvecchio S. Finley, MPP, FACHE
President, Georgia Market
Atrium Health

ABOUT US

Atrium Health Navicent The Medical Center provides a broad range of community-based services including:

- Home Health and Hospice Care
- Outpatient Diagnostics
- Primary Care
- Urgent Care
- Wellness and Rehabilitation

Atrium Health Navicent The Medical Center serves an area of 30 counties (roughly 750,000 people) and employs over 4,500 people; approximately 700 of whom are physicians.

As well as operating Atrium Health Navicent Surgery, Atrium Health Navicent The Medical Center is the primary academic hospital for Mercer University School of Medicine; providing fellowship and residency programs, and is affiliated with multiple universities as a clinical education site.

As the second largest hospital in Georgia, Atrium Health Navicent The Medical Center is licensed for 637 beds, including:

- Cardiac Surgery
- Medical Surgery
- Pediatrics
- Trauma

Atrium Health Navicent Emergency Department

With helipad capability and three (3) urgent-care centers — Atrium Health Navicent Emergency Department treats over 140,000 patients per year.

Atrium Health Navicent Rehabilitation Hospital

As an entity of Atrium Health Navicent, Atrium Health Navicent Rehabilitation Hospital partners with Atrium Health Navicent The Medical Center to provide a 55-bed, medical-rehabilitation hospital for patients of all ages.

ACCREDITATIONS

Accredited by Joint Commission

The only hospital accreditation program approved by the US Centers for Medicare and Medicaid Services (CMS) that integrates the ISO 9001 Quality Management System with the Medicare Conditions of Participation. Joint Commission accreditation program requires hospitals to evaluate the continuum of patient care throughout its facilities and take measured steps towards sustainable excellence!

Magnet® Recognized Hospital for Nursing

The Magnet Recognition Program® was developed by the American Nurses Credentialing Center (ANCC) to recognize health care organizations that provide nursing excellence.

Approved by Center for Medicare & Medicaid Services

Storm Ready Approved

Storm Ready is a community preparedness program in the United States that encourages government entities and commercial gathering sites to prepare for severe storms.

On June 6, 2021, Atrium Health Navicent The Medical Center was re-recognized with the *Storm Ready* designation from the National Weather Service, Peachtree City.

What this Means to You

The communities that we serve are vulnerable to many types of severe weather. Our *Storm Ready* designation indicates that our facility is prepared to continue patient care during severe weather through advanced planning, education and awareness.

Severe Weather Alerts

We want to draw your attention to a few overhead announcements:

1. Tornado Watch

- The announcement for “Tornado Watch” will be given with a specific time frame.
- Tornado Watch indicates conditions are favorable for a tornado.
- It will be announced three (3) times.
- Please obey staff instructions during this time.

2. Tornado Warning

- The announcement for “Tornado Warning” will be given with a specific time frame.
- Tornado Warning indicates a tornado has been sighted or made touch down in the area.
- It will be announced three (3) times.
- Patients will be moved into the interior of their room and will be given additional items to help protect them.
- Patient rooms will also be prepared for the possible situation.
- Please obey staff instructions during this time.

Licensed by the Georgia Department of Human Resources

Licensed by the Georgia Department of Community Health

Nationally Recognized Academic Medical Center

An Academic Medical Center (AMC) is a tertiary care hospital that is organizationally and administratively integrated with a medical school. The hospital is the principal site for the education of both medical students and postgraduate medical trainees from the affiliated medical school; it conducts medical, academic, and/or commercial human subjects research under multiple approved protocols involving patients of the hospital. AMCs are intended to ensure that medical research breakthroughs lead to direct clinical benefits for patients.

Nationally Verified Level 1 Trauma Center

A Level I Trauma Center is a comprehensive regional resource that is a tertiary care facility central to the trauma system. A Level I Trauma Center is capable of providing total care for every aspect of injury — from prevention through rehabilitation.

For more information visit [NavicentHealth.org](https://www.NavicentHealth.org)

CORPORATE COMPLIANCE & INTEGRITY

Atrium Health Navicent employees and associates are committed to ethical behavior and compliance with all applicable laws, regulations and federal health care program requirements.

A Code of Conduct provides guidance to our employees and associates as to uphold strict adherence to laws, regulations and ethical conduct. Training regarding the compliance program and Code of Conduct is mandatory.

We have identified five Culture Commitments, built through the input of thousands of our teammates, as our guideposts for how we care for our patients and each other, every day.

- We create a space where all Belong.
- We work as One Team to make great things happen.
- We earn Trust in all we do.
- We Innovate to better the now and create the future.
- We drive for Excellence-always.

If you wish to remain anonymous, you may call the Atrium Health Compliance Hotline at **1-(888) 847-6331** and your concern will be routed to the appropriate Administrator.

Atrium Health Navicent complies with applicable federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin, race, or sex.

Atrium Health Navicent cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Atrium Health Navicent 는 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

RULES AND REGULATIONS

Cell Phones

Use of cellular phones is strictly prohibited within six-feet of patients on medical equipment. Use of RF (radio-frequency) transmitters (i.e., walkie-talkies, two-way radios, etc.) is prohibited when in close proximity to a patient that is connected to electrical medical equipment.

Smoking

Atrium Health Navicent prohibits any form of tobacco including, but not limited to, cigarettes, electronic cigarettes, vapor sticks, cigars, pipe tobacco, chewing tobacco, and snuff in or on any of the buildings adjacent to Atrium Health Navicent buildings or properties defined as “on campus”.

As an organization, we are committed to the health and safety of our employees, physicians, volunteers, visitors, and patients. In line with our mission, we have a responsibility to promote a smoke-free/tobacco-free environment. By assuming a leadership role regarding smoking cessation, we will reduce the health risks associated with primary and second-hand smoke exposure for all individuals.

VISITING HOURS

Please visit NavicentHealth.org for updated information.

Information Desk

Hours: 7am–7pm

General Visiting Hours

Hours: 8am–10pm

The Pavillion

Hours: 5pm–8pm, Monday–Friday
10am–8pm, Saturday–Sunday

Atrium Health Levine Children’s Beverly Knight Olson Children’s Hospital

Hours: 9am–10pm

Mother-Baby

Hours: 9am–9pm

Critical Care Units

Hours: CVICU (Cardiovascular): 4pm–6pm

MSICU (Med-Surg): 8:30pm–10pm

NICU (Neuro): 10am–12noon

STICU (Surgical Trauma): 5am–6am

Pediatric Intensive Care Unit

Hours: Closed for visitors: 6:30am–8:30am; 6:30pm–8:30pm
No visitors after 10:30pm

Intensive Care Nursery

Hours: **Acute Side:** 8am–10am; 12:30pm–6pm; 8pm–6am

Non-Acute Side: 8am–6pm (*except on Tuesday for discharge*)

Rounds: 10am–10:30am; 8pm–6am.

Atrium Health Navicent Behavioral Health - Inpatient Unit

Hours: Times vary. *Please check with the nurses’ station.*

PARKING

Parking Deck Machines

Credit or Debit Card Only Machine Locations

- Blue Deck (Hemlock Street and Second Street exit)
- Green Deck (Hemlock Street exits)
- Orange Deck (Pine Street exits)
- Red Deck (New Street exit)
- Visitor Lot (Hemlock Street exit and alley exit facing church)
- Yellow Deck (Spring Street exit and Forsyth Street exit)

Cash, Credit, or Debit card (Pay-on-Foot) Machine Locations

- Atrium Health Navicent 770 Pine St. Doctor's Building (1st floor, near elevators)
- Atrium Health Levine Children's Beverly Knight Olson Children's Hospital (1st floor, near registration desk)
- Atrium Health Navicent Emergency Department (1st floor ,emergency room waiting area)
- Atrium Health Navicent Heart & Vascular Care (1st floor, near elevators and registration)
- Atrium Health Navicent Surgery Center (2nd floor, bridge connector)
- Atrium Health Navicent The Medical Center (1st floor, across from public relations' office)
- Atrium Health Navicent Peyton Anderson Cancer Center (2nd floor)
- Green Deck (3rd floor, bridge connector)

Tap Pay, Apple Pay, and Google Wallet are NOT accepted.

Parking Passes

All-Day Parking Pass (\$5)

All-day parking passes can be purchased for \$5, from a parking officer in the Atrium Health Navicent Police office (located on the 1st floor of Atrium Health Navicent The Medical Center) from 8am–4pm, Monday–Friday, or from an available parking attendant from 7:30am–10pm.

Long-Term Parking Pass (Free)

Free long-term parking passes are available to caregivers and/or family members of long-term patients (i.e., patient who have been with us six (6) days; on the sixth day) at the Atrium Health Navicent Police Department.

Parking Officers may refer caregivers and/or family members to Atrium Health Navicent Police from 8am–4pm, Monday–Friday, for the purpose of obtaining free long-term parking passes. For more information, please call (478) 633-1491.

DINING

Our mission is to provide you with excellent food service during your stay.

Your physician will order a recommended diet based on your health care needs and condition.

Special Requests

Special requests — if allowed on your prescribed diet — may be placed through your catering associate or nurse.

Guest Meals

Atrium Health Navient has a variety for dining and snacks on its campus. The main cafeteria has extended hours until 2am daily. Patient Guests are encouraged to use these facilities. For special circumstances feel free to contact your nursing staff or Nutritional Services at (478) 633-5846 or (478) 633-1246.

Visitor Dining

(refer to “Campus Map” on page 32)

Visitors may call extension 3-1140 for our café daily menus.

Carmella Joe’s

Location: Atrium Health Navicent Heart & Vascular Care (ground floor)
Hours: 6:30am–3pm, Monday–Friday

Create Cafe

Location: Atrium Health Navicent Peyton Anderson Health Education Center (2nd floor)
Hours: 6:30am–2pm, Monday–Friday

Micro Market

Location: Atrium Health Navicent Surgery (6th floor)

Morrison’s (Main) Cafeteria

Location: Atrium Health Navicent The Medical Center — East Tower (ground floor)
Hours: Open 7 days a week
6:15am–10am (Breakfast)
11am–3pm (Lunch)
3pm–5pm (Grab-N-Go)
5pm–10pm (Dinner)
10pm–2am (Late Night)

Ribbon's Café

Location: Atrium Health Navicent Peyton Anderson Cancer Center (ground floor)

Hours: 6:30am–2pm, Monday–Friday

Rosie's Cafe

Location: Atrium Health Levine Children's Beverly Knight Olson Children's Hospital

Hours: 8am–2pm, Monday–Friday

GIFT GARDEN

The Gift Garden offers:

- Balloons
- Clothing and loungewear
- Florist designed custom arrangements
- Green and blooming plants
- Phone chargers and electronics
- Snacks and gourmet baskets
- Specialty gifts

Location: Atrium Health Navicent The Medical Center (1st floor, main lobby)

Hours: 9am–5pm, Monday–Friday

Phone: (478) 742-4400 (extension 3-2360)

1 (800) 628-4210 (toll-free)

Major credit cards are accepted.

City-wide and hospital delivery available.

CAMPUS AMENITIES

ATM

Automated Teller Machines (ATM) are located in:

- Atrium Health Navicent Heart & Vascular Care (ground floor)
- Atrium Health Navicent Peyton Anderson Health Education Center (2nd floor)
- Atrium Health Navicent The Medical Center (1st floor, main lobby)

Accessible 24/7

Mail

Outgoing letters and small packages (less than 13oz.) received by 2pm, Monday–Friday, will go out the same day. Mail deposited after 2pm will go out the next business day.

Outgoing mail must have the correct postage attached. The Mail Center does not sell stamps or offer window service.

Location: Atrium Health Navicent The Medical Center — West Tower (1st floor)

Vending Machines

(Including a selection of snacks & drinks)

Vending machines are conveniently located in waiting areas around the hospital. If there is not a waiting area near you, please check with the hospital staff.

PATIENT ROOM

Telephone

To make a local call:

- 1. dial “9” to get a dial tone;
- 2. then, dial the phone number.

To make a long distance or collect call, or charge a call to a third party:

- 1. dial “9” to get a dial tone;
- 2. then, dial “0”;
- 3. then, dial the area code and phone number;
- 4. wait until a hospital operator answers and let them know how you wish to charge the call.

You may not charge long distance calls to your hospital bill or room

If you need assistance, please:

- 1. dial “0” for a hospital operator.

Television Channels

Partnered with *TeleHealth*, Atrium Health Navicent The Medical Center provides educational programming across a broad range of health care categories. This condition-specific content provides useful post-discharge care information to patients and their families.

The *TeleHealth* education system can be accessed by turning on your television with the pillow-speaker, then following the instructions on the screen utilizing your telephone.

C.A.R.E.

The C.A.R.E. channel — from *Healing HealthCare Systems* — is an alternative to commercial television and hospital sounds. The C.A.R.E. Channel is commercial-free, talk-free, and effective for all patients.

TV (Cable) Channel Lineup

2	FOX (WGXA-DT)	5	NBC (WMGT-DT)
3	CW (WMAZ-DT2)	6	RTN (WPGA-DT)
4	CBS (WMAZ-DT)	7	WGNM

8	PBS (WMUM-DT)	46	Bravo
9	WGN America	47	MSNBC
10	TBS	49	The Travel Channel
11	My TV (WMGT-DT2)	50	TRU TV
12	QVC	51	TV Land
13	COX Macon WSB	52	The Golf Channel
14	Government Access -GOACO14	53	Fox Sports 1
15	WGXADT2	54	NBCSN
17	COX Educational Access - EDACOI 7	55	ION Network
19	HSN	56	Paramount Network
21	ESPN	57	Animal Planet
22	ESPN2	58	Food Network
23	CNN	59	History
24	HLN	60	Home & Garden Television
25	The Weather Channel	61	Univision Satellite
26	The Discovery Channel	62	Fox Sports Southeast
27	USA Network	63	Fox News Channel
28	Nickelodeon	64	Fox Sports South (Full Time)
29	Cartoon Network	65	Oprah Winfrey Network
30	A&E Network East	66	AMC
31	Lifetime	67	Freeform
32	FX	96	Yurview
33	Turner Network IV	101	Discovery Family Channel
35	BET	102	Science Channel
36	E! Entertainment Television	103	Destination America
37	Comedy Central	104	Investigation Discovery
38	MTV - Music Television	105	American Heroes Channel
39	VH1	108	Nick Jr
40	TLC The Learning Channel	110	EVINE Live
42	CNBC	111	Cox Macon Media Marketplace
43	Country Music Television	112	WMUBLD
44	SYFY	113	WMAZDT3
45	Disney Channel	114	Hallmark Channel
		115	GSN

116	Fox Business	331	FYI Channel
117	FX	332	NBATV
118	SEC Network	333	Tennis Channel
119	SECAHD	334	Do-It-Yourself Network
120	SECBHD	335	COOKING Cooking Channel
122	CSPAN2	336	Life Discovery Life Channel
123	CSPAN3	337	Cox Sports Television
124	National Geographic Channel	338	NHL Network
125	POP	339	MLB Network
126	MoviePlex	348	WE tv
127	Hallmark Movies & Mysteries	351	Oxygen
298	Cox ESPN Goal Line/Buzzer Beater	380	Daystar Television Network
319	ESPN University	382	Cowboy Channel
320	ESPN NEWS	385	Eternal Word Television Network
321	ESPN Classic	386	Trinity Broadcasting Network
322	Fox Sports 2	387	BYU-IV
323	NFL Network	388	INSP
325	CNN International	450	Univision TL Novelas
326	The Sportsman Channel	465	Univision Deportes Network
327	Bloomberg Business Television	1098	MTVLIVE
328	CBS Sports Network	1099	Velocity
329	Outdoor Channel	1099	Galavision Cable Network
330	Viceland		

PATIENT SAFETY

It is our goal to provide you with the highest quality and safest patient care.

We **always wash our hands** before and after we provide care.

We always ask you your name and birthday, or check your armband before giving you medicine, treatment, or drawing blood.

You can help us with your safety by:

- Letting us know about your health history and home medications (this includes herbals).
- Letting us know when something is “beeping” in your room.
- Asking questions if there is something you do not understand.
- Asking for assistance when you need help getting out of bed.
- Not smoking during your hospital stay. Atrium Health Navicent The Medical Center is a tobacco-free facility. If you feel you cannot avoid smoking, talk with your nurse or doctor about what may help.
- Letting us know if there is a spill or clutter or equipment blocking your way to the bathroom.
- Letting us know how we can better serve you.

If you or a family member have concerns about your condition, you may contact:

1. Your assigned nurse
2. The charge nurse
3. The house supervisor (dial “O” to contact)

On behalf of all of us at Atrium Health Navicent, we thank you for allowing us to serve you and wish you a speedy recovery.

Color-Coded Staff Uniforms

Our staff's uniforms are styled and color-coded to help you identify your nurse from your clinical tech, or the person who draws your blood from the person who cleans your room, etc. (see next page for color guide)

Please use the following guide to assist:

Central Supply Services, Clinical Engineering, Facilities, and IS

Shirt:  *Dark Green*
Pants:  *Khaki*

Central Transport

Scrub Top:  *Black*
Scrub Pants:  *Black*

Child Life Specialists

Scrub Top:   *Child Friendly or Black*
Scrub Pants:  *Black*

Children's Hospital Clinical Technicians

Scrub Top:  *Child Friendly/Burgundy/Wine*
Scrub Pants:  *Burgundy/Wine*

Children's Hospital Nurses

Scrub Top:   *Child Friendly/Blue or White*
Scrub Pants:  *Navy Blue*

Children's Hospital Radiology

Scrub Top:  *Child Friendly/Turquoise*
Scrub Pants:  *Black*

Children's Hospital Rehabilitation Services

Scrub Top:  *Child Friendly/Light Gray*
Scrub Pants:  *Light Gray*

Children's Hospital Respiratory

Scrub Top:  *Child Friendly/Teal*
Scrub Pants:  *Teal*

Clinical Technicians

Scrub Top:  *Burgundy/Wine*
Scrub Pants:  *Burgundy/Wine*

Environmental Services

Scrub Top:  *Caribbean Blue*
Scrub Pants:  *Caribbean Blue*

Laboratory

Scrub Top:  *Red*
Scrub Pants:  *Red*

Licensed Practical Nurse

Scrub Top:  *Ceil Blue*
Scrub Pants:  *Ceil Blue*

Nurses

Jacket:  *Navy Blue*
Scrub Pants:  *Navy Blue*

Pastoral Care

Shirt:  *Lavender*
Pants:  *Pewter*

Patient Access Specialists and Patient Account Advisors

Scrub Top:  *Deep Berry*
Scrub Pants:  *Black*

Pharmacy

Scrub Top:  *Hunter Green*
Scrub Pants:  *Hunter Green*

Radiology

Scrub Top:  *Black*
Scrub Pants:  *Black*

Rehab Services

Scrub Top:  *Light Gray*
Scrub Pants:  *Light Gray*

Respiratory

Scrub Top:  *Royal Blue*
Scrub Pants:  *Royal Blue*

Unit Secretary

Shirt:  *Steel Gray*
Pants:  *Steel Gray*

PATIENT RIGHTS

1. A patient has the right to respect, dignity, and comfort.
2. A patient has the right to quality care and professional standards that are maintained and reviewed.
3. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, culture, language, socioeconomic status, physical or mental disability, age, sex, sexual orientation, gender identity, national origin, or source of payment.
4. A patient or when appropriate, the patient's representative has the right to receive information regarding their patient rights, the complaint/grievance mechanisms and to be informed of the facility rules and regulations that apply to their conduct at the earliest possible time in the course of their care.
5. A patient has the right to expect emergency procedures to be implemented without delay.
6. A patient has the right, upon request, to be given the name of their attending physician, the names of all other physicians participating in their care, and the names and functions of other health care persons having contact with the patient.
7. A patient has the right to participate in the development and implementation of their plan of care, including their inpatient and/or outpatient treatment/care plan, discharge care plan, and pain management plan.
8. A patient, or when appropriate, their designee, has the right to be fully informed in a manner they can understand concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not possible or medically advisable to give such information to the patient, the information shall be given to the patient's designee. Except for emergencies, the physician must obtain informed consent prior to the start of any procedure or treatment.
9. A patient has the right to be involved in research, clinical trials, or donor programs only if they agree in writing.
10. A patient has the right to refuse any drugs, treatment or procedure offered by the facility, and a physician shall inform the patient of their right to refuse any drugs, treatment, or procedures and of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.
11. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and expense.

12. A patient has the right to privacy concerning their own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted privately pursuant to 42 CHR 482.13(c)(1).
13. A patient who does not speak English or is hearing impaired shall have access to a qualified medical interpreter (for foreign language or hearing impairment) at no cost, when necessary and possible.
14. The facility shall provide a patient, or patient designee, upon request, access to all information contained in the patient's medical record. A patient's access to medical record may be restricted by the patient's attending physician. If the physician restricts the patient's access to information in the patient's medical record, the physician shall record the reasons on the patient's medical record. Access shall be restricted only for medical reasons. A patient's designee may have access to the information in the patient's medical record even if the attending physician restricts the patient's access to those records.
15. A patient has the right not to be awakened by hospital staff unless it is medically necessary. The patient has the right to be free from needless duplication of medical and nursing procedures.
16. A patient has the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
17. A patient may be transferred when medically permissible to another facility only after they or their next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The facility to which the patient is to be transferred must first have accepted the patient for transfer.
18. A patient has the right to examine and receive a detailed explanation of their bill. The patient has the right to information and counseling on the availability of financial resources for their health care.
19. A patient has the right to expect that the facility will provide a mechanism whereby they are informed upon discharge of their continuing health care requirements and the means for meeting them.
20. A patient shall not be denied the right of access to an individual or agency who is authorized to act on their behalf to assert or protect their rights.
21. A patient has the right to have all records pertaining to their medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements; to expect their personal privacy to be respected, expect all communications, video recordings, and images pertaining to their care to be kept confidential in accordance with the Healthcare Information Portability and Accountability Act and other regulatory guidance.

22. A patient, or when appropriate, the patient's representative has the right to make informed decisions regarding their care. The patient's rights include being informed of their health status, being involved in care planning and treatment, and being able to request or refuse treatment. Their right must not be considered as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate. Making informed decisions includes the development of their plan of care, medical and surgical interventions (e.g., deciding whether to sign a surgical consent), pain management, patient care issues and discharge planning.
23. A patient, and when appropriate, the patient's representative has the right to have any concerns, complaints, and grievances addressed. Sharing concerns, complaints, and grievances will not compromise a patient's care, treatment, or services.
- a. If a patient has a concern, complaint, or grievance, they may contact their nurse, the nursing supervisor, or call the Careline Program at (478) 633-6149.
 - b. If the patient issues are not satisfactorily addressed while the patient remains hospitalized, the investigation will continue. The intent is to provide the patient a letter outlining the finding within 10 calendar days.
 - c. If a patient chooses to identify a concern, complaint, or grievance after discharge, they may call the Careline Program at (478) 633-6149 or write a letter to:

Atrium Health Navicent

Address: Atrium Health Navicent
777 Hemlock Street
Macon, GA 31201

- d. The patient has the right to directly contact the Georgia Department of Health and Human Services (State Survey Agency) or the accrediting organization of the facility.

**Georgia Department of Community Health -
Healthcare Facility Regulation**

Address: Georgia Department of Community Health
Healthcare Facility Regulation Division
2 Martin Luther King Jr Drive SE
East Tower
Atlanta, GA 30334
Fax: (404) 657-5731
Phone: 1 (800) 878-6442
Website: DCH.Georgia.gov

DNV Healthcare USA

Address: DNV Healthcare ATTN: Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245
Fax: 1 (281) 870-4818 ATTN: Complaints
Phone: 1 (866) 496-9647
Website: DNVHealthcarePortal.com/patient-complaint-report

24. A patient has the right to personal privacy. Privacy includes a right to respect, dignity, and comfort as well as privacy during personal hygiene activities (e.g., toileting, bathing, dressing), during medical/nursing treatments, and when requested as appropriate. Privacy also includes limiting release or disclosure of patient information such as a patient's presence and/or location in the facility, or personal information.
25. A patient has the right to receive care in a safe setting. A safe setting includes environmental safety, infection control, security, protection of emotional health and safety. This also includes respect, dignity, and comfort, as well as physical safety.
26. A patient has the right to be free from all forms of abuse or harassment. This includes abuse, neglect, or harassment from staff, other patients, and visitors.
27. A patient has the right to be free from restraints and/or seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation from staff.
28. A patient has the right to designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient by blood or marriage. Visitation privileges will not be restricted on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. A patient may withdraw or deny such consent at any time. The facility may limit visitation if visitors interfere with the rights of others or are a safety risk to a patient, staff member, or the facility.

Pediatric Patient Rights and Responsibilities of their Parent or Guardian

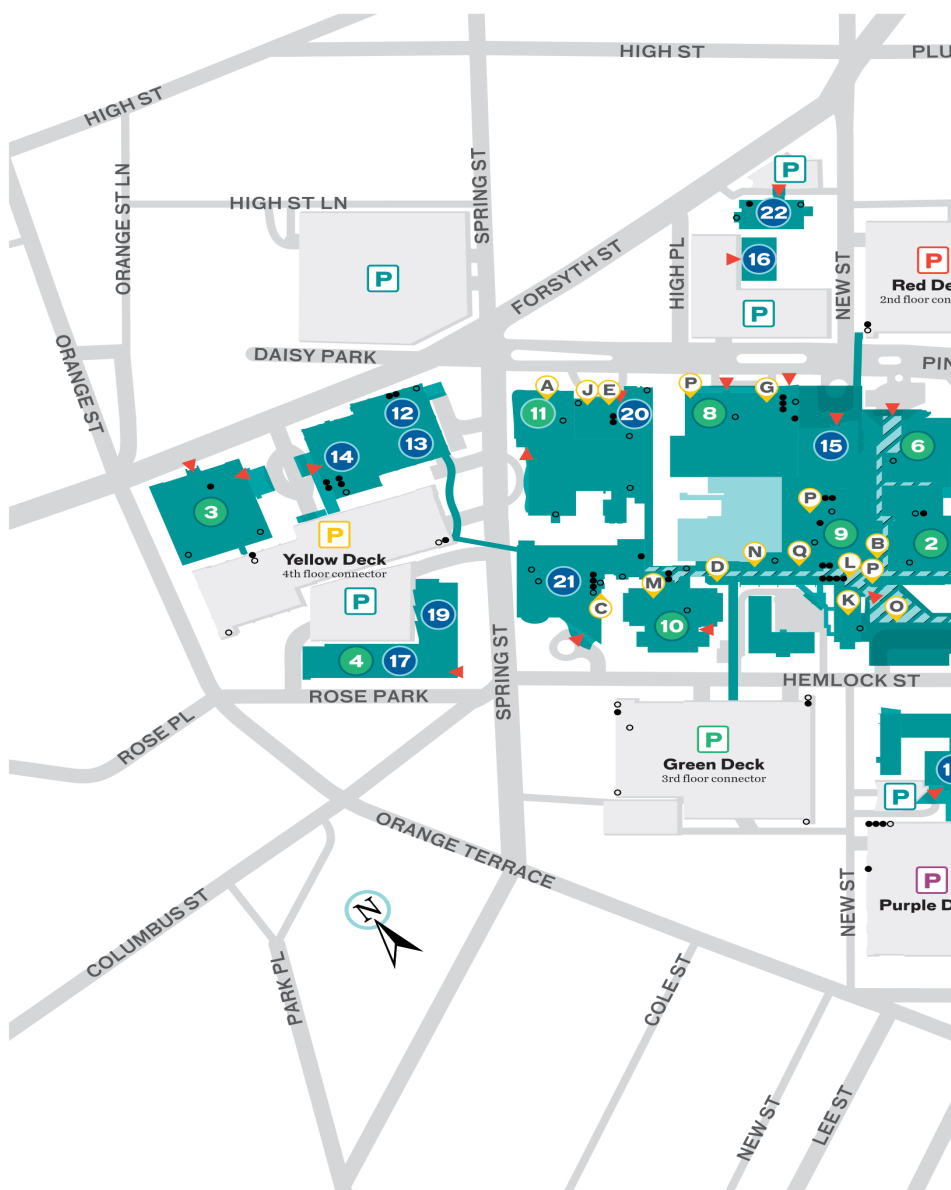
Pediatric (i.e., child) patients have the same rights as adult patients.

Schoolwork

Every pediatric patient has the right to continue their schoolwork while in the hospital.

Parents and guardians of pediatric patients are expected to:

- Give consent for their child under the age of eighteen (18).





Atrium Health
Navicent

The Medical Center

777 Hemlock Street
Macon, GA 31201
(478) 633-1000

Map Legend

- Corridor (Main)
- Elevator
- Entrance
- Escalator
- Parking
- Staircase

Campus Map

BUILDINGS

- 1** 682 Hemlock Professional Building
- 2** East Tower
- 3** Lanier Building
- 4** Lofts at Navicent
- 5** Luce Tower Heart & Vascular
- 6** Medical Office Building
- 7** Peyton Anderson Cancer Center
- 8** Surgery Center & Professional Building
- 9** The Medical Center
- 10** West Tower
- 11** Beverly Knight Olson Children's Hospital

DEPARTMENTS

- 12** Center for Ambulatory Services
- 13** Children's Care Pediatric Gastro
- 14** Children's Health Care
- 15** Emergency Department
- 16** Emergency Medical Services
- 17** Employee Fitness (2nd floor)
- 18** Human Resources
- 19** LiveWELL Care
- 20** Pediatric Emergency Center
- 21** Peyton Anderson Health Education Center
- 22** Wound Care
- 23** W.T. Anderson Community Health Clinic

SERVICES

ATM

- A** ATM (ground floor)
- B** ATM (1st floor)
- C** ATM (2nd floor)

Chapel

- D** All Faith's Chapel (1st floor)
- E** Amos Chapel (1st floor)

Dining

- F** Carmella Joe's (ground floor)
- G** Micro Market (6th floor)
- H** Morrison's Cafeteria (ground floor)
- I** Ribbon's Café (1st floor)
- J** Rosie's Café (1st floor)

Other

- K** Gift Garden (1st floor)
- L** Information Desk (1st floor)
- M** Mail Center (1st floor)
- N** Pastoral Care (1st floor)
- O** Patient Dismissal (1st floor)
- P** Patient Registration (1st floor)
- Q** Police Office (1st floor)

- Take part in their child's treatment; this includes:
 - Participate in planning the treatment.
 - Staying informed on the progress of the treatment.
 - Administering various forms of care and treatment.

Child Passenger Safety

As required by law, upon discharge, secure children under the age of eight (8) in an appropriate car or booster seat.

If you have questions or concerns regarding child passenger safety, please visit SafeKids.org.

Submit a Complaint

We understand that you have the right to voice a complaint. Before calling, we encourage you to speak up and make sure the nurse in charge knows your concerns. You can voice your concerns in the following ways:

- If you are in the hospital, you can reach a Careline representative 24/7 by dialing "O" for the operator, then ask for the "Careline representative".
 - The Careline representative will have someone address your concern within 24–48 hours and a department director will contact you for follow-up.
- If you feel your complaint is not resolved about your quality of care, you may contact us by calling the Public Relations office at (478) 633-1353, visiting NavicentHealth.org or write a letter to Atrium Health Navicent, 777 Hemlock Street, Macon GA 31201.

If you have concerns about the care you received, please know you may also contact:

1. Centers for Medicare and Medicaid Services

Address: Division of Survey and Certification Operations Office of
the Regional Administrator Atlanta Federal Center
61 Forsyth Street, SW, Suite 4T20
Atlanta, GA 30303-8909
Phone: (404) 562-7400

2. DNV Healthcare USA

Address: DNV Healthcare ATTN: Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245
Fax: 1 (281) 870-4818 ATTN: Complaints
Phone: 1 (866) 496-9647
Website: DNVHealthcarePortal.com/patient-complaint-report

3. **Georgia Department of Community Health - Healthcare Facility Regulation**

Address: Healthcare Facility Regulation Division
2 Martin Luther King Jr Drive SE
East Tower
Atlanta, GA 30304
Fax: (404) 657-5731
Phone: 1 (800) 878-6442
Website: DCH.Georgia.gov

4. **Kepro Quality Improvement Organization**

Phone: (888) 317-0751

Complaints concerning implementation of Advance Directive requirements may be filed with the state agency that surveys and certifies Medicare and Medicaid Services providers.

Visitation Rights

Atrium Health Navicent The Medical Center will ensure that all visitors enjoy visitation privileges consistent with patient preferences when not in conflict with other qualifying circumstances.

Patients are allowed to withdraw or deny consent to visitation at any time.

Visiting Hours

(refer to "Visiting Hours" on page 15, or visit www.navicenthealth.org for current visitation policy.)

See department-based policies, admission packets and/or posted signage for Atrium Health Levine Children's Beverly Knight Olson Children's Hospital, Atrium Health Navicent Emergency Department, Atrium Health Navicent Family Birth Center, Intensive Care Units (ICU), Neonatal Intensive Care Unit (NICU), and Atrium Health Navicent Behavioral Health.

PATIENT RESPONSIBILITIES

1. Patients, and their families, when appropriate, are responsible for providing correct and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health.
2. Patients and their families are responsible for asking questions when they do not understand their care, treatment and services or what they are expected to do.
3. Patients and their families are responsible for following the care, treatment and service plans that have been developed by the health care team and agreed to by the patient. Patients may express any concerns about their ability to follow the proposed care plan or course of care, treatment and services. Patients may request to have their treatment plan adapted to their specific needs and limitations if needed.
4. Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.
5. Patients and their families are responsible for following the facility's rules and regulations.
6. Patients and their families are responsible for being considerate of the facility's staff and property, as well as other patients and their property. Patients, family and/or visitors will not record staff or other patients without their permission.
7. Patients and their families are responsible to promptly meet any financial obligation agreed to with the facility.
8. Patients and their families will maintain civil language and conduct in all interactions with staff and care providers. Actions and language that are intimidating, abusive or disrespectful will not be tolerated and may affect their access to the facility. It is a felony to assault a health care worker.
9. Patients and their families should ask their provider about how to manage their pain.
10. Patients, families and visitors will refrain from smoking or use of smoking materials (i.e. vaping, chewing, etc.).

Nurse Bedside Shift Report

What is nurse bedside shift report?

Nurse bedside shift report is when nurses, going off and coming on duty, meet at your bedside to discuss your care. This affords you the opportunity to meet the nurse taking over your care, ask questions, and share important information with your nurses; however, this does not replace the conversations you have with your doctor.

You may invite a family member or friend to stay during *nurse bedside shift report*.

When is nurse bedside shift report?

Nurse bedside shift report happens every day between:

- 6:45am–7:30am
- 6:45pm–7:30pm

It usually lasts five (5) minutes.

What should you expect?

During *nurse bedside shift report*, the nurses going off and coming on duty will:

- ***Introduce themselves to you and anyone with you.***
The nurse coming on duty will write his/her name and phone number on the whiteboard in your room.
- ***Invite you to take part in the nurse bedside shift report.***
You can decide whom else can take part with you.
- ***Talk with you about your health (including the reason you are in the hospital) and what is going on with your care.***
The nurses will look at your medical chart.
- ***Check the medications you are taking.***
The nurses will look at your IVs, injuries, and bandages. They will also follow-up on any tests that were done, or lab work that was ordered.
- ***Ask you what could have gone better during the last shift and what you hope to do during the next shift.***
For example: you may want to get out of bed, or just sleep. The nurse will try to help you meet your goals.
- ***Encourage you to ask questions and share your concerns.***
If needed, the nurse coming on duty may come back after the bedside shift report to spend more time discussing your concerns.

What should you do?

- ***Actively Listen.***
You are an important part of the health care team and we want to make sure you have complete and timely information about your care.
- ***Speak up.***
If you have questions or concerns, nurse bedside shift report is the perfect time to make them known.
 - ***Ask questions if something is confusing.***
If the nurses use any words, or share any information you don't understand, please ask them to explain it.

Atrium Health Navicent wants to make sure that you get the best care possible. If you have any concerns about the quality or safety of your care during your hospital stay, please let your nurse or doctor know.

If *nurse bedside shift report* does not happen, please ask to speak to the nurse director. If you are still concerned, please call our director of patient experience at (478) 633-6095.

HELPFUL SERVICES

Hospital Ethics Committee

Deciding about the care and treatment of patients can be difficult. As medical science advances, more people are finding themselves needing assistance with making these hard decisions. The Hospital Ethics Committee is here for that reason.

To reach a Hospital Ethics Committee member 24/7:

1. dial “O” for the operator;
2. then, ask for a “Hospital Ethics Committee member”.

Seeking help will in no way hinder, or negatively affect your medical care!

Interpreting Services

Interpreting services are provided in accordance with the *Office of Civil Rights (OCR) Guidelines* and the *Americans with Disabilities Act (ADA)* as a part of your plan of care. At any time — while in our hospital — you, or a family member, may request the following interpreting services:

- **Telephone Interpreter** (for those who speak limited English)
- **Video Interpreter** (for those who are hearing impaired)

The staff member assisting you can help you access one of the interpreting services, or you may contact:

Department:	Interpreting Services Office
Hours:	9am–5pm, Monday–Friday
Phone:	extension 3-6868

We will be glad to assist you! For after hours, please ask your nurse about interpreting assistance options.

Pastoral Care

Chaplains are available at all times for emergencies. Chaplains coordinate and provide pastoral care services for patients and their families throughout the hospital. For assistance reaching the emergency on-call chaplain, dial “O” for the hospital operator.

Chapels

1. All Faiths Chapel

If you would like a prayer rug or any religious resources, please inform one of our staff members at the front desk of our Atrium Health Navicent Emergency Department.

Location: Atrium Health Navicent The Medical Center (1st floor)

Hours: 24/7

2. Amos Chapel

If you would like a prayer rug or any religious resources, please inform one of our staff members at the front desk of our Atrium Health Navicent Emergency Department.

Location: Atrium Health Navicent Beverly Knight Olson Children's Hospital (1st floor)

Hours: 24/7

Police Assistance

Atrium Health Navicent Police officers are on duty around the clock for the protection of our guests, teammates and hospital property. Atrium Health Navicent Police officers are happy to assist/escort you to your automobile by calling (478) 633-1490.

Support Groups for Victims of Abuse

The following support groups give help to those dealing with abuse:

- **Adult Protective Services**
Phone: 1 (888) 774-0152
- **Child Protective Services** (24-hour hot-line)
Phone: (478) 751-6130
- **GA Coalition Against Domestic Violence**
Phone: 1 (800) 334-2836
- **Ombudsman Program** (long-term care)
Phone: (478) 922-4464
- **Macon Judicial Circuit District Attorney's Office's Victim-Witness Assistance Program**
Phone: (478) 621-6427

Volunteer Resources

Volunteers add a special touch to our patients stay. These dedicated individuals vary in age, background, and skills; but all have one common goal: to help this hospital be the very best it can be!

Volunteers work in various departments within the hospital. If you are interested in more information, or applying to become a volunteer, please visit [NavicentHealth.org/get-involved](https://www.NavicentHealth.org/get-involved).

PATIENT DISCHARGE

When your hospitalization is no longer medically necessary, you will be discharged to the most appropriate setting.

Your health care team will keep you involved in your plan for discharge. Nursing staff will work with you to assure that you understand your discharge instructions and are prepared for discharge in a timely manner.

You can assist by arranging the following before discharge:

- Ask your ride to arrive ahead of the time.
- Make sure that you have arranged for help at home.

If you are leaving by ambulance, the hospital staff will make the arrangements.

Upon discharge, we will provide the following:

- New prescriptions (if needed).
- Review of your reasons for medication and common side effects.
- Review of *“How to care for yourself at home”* and *“What to look for after you have left the hospital”*.

Patient Satisfaction Survey

Patients who have been discharged, or received services from one of our facilities, may be randomly contacted for a patient satisfaction survey.

This survey is one of many tools used to solicit customer feedback in order to improve customer satisfaction.

AFTER HOSPITALIZATION

Post-Acute Care

Atrium Health Navicent Hospice Pine Pointe

Atrium Health Navicent Hospice Pine Pointe (the only not-for-profit hospice center located in Macon–Bibb County) provides for the emotional, physical, social, and spiritual needs of the dying person and their family members.

Location: Atrium Health Navicent Hospice Pine Pointe
Address: 6261 Peake Road
Macon, GA 31210
Phone: (478) 633-5660

Golden Opportunities

Committed to enhancing the quality-of-life (for people ages 55 and older), Golden Opportunities' goal is to help older adults remain active, healthy, and independent, by offering: educational opportunities, fun-filled activities and informational resources.

Location: Atrium Health Navicent Wellness Center
Address: 3797 Northside Drive
Macon, GA 31210
Phone: (478) 757-7817

Atrium Health Navicent At Home

Home Care offers in-home rehabilitation equipment and services.

Location: Atrium Health Navicent At Home
Address: 618 Orange Street
Macon, GA 31201
Phone: (478) 633-5600
Phone: (478) 633-5628

Rehabilitation Services

Rehabilitation services are available while you are in the hospital. After your hospitalization, your physician may recommend rehabilitation for continuing recovery.

Available rehabilitation services include:

- Occupational
- Physical
- Speech Therapy

Phone: (478) 201-6748

The following services are options to help you return to an active lifestyle:

Atrium Health Navicent Rehabilitation Hospital

Our provider for continued inpatient hospital level of care with nurses, physicians, and therapists specializing in rehabilitation.

Phone: (478) 201-6500

Atrium Health Navicent Wellness Center

Starting a lifestyle of healthy living is easy, but remaining true to your commitment can be difficult. We help by offering membership to the Atrium Health Navicent Wellness Center. Through careful evaluation and a personal exercise plan, you can follow your workout program at your own pace.

For more information, please call or visit:

Location: Atrium Health Navicent Wellness Center

Address: 3797 Northside Drive
Macon, GA 31210

Phone: (478) 477-2300

PHONE NUMBER DIRECTORY

Adult Protective Services

1 (888) 774-0152

Atrium Health Navicent At Home

(478) 633-5600

Atrium Health Navicent Police

(478) 633-1490

Atrium Health Navicent Hospice Pine Pointe

(478) 633-5660

Atrium Health Navicent Rehabilitation Hospital

(478) 201-6500

Atrium Health Navicent Wellness Center

(478) 477-2300

CARELINE

Dial “O” for an operator; ask for a “CARELINE Spokesperson”

Centers for Medicare and Medicaid Services

(404) 562-7400

Child Protective Services (24-hour hot-line)

(478) 751-6130

Corporate Compliance

(844) 587-0825

1 (888) 380-9008 (24-hour toll-free Helpline)

Café Daily Menus

extension 3-1140

GA Coalition Against Domestic Violence

1 (800) 334-2836

Georgia Department of Community Health - Healthcare Facility Regulation

(404) 657-5700

Gift Garden

(478) 742-4400 (extension 3-2360)
1 (800) 628-4210 (toll-free)

Interpreting Services Office

extension 3-6868

Kepro Quality Improvement Organization

(888) 317-0751

Ombudsman Program (long-term care)

(478) 922-4464

Patient Experience - Director

(478) 633-6095

Rehabilitation Services

(478) 201-6748

Macon Judicial Circuit District Attorney's Office's Victim-Witness Assistance Program

(478) 621-6427



Atrium Health
Navicent

The Medical Center

Guía informativa para pacientes y visitantes

Dirección: 777 Hemlock Street
Macon, Georgia 31201
Teléfono: (478) 633-1000
Sitio web: [NavicentHealth.org](https://www.NavicentHealth.org)

Índice

Informacion personal	48	Derechos de los pacientes	57
Preguntas que hacer	49	Derechos y obligaciones de	
Información sobre		pacientes pediátricos, por	
medicamentos	50	parte de los padres o el tutor	60
Nuevos medicamentos	51		
Notas	52	Obligaciones del paciente	64
Bienvenido	53	Informe de cambio de turno	
		de enfermeras de cabecera	65
Seguridad de los pacientes	54		
Uniformes codificados por			
color del personal	55		

INFORMACION PERSONAL

Esta guía pertenece a:

Nombre: _____

Número de cuarto: _____

Número de teléfono: _____

Médico: _____

Fecha de alta prevista: _____

Fecha de la cita de seguimiento: _____

Preguntas que debe considerar cuando habla con los proveedores médicos:

1. ¿Quién es el médico a cargo del tratamiento?
2. ¿Quiénes son los consultores en mi caso?
3. ¿Cuánto tiempo debo prever que durará mi hospitalización?
4. ¿Cuándo podré ver a mi doctor?
5. ¿Cuáles son los resultados de las pruebas?
6. ¿Cuánto dolor puedo llegar a sentir?
7. ¿Cómo se manejará el dolor?
8. ¿Cuándo me podré levantar de la cama?
9. Para impedir caídas, preferimos ayudar a los pacientes cuando usan el baño. ¿Hablamos de esto mi enfermera y yo?
10. ¿Cuándo debo tomar mis medicinas?
11. ¿Para qué se usan mis medicinas?
12. ¿Cuáles son los efectos colaterales de mis medicinas?
13. ¿Cuáles serán mis cuidados de control?
14. ¿Con qué médico debo ir de consulta después de salir del hospital?
15. ¿Qué tipo de servicios necesitaré después del alta?
16. ¿Cómo puedo acelerar mi recuperación?
17. ¿Cómo me pueden ayudar mi familia y amigos?
18. ¿Cómo manejaré mi salud?

[illegible]

Información sobre medicamentos

[illegible]

Nuevos medicamentos

Nombre de la medicina: _____

Objetivo de la medicina: _____

Posibles efectos colaterales de la medicina: _____

Nombre de la medicina: _____

Objetivo de la medicina: _____

Posibles efectos colaterales de la medicina: _____

Nombre de la medicina: _____

Objetivo de la medicina: _____

Posibles efectos colaterales de la medicina: _____

Nombre de la medicina: _____

Objetivo de la medicina: _____

Posibles efectos colaterales de la medicina: _____

Notas

[illegible]



BIENVENIDO

Durante más de 130 años de historia en la comunidad, Atrium Health Navicent sigue comprometido a mejorar la salud, infundir esperanza y mejorar el bienestar de generaciones de residentes en el centro y sur de Georgia, mediante una atención médica de calidad reconocida nacionalmente, cerca de su hogar.

Como parte de Advocate Health, el tercer sistema de salud integral sin fines de lucro más grande del país, le brindamos

a los pacientes acceso a muchos de los expertos y especialistas médicos más prestigiosos de la nación. Asimismo, les ofrecemos tecnología avanzada en medicina y atención médica virtual.

Además de contar con el único centro de trauma de nivel 1 en el centro de Georgia, aprobado por el Comité de Traumatología del American College of Surgeons, ofrecemos el único hospital pediátrico (infantil) especializado en el centro y sur de Georgia. Este hospital les brinda a los niños los cuidados médicos especiales que necesitan para crecer y alcanzar su máximo potencial.

Reconocemos la función fundamental que tenemos en la comunidad y nos comprometemos a llegar a las personas allí donde se encuentren. También nos dedicamos a superar las barreras que impiden un acceso equitativo a la atención médica a través de iniciativas comunitarias de salud, asociaciones de colaboración y una estrategia de impacto social en todo el sistema.

Desde los descubrimientos hasta la vida diaria, estamos cambiando el significado de atención médica, no solo para usted y para nosotros, sino para todos. Además, seguimos moldeando el futuro de la salud en nuestras comunidades. Nos sentimos orgullosos de ser su sistema de salud y de poder ofrecerle la mejor atención médica cerca de su hogar.

Atentamente,

Delvecchio S. Finley, MPP, FACHE

Presidente, Georgia Market

Atrium Health

SEGURIDAD DE LOS PACIENTES

Nuestra meta es brindarle los cuidados más seguros y de la más alta calidad para pacientes.

Siempre nos lavamos las manos antes y después de proveer cuidados. Siempre le preguntamos su nombre y fecha de cumpleaños, o verificamos el brazalete antes de darle medicinas o tratamiento o extraer sangre.

Nos puede ayudar a mantener la seguridad de la siguiente manera:

- Infórmenos sobre su historial médico y medicinas que toma en casa (incluidas medicinas homeopáticas).
- Avísenos cuando escuche un sonido intermitente en el cuarto.
- Haga preguntas si no comprende algo.
- Solicite ayuda para levantarse de la cama.
- No fume mientras está hospitalizado. No está permitido fumar en The Medical Center de Atrium Health Navicent. Si cree que no puede evitar fumar, hable con la enfermera o el doctor para solicitar ayuda.
- Avísenos si un líquido se derrama o si hay objetos amontonados o que obstruyen el camino al baño.
- Nos interesa saber cómo podemos prestarle un mejor servicio.
- Si usted o un familiar tienen preguntas sobre su afección, se puede comunicar con:
 1. La enfermera asignada
 2. La enfermera a cargo
 3. El supervisor de la unidad (marque "O")

En nombre de todos nosotros en Atrium Health Navicent, le agradecemos que nos permita servirle y le deseamos una rápida recuperación.

Uniformes codificados por color del personal

Los uniformes de nuestro personal están diseñados y codificados por color para que pueda diferenciar a la enfermera del técnico clínico, o a la persona que extrae sangre de la persona que limpia el cuarto, etc.

Utilice la siguiente guía a modo de ayuda:

Servicios de suministro centrales, ingeniería clínica, instalaciones e IS

Camisa:  Verdinegro
Pantalones:  Caqui

Transporte central

Camisa:  Negro
Pantalones:  Negro

Especialistas en vida infantil

Camisa:   Atractiva para niños
Pantalones:  Negro

Técnicos clínicos del hospital de niños

Camisa:  Atractiva para niños/borgoña/de color vino tinto
Pantalones:  Borgoña/de color vino tinto

Enfermeros del hospital de niños

Camisa:   Atractiva para niños/azul o blanco
Pantalones:  Azul marino

Radiología del hospital de niños

Camisa:  Atractiva para niños/turquesa
Pantalones:  Negro

Servicios de rehabilitación del hospital de niños

Camisa:  Atractiva para niños/gris claro
Pantalones:  Gris claro

Unidad respiratoria del hospital de niños

Camisa:  Atractiva para niños/azul verdoso
Pantalones:  Azul verdoso

Técnicos clínicos

Camisa:  Borgoña/de color vino tinto
Pantalones:  Borgoña/de color vino tinto

Servicios ambientales

Camisa:  Azul caribeño
Pantalones:  Azul caribeño

Laboratorio

Camisa:  Rojo
Pantalones:  Rojo

Enfermeros practicantes habilitados

Camisa:  Azul celular
Pantalones:  Azul celular

Enfermeros

Camisa:  Azul marino
Pantalones:  Azul marino

Capellán

Camisa:  Lavanda
Pantalones:  Gris

Recepcionistas para pacientes y asesores de cuentas de pacientes

Camisa:  Morado oscuro
Pantalones:  Negro

Farmacia

Camisa:  Verde oscuro
Pantalones:  Verde oscuro

Radiología

Camisa:  Negro
Pantalones:  Negro

Servicios de rehabilitación

Camisa:  Gris claro
Pantalones:  Gris claro

Servicios respiratorios

Camisa:  Azul francia
Pantalones:  Azul francia

Secretaria de unidad

Camisa:  Gris acero
Pantalones:  Gris acero

DERECHOS DE LOS PACIENTES

1. El paciente tiene derecho al respeto, la dignidad y la comodidad.
2. Un paciente tiene derecho a una atención de calidad y a que se mantengan y se revisen los estándares profesionales.
3. El paciente tiene derecho a recibir servicios médicos y de enfermería sin discriminación por motivos de raza, color, religión, cultura, idioma, condición socioeconómica, discapacidad física o mental, edad, sexo, orientación sexual, identidad de género, origen nacional, o forma de pago.
4. Un paciente o su representante tiene el derecho de recibir información lo antes posible durante su tratamiento sobre sus derechos como paciente, los mecanismos de queja o reclamación y a que se le informe las normas y regulaciones de la instalación que aplican en su caso.
5. El paciente tiene derecho a que los procedimientos de emergencia se apliquen sin demora.
6. Un paciente tiene el derecho a que se le facilite el nombre del médico que le atiende, los nombres de todos los médicos que participan en su atención, y los nombres y las funciones de otros profesionales de la salud que le atienden, si así lo solicita.
7. El paciente tiene derecho a participar en el desarrollo e implementación de su plan de atención, incluyendo su plan de tratamiento y cuidados hospitalarios o ambulatorios, la planificación del alta y el plan para el manejo del dolor.
8. Un paciente o su representante tiene el derecho de recibir información completa y comprensible sobre el diagnóstico, el tratamiento y el pronóstico, incluyendo información sobre tratamientos alternativos y posibles complicaciones. Cuando no sea posible o médicamente aconsejable ofrecerle dicha información al paciente, esta se le dará a la persona que el mismo designe. Excepto en caso de emergencia, el médico debe obtener el consentimiento informado antes de iniciar cualquier procedimiento, tratamiento.
9. Un paciente tiene derecho a participar en investigaciones, estudios clínicos o programas de donantes solo si indica por escrito que está de acuerdo.
10. El paciente tiene derecho a rechazar cualquier medicamento, tratamiento o procedimiento que ofrezca la institución. El médico deberá informar al paciente de su derecho a rechazar cualquiera de estos y de las consecuencias médicas que tendría al rechazarlos.
11. Un paciente tiene el derecho de recibir asistencia para consultar a otro médico, si así lo solicita y asume sus gastos.

12. Un paciente tiene derecho a la privacidad con respecto a su programa de atención médica. La discusión del caso, la consulta, el examen y el tratamiento se consideran confidenciales y se llevarán a cabo de forma privada de conformidad con 42 CHR 482.13(c)(1).
13. Un paciente que no habla inglés o tiene problemas de audición tendrá acceso a un intérprete médico calificado (para un idioma extranjero o discapacidad auditiva) sin costo alguno, cuando sea posible y necesario.
14. La institución le ofrecerá al paciente o a la persona que haya designado, acceso a toda la información del expediente médico, si así lo solicita. El médico a cargo del cuidado puede restringir el acceso del paciente a su expediente médico. Si el médico restringe el acceso del paciente a la información, deberá indicar los motivos para la restricción en dicho expediente. El acceso se restringirá solo por razones médicas. La persona designada puede tener acceso a la información que aparece en el expediente aunque el médico restrinja el acceso al paciente.
15. Un paciente tiene derecho a que el personal del hospital no le despierte a menos que sea médicamente necesario. El paciente tiene derecho a que no se dupliquen innecesariamente los procedimientos médicos y de enfermería.
16. El paciente tiene derecho a un tratamiento médico y de enfermería que evite molestias físicas y mentales innecesarias.
17. Un paciente puede ser transferido a otra institución cuando sea médicamente permisible, solo después de que este o su familiar más cercano u otro representante legalmente responsable, haya recibido información completa y una explicación sobre las necesidades y alternativas para la transferencia. La institución a la que se va a trasladar al paciente debe haber aceptado previamente su traslado.
18. El paciente tiene el derecho de examinar y recibir una explicación detallada de su factura. Además, tiene derecho a información y asesoramiento sobre la disponibilidad de recursos financieros para su atención médica.
19. Un paciente tiene derecho a que la institución ofrezca un mecanismo mediante el cual se le informe en el momento del alta, de sus necesidades continuas de atención médica y los medios para satisfacerlas.
20. Al paciente no se le negará el derecho de acceso a una persona o agencia que esté autorizada a actuar en su nombre para hacer valer o proteger sus derechos.
21. El paciente tiene derecho a que todos los expedientes relacionados con su atención médica se traten confidencialmente, excepto que la ley o los acuerdos contractuales de terceros dispongan lo contrario. Además, tiene el derecho a que se respete su privacidad, y que todas las comunicaciones, grabaciones de video e imágenes relacionadas con su cuidado se mantengan confidenciales de acuerdo con la Ley de Portabilidad y Responsabilidad de los Seguros de Salud y otras directrices reglamentarias.

22. Un paciente o su representante tiene el derecho de tomar decisiones informadas con respecto a su cuidado. El paciente tiene derecho a ser informado de su estado de salud, participar en la planificación y el tratamiento de la atención, y a solicitar o rechazar tratamientos. Este derecho no debe considerarse un mecanismo para exigir la prestación de tratamientos o servicios considerados médicamente innecesarios o inadecuados. Tomar decisiones informadas incluye la participación en el desarrollo de su plan de atención, las intervenciones médicas y quirúrgicas (por ejemplo, decidir si se firma un consentimiento quirúrgico), el manejo del dolor, los problemas de atención al paciente y la planificación del alta.
23. Un paciente o su representante tiene el derecho a que se atiendan sus inquietudes, quejas y reclamaciones. El hecho de comunicar las inquietudes, quejas y reclamaciones no comprometerá la atención, el tratamiento ni los servicios prestados al paciente.
- a. Si el paciente tiene una inquietud, queja o reclamación, puede comunicarse con su enfermera, el supervisor de enfermería o llamar al Programa Careline al 478-633-6149.
 - b. Si estos no se resuelven satisfactoriamente, la investigación sobre los planteamientos continuará mientras el paciente esté hospitalizado. La intención es entregarle al paciente una carta en la que se resuma el hallazgo en un plazo de 10 días naturales.
 - c. Si el paciente decide notificar una preocupación, queja o reclamación después del alta, puede llamar al Programa Careline al 478-633-6149 o escribir una carta a:

Atrium Health Navicent

Dirección: Atrium Health Navicent
777 Hemlock Street
Macon, GA 31201

- d. El paciente tiene derecho a comunicarse directamente con el Departamento de Salud y Servicios Humanos de Georgia (agencia estatal de inspección) o la organización acreditadora de la instalación.

Secretaría de Salud Comunitaria de Georgia (Georgia Department of Community Health) – Regulación de clínicas médicas

Dirección: Georgia Department of Community Health
Healthcare Facility Regulation Division
2 Martin Luther King Jr Drive SE
East Tower
Atlanta, GA 30334

Fax: (404) 657-5731

Teléfono: (800) 878-6442

Sitio web: DCH.Georgia.gov

DNV Healthcare USA

Dirección: DNV Healthcare ATTN: Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245
Fax: 1 (281) 870-4818 ATTN: Complaints
Teléfono: 1 (866) 496-9647
Sitio web: [DNVHealthcarePortal.com/patient-complaint-report](https://www.DNVHealthcarePortal.com/patient-complaint-report)

24. Un paciente tiene derecho a su privacidad. La privacidad incluye el derecho al respeto, la dignidad y la comodidad, así como la privacidad durante las actividades de higiene (por ejemplo, ir al baño, bañarse, vestirse), durante los tratamientos médicos o de enfermería y cuando así se solicite según sea necesario. La privacidad también incluye limitar la divulgación o revelación de información del paciente, como la presencia o la ubicación del paciente en la institución, o divulgar información personal.
25. Un paciente tiene derecho a recibir atención en un entorno seguro. Esto incluye la seguridad ambiental, el control de infecciones, la protección de la salud emocional y la seguridad. También incluye el respeto, la dignidad y la comodidad, así como la seguridad física.
26. El paciente tiene derecho a no sufrir ningún tipo de abuso o acoso. Esto incluye el abuso, negligencia o acoso por parte del personal, otros pacientes y visitantes.
27. El paciente tiene derecho a no ser sometido a restricción o aislamiento alguno (a menos que sea médicamente necesario) o que se utilice como medio de coerción, disciplina, conveniencia o represalia por parte del personal.
28. Un paciente tiene el derecho de designar visitantes que recibirán los mismos privilegios de visita que los familiares inmediatos del paciente, independientemente de que los visitantes estén legalmente emparentados con el paciente por consanguinidad o matrimonio. Los privilegios de visita no serán restringidos por motivos de raza, color, origen nacional, religión, sexo, identidad de género, orientación sexual o discapacidad. Un paciente puede retirar o negar dicho consentimiento en cualquier momento. La instalación puede limitar las visitas si los visitantes interfieren con los derechos de otros o son un riesgo de seguridad para un paciente, miembro del personal o la instalación.

Derechos y obligaciones de pacientes pediátricos, por parte de los padres o el tutor

Los pacientes pediátricos (niños) tienen los mismos derechos que los pacientes adultos.

Tareas escolares

Cada paciente pediátrico tiene derecho a continuar su tarea escolar mientras está hospitalizado.

Se espera que los padres y tutores de pacientes pediátricos:

- Den consentimiento en nombre de sus hijos menores de dieciocho (18) años.
- Participen en el tratamiento del niño, incluido:
 - Participar en la planificación del tratamiento
 - Mantenerse informados sobre el progreso del tratamiento
 - Proveer diversas formas de cuidados y tratamiento

Seguridad de los niños en un vehículo

Después del alta, los niños menores de ocho (8) años deben viajar asegurados en un asiento elevado o apropiado para niños, del modo establecido por ley.

Si tiene preguntas sobre la seguridad de niños pasajeros de vehículos, vaya a [SafeKids.org](https://www.SafeKids.org).

Presentar una queja

Comprendemos que tiene derecho a formular una queja. Antes de llamar, ¡lo alentamos a que exprese su opinión y se asegure de que el personal de enfermería a cargo conozca sus problemas! Puede presentar sus quejas de las siguientes maneras:

- Si está en el hospital, puede comunicarse con un representante Careline 24/7, oprimiendo el “O” para comunicarse con el operador. Luego, solicite un representante de Careline.
 - El representante de Careline solicitará que alguien solucione su problema dentro de las 24–48 horas y un director de departamento hará el seguimiento con usted.
- Si cree que no se resolvió su queja sobre la calidad de los cuidados, se puede comunicar con nosotros, llamando a la oficina de relaciones públicas -al (478) 633-1353-, o visitando nuestro sitio web, [NavicentHealth.org](https://www.NavicentHealth.org), o escribiendo una carta a Atrium Health Navicent, 777 Hemlock Street, Macon GA 31201.

Si tiene problemas con los cuidados recibidos, también se puede comunicar con:

1. Dirección de los Centros para Servicios de Medicare y Medicaid (Centers for Medicare and Medicaid Services) – Unidad de la oficina de operaciones de regulación y acreditación del administrador regional (centro federal en Atlanta):

Dirección: Division of Survey and Certification
Operations Office of the Regional
Administrator Atlanta Federal Center
61 Forsyth Street, SW, Suite 4T20
Atlanta, GA 30303-8909
Teléfono: (404) 562-7400

2. DNV Healthcare USA

Dirección: DNV Healthcare ATTN: Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245
Fax: 1 (281) 870-4818 ATTN: Complaints
Teléfono: 1 (866) 496-9647
Sitio web: [DNVHealthcarePortal.com/patient-complaint-report](https://www.dnvhealthcare.com/patient-complaint-report)

3. Secretaría de Salud Comunitaria de Georgia (Georgia Department of Community Health) – Regulación de clínicas médicas

Dirección: Georgia Department of Community Health
Healthcare Facility Regulation Division
2 Martin Luther King Jr Drive SE
East Tower
Atlanta, GA 30334
Fax: (404) 657-5731
Teléfono: (800) 878-6442
Sitio web: [DCH.Georgia.gov](https://www.dch.georgia.gov)

4. Kepro QIO

Teléfono: (888) 317-0751

Las quejas sobre el cumplimiento de los requisitos de Directivas anticipadas se pueden presentar ante el organismo público que regula y acredita a prestadores de servicios de Medicare y Medicaid.

Derechos de visita

The Medical Center de Atrium Health Navicent garantizará que los privilegios de visita de todos los visitantes sean acordes con las preferencias de los pacientes, siempre que no estén en conflicto con otras circunstancias válidas.

Los pacientes pueden retirar o denegar el consentimiento para las visitas en cualquier momento.

Horario de visitas

(Consulte el "Visiting Hours" on page 15).

OBLIGACIONES DEL PACIENTE

1. Los pacientes y sus familiares son responsables de ofrecer información correcta y completa sobre las dolencias actuales, enfermedades pasadas, hospitalizaciones, medicamentos y otros asuntos relacionados con su salud.
2. Los pacientes y sus familiares son responsables de hacer preguntas cuando no entiendan sus cuidados, tratamientos y servicios o lo que se espera que ellos hagan.
3. Los pacientes y sus familiares son responsables de seguir los planes de atención, tratamiento y servicio que han sido desarrollados por el equipo de atención médica y acordados por el paciente. Los pacientes pueden expresar cualquier preocupación sobre su capacidad para seguir el plan de atención propuesto o el curso de la atención, tratamiento y servicios. Los pacientes pueden solicitar que su plan de tratamiento se adapte a sus necesidades y limitaciones específicas, si es necesario.
4. Los pacientes y sus familiares son responsables de los posibles resultados si no siguen el plan de atención, tratamiento y servicio.
5. Los pacientes y sus familiares son responsables de seguir las reglas y regulaciones de la instalación.
6. Los pacientes y sus familiares son responsables de respetar al personal y la propiedad de la instalación, así como a los demás pacientes y sus pertenencias. Los pacientes, familiares y/o visitantes no grabarán al personal u otros pacientes sin su permiso.
7. Los pacientes y sus familiares son responsables de cumplir con prontitud cualquier obligación financiera acordada con la instalación.
8. Los pacientes y sus familiares mantendrán un lenguaje y una conducta respetuosa en todas las interacciones con el personal y los proveedores médicos. No se tolerarán acciones y lenguaje que sean intimidantes, abusivos o irrespetuosos, y esto pueden afectar su acceso a la instalación. Es un delito grave agredir a un trabajador de la salud.
9. Los pacientes y sus familiares deben consultar a su proveedor médico o enfermera sobre cómo manejar su dolor.
10. Los pacientes, familiares y visitantes se abstendrán de fumar o usar productos de tabaco (es decir, vapearlo, mastcarlo, etc.)

Informe de cambio de turno de enfermeras de cabecera

¿Qué es un informe de cambio de turno de las enfermeras de cabecera?

El informe de cambio de turno de las enfermeras de cabecera tiene lugar cuando las enfermeras que terminan o empiezan el turno se reúnen a la cabecera de la cama para hablar sobre los cuidados. Esto le da la oportunidad de conocer a la enfermera que se hará cargo de su cuidado, hacerle preguntas y compartir información importante con las enfermeras. Sin embargo, esto no reemplaza las charlas con su médico.

Puede invitar a un familiar o amigo a quedarse con usted durante el informe.

¿Cuándo se hace el informe de cambio de turno?

El informe de cambio de turno de enfermeras de cabecera ocurre todos los días entre:

- 6:45am–7:30am
- 6:45pm–7:30pm

Normalmente, dura cinco (5) minutos.

¿Qué debe esperar?

Durante este informe, las enfermeras que cambian de turno:

- **Se presentarán con usted y los acompañantes.** La enfermera que comienza el turno escribirá el nombre y teléfono en la pizarra blanca de su cuarto.
- **Lo invitarán a participar en el informe.** Debe decidir quién más participará con usted.
- **Hablarán sobre su estado de salud, incluido el motivo por el cual está hospitalizado y cómo siguen sus cuidados médicos.** Las enfermeras consultarán el expediente clínico.
- **Controlarán las medicinas que está tomando.** Las enfermeras examinarán la administración de suero, lesiones y vendajes. Además, harán un seguimiento de las pruebas hechas o los análisis de laboratorio encargados.
- **Le preguntarán qué se podría haber hecho mejor durante el último turno, y lo que espera que se haga en el próximo.** Por ejemplo, levantarse un rato de la cama o dormir. La enfermera tratará de ayudarlo a alcanzar esta meta.
- **Lo alentarán a hacer preguntas y compartir sus inquietudes.** Si es necesario, la enfermera que empieza el turno podrá regresar después de elaborar el informe para pasar más tiempo hablando de sus preocupaciones.

¿Qué debe hacer?

- **Escuche.** Usted es una parte importante del equipo de atención médica y queremos asegurarnos de que cuente con información completa y oportuna sobre los cuidados.
- **Hable.** Si tiene preguntas o problemas, el informe de cambio de turno de las enfermeras de cabecera es el momento perfecto para expresarlas.
- **Haga preguntas si no entiende algo.** Si las enfermeras usan palabras o comparten información que no comprende, siéntase en libertad de pedirles que le expliquen.

Atrium Health Navicent quiere asegurarse de que reciba la mejor atención posible. Si tiene preguntas sobre la calidad o seguridad de los servicios durante la hospitalización, informe a la enfermera o el médico.

Véanse las políticas departamentales, paquetes de admisión o carteles anunciados del hospital de niños Atrium Health Levine Children's Beverly Knight Olson Children's Hospital, el Departamento de Emergencia de Atrium Health Navicent, la Maternidad de Atrium Health Navicent, la Unidad de Cuidados Intensivos (UCI), la Unidad de Cuidados Intensivos Neonatales (NUCI) y el Centro de Salud Conductual de Atrium Health Navicent.

Si no se prepara un informe de cambio de turno de las enfermeras de cabecera, solicite hablar con el director de enfermería. Si aún está preocupado, llame al director de experiencias de pacientes al 633-6095.



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