



SELF REGIONAL HEALTHCARE

Healthcare. Connected.



Patient and Family Experience Guide



It's Okay to Ask!

As our patient you should expect to see us clean our hands with soap and water or alcohol hand rub before and after we care for you. Your safety is important to us.

If you think we've forgotten, it's okay to ask.

CLEAN HANDS PREVENT INFECTION

Pause

Pause and Wash





Dear Valued Patient,

We are pleased you and your physician selected us to provide your medical care. Self Regional Healthcare is committed to providing you with the best healthcare experience and always exceeding your needs.

We also want you to be informed about your healthcare experience. This booklet will provide most of the information you need while in the hospital and when you go home. Your Care Team will provide more specific information to help guide your recovery and discharge.

Our Core Values Statement here at Self Regional is this: We will deliver quality patient care with integrity, compassion and respect. It is my sincere hope and expectation that we will demonstrate our core values to you in every moment of your stay with us.

Thank you for choosing Self Regional Healthcare.

Matthew Logan, MD, MHCM, FACEP
President and Chief Executive Officer
Self Regional Healthcare



Matt Logan, M.D., President and
Chief Executive Officer



Mission. Vision. Purpose.

Our Mission Our hearts, hands and minds are leading our communities to better health.

Our Vision The care, experience and value we provide will be superior for all the communities we are entrusted to serve.

Our Purpose Always create the best experience.

Our Core Values

- Integrity
- Compassion
- Respect
- Quality

We will deliver quality patient care with integrity, compassion, and respect.

Guest Experience

Food Services

Food and Nutrition Team Members will assist with most of your diet needs. Their main focus is providing healthy, enjoyable and nutritionally appropriate meals throughout your stay. Your physician may place you on a restricted diet and you may not be able to eat or drink at certain times because of scheduled tests. For your family and guests, we provide the following dining options:

The Veranda Cafe: Located in the Main Lobby. Menu items include sandwiches, salads, breakfast items, pastries and a variety of beverages.
Hours of operation:
Monday – Friday, 6:30 a.m. – 8 p.m.

CrossRoads Market: Located on the first floor between the front entrance and the patient tower atrium. CrossRoads Market offers a hot food buffet, a self-serve salad bar, daily chef's special, grilled items, soup and deli station, as well as beverages and snacks. **Call 5562 for daily menu.**
Hours of Operation:
Breakfast: 6:30 – 9:15 a.m.
Lunch: 11 a.m. – 1:30 p.m.
Dinner: 4:30 – 6:30 p.m.

Vending Centers: Vending machines are located behind main entrance A information desk in the Patient Tower family waiting areas and the Emergency Department waiting area.

Gift Shop

The Gift Shop, located in the Hospital Atrium, offers a variety of magazines, flowers and plants, gifts and personal need items. Please call 4153 for information.

Visiting Hours

We realize how important family and friends are to the healing process. Please ask your Care Team about any clinical restrictions affecting visitation. It is your right to enjoy full and equal visitation privileges consistent with your preferences. Self Regional will not restrict or deny visitation privileges on the basis of age, race, color, religion, national origin, gender, disability or sexual orientation.

Patient visitors are welcome during visiting hours. During times of health challenges our visiting hours will be modified and subject to change. Please refer to signs at the Main Entrance of the hospital for these times. You may also refer to the Self Regional Healthcare website. Masks will be required when noted. Visitors with signs of sickness or infection should postpone their visit until they are healthy.

All visitors should wash their hands before and after visiting a patient. If you are in isolation or under certain precautions, please have your visitors follow the instructions on the sign(s) located on the outside of your door. Should you have any questions, your Care Team will be happy to offer assistance.

Waiting Areas

Waiting areas are located throughout the hospital for your family and friends. Your Care Team can direct them to the appropriate waiting area.



Newspapers

Newspapers are delivered daily to all Patient Tower rooms.

ATM (Automated Teller Machine)

An automated teller machine is conveniently located in the Patient Tower Atrium.

Tobacco Policy

Because your health matters to us, Self Regional Healthcare is an entirely tobacco-free campus. Though our buildings have been tobacco-free for years, we're expanding our commitment to good health by including the areas surrounding our buildings. We ask you, your family and friends not use tobacco while on the hospital grounds.

Your Room

Each tower room is fully equipped with an electric bed, private bath, nurse call button, telephone, free wireless Internet access and remote controlled TV.

Telephone

Patient rooms Dial "8" plus three-digit room number
Local calls Dial "9" plus seven-digit local number
Toll free calls Dial "9" plus eleven-digit toll free number (example: 1-800-CALL-ATT)
Television: A variety of television programming is available.

Wireless Internet: We are pleased to provide free wireless access to patients and guests.

How to get connected:

- Turn on your wireless device.
- Select or enter "selfguest" in the ID window.

If you encounter connection problems, you will need to contact your internet service provider or computer retailer for assistance.





Your Satisfaction

Your satisfaction is very important to us and is measured on a continual basis using a patient satisfaction survey.

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is a national, standardized, publicly reported survey of patients' perception of hospital care. The survey is sent to adult patients after an inpatient stay. The Centers for Medicare and Medicaid Services (CMS) administers the HCAHPS survey and publishes results on the Hospital Compare website four times a year.

This survey allows you to tell us about the quality of your experience. If you receive a survey, please complete it and follow the return instructions.

Safety and Security

Self Regional Healthcare is committed to your safety and security while you are here.

Assistive Devices (Dentures, Hearing Aids, etc.): Please let us know if you wear assistive items. Please keep such items in your bedside table drawer to avoid damage or loss. Do not wrap your personal belongings in tissue or leave them on your bed, on your food tray, or near the trash can. If an item is lost or missing, please notify a member of your Care Team immediately. If you need a denture container, please ask for one during admission.

Hospital Security: We provide security 24 hours a day by officers licensed through the South Carolina Law Enforcement Division (SLED).

Identification Bracelet: For your safety, you will be asked to show your identification band on many occasions and repeat the information listed on it, for example, name, including middle initial and date of birth. This helps assure that you are receiving the appropriate test, medication(s) and care. Thank you for your understanding and cooperation with these requests.

Valuable Items: Self Regional Healthcare cannot accept responsibility for misplaced personal items or valuables such as jewelry or cameras. Patients are asked not to bring items of value to the hospital. If you do bring a valuable item, it should be deposited in the hospital safe. Please let your Care Team know if you have valuable items that need to be stored.

Important Phone Numbers (Dial only the last four digits from within the hospital)

Main number	725-4111	Medical Records Request.....	725-5027
Administration	725-4252	Nursing Administration	725-5003
Case Management	725-4680	Spiritual Care (Chaplain).....	725-4158
Compliance Department	725-5012	Patient Information	725-4150
Advance Directives, Living Will		Patient Financial Services.....	725-7800
and Power of Attorney	725-4158	Patient Financial Advocates	725-6070
		CC&I Anonymous Helpline	1-844-984-1744

Interpreter & Translation Services

For guests with Limited English Proficiency, live interpreter and phone translator services are available 24 hours a day. Deaf or hearing-impaired assistance is provided free of charge through a video-relay system and/or TDD phones.

Spiritual Care Services

Your religious faith can be a source of strength during times of need. At Self Regional Healthcare, we recognize that the healing process is greatly enhanced when your spiritual needs are being met. We also recognize that you, your family, and friends may need spiritual support and encouragement while you are here. We have professionally trained Chaplains available who respect and accommodate persons of all faiths and beliefs. Chaplains are also available to assist with completing Advance Directives and Living Wills. Our Chaplains are on call and available for requests and referrals 24 hours a day, seven days a week; they can be contacted at extension 5801.

A Chapel, located on the first floor, is open 24 hours a day for patients and visitors to pray and meditate. A Prayer Box is available outside the chapel entrance for any written prayer requests.



Patient Family Experience Council

The Patient Family Experience Council empowers patients and families to take an active role in improving the patient experience at Self Regional Healthcare. Our Patient Family Experience Council is about bringing together community, administrators and staff to share important information about the level and quality of care experienced at Self Regional Healthcare from the perspectives of patients and family members.

What we are looking for in a volunteer / how to become a member:

People who have had an experience in the past 2 years either as a patient or the family member of a patient being cared for at Self Regional Healthcare, are eligible to be a Patient Family Volunteer, providing they are 18 years old or over. No special qualifications are required. What is the most important is their experience as a patient or family member and their willingness to share their story and ideas in a constructive way.

Application forms are available on line at www.selfregionalhealthcare.org – by calling the Patient Family Experience Coordinator (864)725-5506 or emailing patientfamilyexperience@selfregional.org

Applications will be reviewed by a selection committee and there will be an interview. A criminal background check will be required. If accepted, the Patient Family Volunteer membership requires, but not limited to: a health screening which includes TB screening and a flu vaccine and an orientation. Agreement of Self Regional Healthcare confidentiality and compliance guidelines is mandatory.

If you are not selected for membership on the Patient Family Experience Council, there may be other focus group opportunities that we may engage you in.

Billing and Insurance

Patient Access representatives will make copies of your insurance cards and other documents during the registration process. We must have this information to file your claims and help determine what portions of your bill will be paid by insurance. If you have any questions, please contact Self Regional Healthcare's Patient Financial Services at (864) 725-7800. The physicians involved in your care may also bill you separately.

If you do not have insurance and are unable to pay your balance in full, you may be eligible for a discount on your account. Your first bill will also contain information about how you can receive an additional discount by paying your bill before the deadline. Uninsured patients may need help paying their hospital bill and can sometimes qualify for financial assistance.

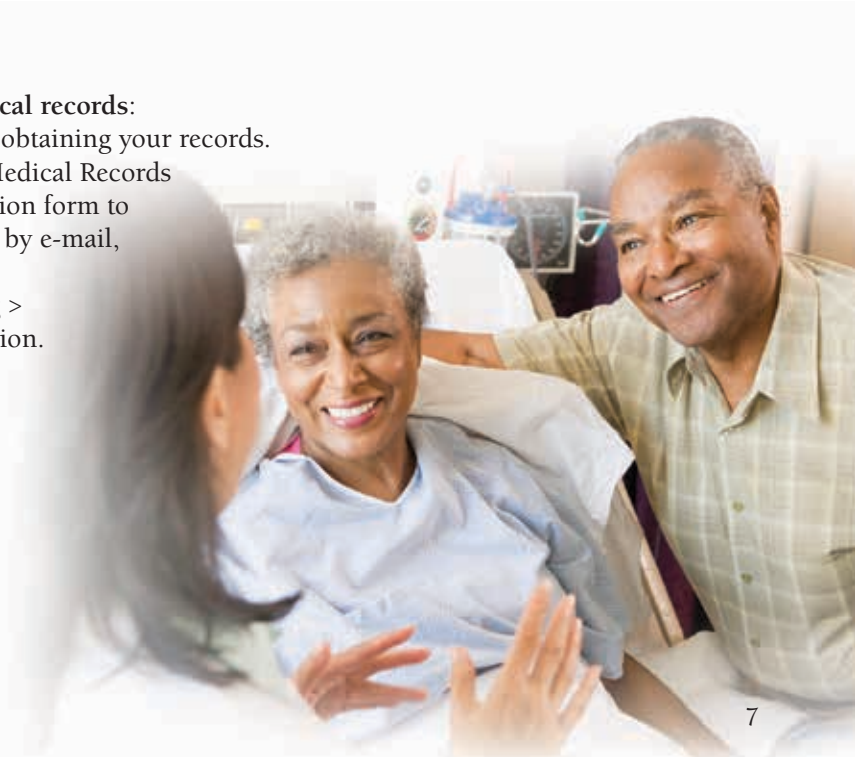
Medical Records

We offer several options for obtaining your confidential medical records:

- Call 864-725-5027, and a team member will assist you with obtaining your records.
- Go to www.selfregional.org. Under Healthcare Info, select Medical Records Requests. Here, you may access and print out the authorization form to request medical records. Instructions for returning the form by e-mail, fax and standard mail are provided.
- In MyChart, you may request records by going to Messaging > Message Center > Ask a Question > Customer Service Question.

For radiology images on a CD, please call 864-725-4190.

Please note that medical records are confidential and available only to people authorized to access them.





MyChart

MyChart is a free online tool. It serves as a centralized location for your health information and can also be used to manage the health information of other family members. It enables you to see key parts of your medical record, communicate with your care team and engage in your own health care like never before.

Here are just a few other things you can do through MyChart:

- View test results, notes, and visit summaries
- Review medication lists and request prescription renewals
- Submit medical questions to your doctor's office
- Manage your child's health information through Proxy access
- View and print immunization records
- View preventative care recommendations
- Schedule appointments for labs, and various procedures
- Get care through video visits and E-visits
- View billing statements and pay your bills online

For your convenience, you can sign up for MyChart at Self Regional in various ways.

- At a physician's office; sign up at check in or in the exam room
- Sign up using an activation code from your after visit summary
- Request an account online at mychart.selfregional.org

MyChart Support:

Telephone: (864) 725-2737

Email: mychartsupport@selfregional.org

Medical Library

All patients and guests are welcome to use our Community Health Information Center. Members of the Library team are available to help you find answers to specific health questions.

Location: 1226 Spring Street, Greenwood, S.C. 29646

Hours: 9 a.m. – 5 p.m., Monday through Friday

Telephone: (864) 725-4797; Fax (864) 725-4838

Daisy Award

Have you or your family member been the recipient of extraordinary care by a nurse and would like to nominate them for The DAISY Award? This is an international recognition that honors and celebrates the skillful, compassionate care nurses provide every day. Each floor and department has a DAISY drop box where the nomination forms are located. Completed applications can be returned to these DAISY drop boxes or mailed to Self Regional Healthcare Nursing Administration, SRH DAISY Coordinator, 1325 Spring Street, Greenwood, SC 29646.

Hospital Foundation

Self Regional Healthcare Foundation is a non-profit charitable organization solely benefiting Self Regional Healthcare. Donations made to the Foundation help to provide new equipment, programs and services for Self Regional Healthcare to better serve our community.

If there is a special physician or Care Team member you would like to honor with a gift to the Foundation, please let us know. In turn, we will let them know of your thoughtfulness.

Please contact the Executive Director of the Self Regional Healthcare Foundation at (864) 725-4256. **Make a contribution securely online at www.selfregionalfoundation.org**



Healing Experience





Patient Rights and Responsibilities

We respect your role in making healthcare decisions. We also provide care according to your decisions and personal medical needs. Our Board of Trustees supports these **Patient Rights and Responsibilities** on behalf of our team members, physicians and care team members. These rights and responsibilities will help us provide you with very good care.

Patient Rights

Your Care

You have the right to:

- Safe, skilled, respectful and compassionate care
- Be treated without discrimination
- Be involved in your care and treatment
- Have your treatment information translated to your language
- Have your family involved in your care when possible
- Be informed of your medical condition, treatment options and any risks
- Have your family or physician promptly informed of your admission
- Make informed decisions about your care
- Provide feedback about your care
- Help plan and implement your care plan
- Refuse treatment when possible
- Be informed of the potential effects of your treatment choices
- Be free from medical restraints, unless necessary to protect yourself and those around you from injury
- Receive information about the need to transfer you to another facility and any alternatives to a transfer
- Refuse a transfer to another facility, unless an emergency requires it
- Speak with a Patient Representative to help make difficult decisions or solve problems with your care
- Participate in research studies to help your care
- Know if Self Regional Healthcare or our physicians have business relationships affecting your care
- Receive a copy of your bill and have it explained

Your Stay

You have the right to:

- Personal privacy and dignity
- Enjoy full and equal visitation privileges consistent with your preferences. Self Regional will not restrict or deny visitation privileges on the basis of age, race, color, religion, national origin, gender, disability or sexual orientation
- Communicate with your friends and family when safe and possible
- Be included in decisions to restrict your communication with friends and family, if necessary
- Care and treatment free from abuse or harassment
- Care and treatment acknowledging the importance of your age, race, color, religion, national origin, gender, disability and sexual orientation are important to your care
- Access protective and advocacy services
- Wear personal clothing and items, as long as they don't interfere with your care
- Have your valuables kept in the hospital safe
- Keep personal belongings in your room (e.g., eyeglasses, dentures, walkers)

Your Team

You have the right to:

- Know who is treating you and what their role is
- Ask questions about your care
- Have your care explained in a way you understand
- Request a different physician or Care Team Member at any time
- Ask for a person of the same gender to be present during physical exams

Your Privacy

You have the right to:

- Have your personal medical information used only for treatment, payment or hospital business needs
- Determine who we share your personal medical information with
- Choose how we share your personal medical information (via mail, telephone, etc.)
- Ask to have your medical information corrected when possible
- Request a copy of your personal information. Confidential communication requests can be made in writing to:
HIM
Self Regional Healthcare
1325 Spring Street
Greenwood, S.C. 29646

Managing Your Pain

You have the right to:

- Have your report of pain responded to as quickly as possible

Here are some ways to help your Care Team better manage your pain:

- Discuss your pain needs with your Care Team
- Ask your Care Team what to expect from your pain management
- Discuss pain-relief options with your Care Team
- Help your Care Team develop a pain management plan
- Ask for pain relief when the pain first begins
- Ask your Care Team for help if the pain isn't relieved
- Inform your Care Team if you're worried about taking pain medication

Supportive Care Program

A Supportive Care consult may benefit you if you are facing a serious illness that can be expected to get worse or may not be responding to medical treatments.

Supportive Care, also known as Palliative Care, is specialized medical, nursing, social and spiritual care that works to reduce the symptoms, pain and stress of people living with chronic or advanced illness. Supportive Care services can be appropriate for patients of any age and can be provided at the same time as curative treatment.

Supportive Care is not the same as Hospice. Although both promote comfort, Hospice serves patients with a limited life expectancy of six months or less. Supportive Care does not require a terminal diagnosis. Supportive Care guides patients and families through all stages of a serious illness. It may be combined with curative therapies or it may be provided when comfort is the total focus of care.

Hospital Safe Zone

Workplace violence is a major threat to healthcare workers in hospitals and health systems across South Carolina and our nation. On a daily basis, doctors, nurses and other clinicians work directly with people who have a history of violence or who are under the influence of drugs and/or alcohol. This leads to a significant increase in workplace violence in healthcare facilities and South Carolina is among the states with no laws to explicitly protect healthcare settings.

Doctors, nurses and other frontline caregivers deserve a safer and more supportive environment for delivering care in our state. It's time we stood up for those that care for us every day. Help us make Self Regional a Hospital Safe Zone in South Carolina.



Complaints and Grievances

You have the right to make complaints or grievances about your care or treatment. This will not affect the quality of your care or your access to care at any time.

Resolving concerns:

- Your Care Team will try to resolve your concerns immediately. A Representative is also available to help resolve concerns at (864) 725-5510.
- If you feel your concerns have not been addressed, contact Corporate Compliance & Integrity via the internal Hotline at (864) 725-5012 or the external Anonymous Helpline at 1-844-984-1744

You and your family may also call:

- SRH is accredited by DNV Healthcare, an independent international accreditation organization. DNV GL 1-866-496-9647
- SC Department of Health and Environmental Control at 1-800-922-6735

Ethical Decisions

You have the right to:

- Help us make ethical decisions about your care, including the refusal of life-sustaining treatment
- Discuss dilemmas or conflicts with your care plan
- Have the Ethics Committee review your care plan for irreversible or terminal conditions
- Ask your caregivers for help arranging an Ethics Committee consult

Advanced Directives

Advanced Directives are documents allowing you to provide instructions about your care if you become unable to express your wishes.

Living Will

A document where you can direct your physician to withhold or withdraw life-sustaining procedures and/or treatment if you become terminally ill.

Healthcare Power of Attorney

A legal document giving another person the ability to make your medical decisions if you become unable to make them.

Your Care Team can provide you with more information about these rights. Pastoral Services is also available to help you make these decisions. Call (864) 725-4158.

Patient Responsibilities

Your Care

We ask you to please:

- Provide accurate and complete information about your health — medications, past illnesses and/or hospital stays
- Ask questions when you don't understand information or instructions
- Follow your physician's orders and Care Team's instructions
- Take responsibility and accept the possible effects of refusing care
- Report pain and pain-relief needs to your Care Team

Your Stay

You can help us provide you with the best experience by:

- Providing accurate personal information
- Being considerate of other patients' rights
- Taking an active part in your personal safety
- Keeping your follow-up appointments or notifying us if you cannot come
- Protecting your personal belongings (e.g., eyeglasses, dentures, walkers etc.)
- Providing your insurance information and paying your bill on time



Need A Lift? Just Ask.

The mechanical lifting equipment in our hospital is here to help move our patients as safely as possible. Lifts also help reduce injuries among our caregivers. If you or your loved one needs help getting up or around, please let us assist you with care and comfort.

We handle with care, for your safety and ours.

Your Care Team

Self Regional has trainees; therapy, nursing, and medical students, as well as resident physicians who may participate in your care and treatment. They are trained in their specialties and supervised by fully trained individuals.

You have the right to know who is supervising your care and speak with them. All Care Team Members wear identification badges designating them as nurses, therapists, technicians, nursing assistants, trainees, students, physicians, or resident physicians. Self Regional Healthcare is fortunate to have the Montgomery Center Family Residency Program on our health campus. With this program, you may have a resident physician involved in your care. A resident physician practices medicine under the supervision of fully licensed physicians and/or surgeons.

Your attending physician is the person responsible for your care. You may also have different attending physicians while you are in the hospital, depending on the type of care or service you need.

If you want to know the name of your attending physician or speak with them, please ask your nurse or other Care Team Member for help contacting them.

Hospital Medicine Specialists

Hospital Medicine Specialists will oversee your care while you are in the hospital.

They:

- Manage your care in the hospital and consult with your primary care physician and other physicians, as needed.
- Arrange and coordinate any necessary tests or treatments.
- Obtain any necessary health records from your primary care physician or outside facilities needed to manage your care while in the hospital.



Reducing Your Risk of Falls in the Hospital

We want to make sure you are safe during your hospital stay, so we prepared these guidelines to help prevent falls. We don't want you to get injured or cause your recovery to take longer than expected.

In the hospital you are at risk of falling because:

- A fall is more likely to occur in an environment that is unfamiliar to you, such as a hospital room.
- You may be taking medicine that might cause you to be dizzy or confused.
- You may be weak and unsteady from being in the hospital or from your tests and treatments.

What can you do to help prevent falls in the hospital?

- Listen to our team members as they describe precautions about safe strategies to prevent falls such as keeping the bed locked, lowering the bed, having the call light within reach, using a bed alarm or chair alarm, use of a gait belt, having the bedside table close by and avoiding obstacles or clutter in the room.
- Call for assistance from our team members before getting up alone from the bed, chair or toilet.
- Rely on our team members for assistance when getting up and not family members, children or visitors.
- Keep your safety in mind and speak up when you need to ask questions or need more information about safety.

What do we do to prevent you from falling in the hospital?

- Our team members will visit you on a regular schedule; your nurse will inform you of this schedule. Team members will:
 - Check on you and your well-being.
 - Monitor your comfort and pain.
 - Help you move and change positions.
 - Help you to the bathroom.
- Our team members will make sure you have easy access to:
 - Call light for assistance
 - Telephone
 - Bedside table
 - Water or other drinks
 - Personal items
 - Urinal, bedpan or bedside commode



When you pick up your prescriptions...

- The Outpatient Pharmacy at Self Regional Healthcare is located on the second floor of the main hospital.
 - We have affordable prices and accept most insurance plans. If you have trouble affording your medicines, we may be able to help.
 - There is no need to make an extra stop on the way home! We can fill your prescriptions. Please call 4169 for more information.
- Make sure it's what your physician ordered
- Ask how often and how much to take
- Ask what it's for and if it has side effects

Help keep your stay safe by...

- Reporting suspicious or unusual behavior by other patients or visitors
- Never leaving a newborn alone
- Controlling visiting children
- Not bringing guns, knives, sharp objects, illegal drugs, alcohol or tobacco products into the hospital



Help prevent infections by...

Infections are a possibility for anyone undergoing invasive care. This hospital has many measures in place to protect you from infection. Below are some measures you can take.

Support good hygiene

- Cleanse your hands often using soap and water, if visibly soiled, or waterless hand wash. Dispensers are located on the walls near sinks and on stands in corridors. Cleanse hands before and after eating, after toilet use, after coughing into your hands or tissue, before and after contact with a dressing or wound and before leaving your room.
- Keep hands away from tubes, wounds and bandages
- Bathe daily and as directed prior to surgery
- Brush teeth daily
- Cough into your arm, sleeve or a tissue
- Discard trash to prevent room clutter

Speak up

- Ask your friends and relatives not to visit if they feel ill
- Ask staff to cleanse their hands before caring for you. If you did not see them cleanse prior—It's OK to Ask!
- Notify your healthcare team if:
 - The dressing around your IV line or wound becomes loose, wet or soiled
 - Tubing becomes loose or disconnected
 - You notice new redness, drainage or pain
 - You have a new onset of diarrhea
 - Your bed or room becomes soiled
- Ask your healthcare team when urinary catheter, IV or other lines can be removed. The sooner they are removed the less likely you are to get an infection at the site.

Follow therapy instructions for breathing treatments, physical therapy and ambulation

Get vaccinated

- If you are eligible for a flu or pneumococcal vaccine you will be offered vaccination at discharge. Flu vaccinations are recommended annually and pneumococcal vaccines are generally given only once and recommended for persons 65 and older or for persons with certain health problems.

Observe isolation precautions posted on your door and advise visitors to follow the directions.

Control conditions that may put you at risk of infection: diabetes, obesity, smoking, etc.

To learn more, go to www.preventinfection.org.

Antibiotics ABCD

- A - Ask! Are antibiotics necessary for my condition?
- B - Bacteria are killed by antibiotics, but viruses are not.
- C - Complete the course! Finish all antibiotic doses prescribed, even if you feel better.
- D - Don't pressure your healthcare provider for antibiotics! If an antibiotic is used when it isn't needed, it could make your next infection harder to treat.

To learn more go to: www.preventinfection.org
apic.org/infectionpreventionandyou
cdc.gov/getsmart





The Lewis Blackman Hospital Patient Safety Act

Gives you the right to:

- Be able to identify members of your Care Team
- Access your attending physician about any concerns with your care
- Have your Care Team help you contact your attending physician or replacement physician
- Contact Self Regional Administration or the Nursing Supervisor for help resolving concerns
- Acquire information about the role of each of your physicians and Care Team Members

Code Help: Dial 3333

Code Help is a telephone help line patients and families may use while in the hospital to get extra assistance for a serious or life-threatening medical concern.

Code Help is available 24 hours a day, seven days a week. A trained operator will answer the call and activate an emergency response system to address your medical concern. Self Regional Healthcare is committed to providing you with safe and very good care. Your safety is our main priority.

When to Use Code Help

If you notice a sudden change in condition that concerns you, talk to your nurse immediately. Good communication between you and your Care Team is the first step in ensuring your safety. Explain to your nurse exactly what concerns you have so the problem can be addressed promptly.

If you still have concerns or you feel that you still need immediate medical attention, call Code Help.

What Happens When You Call?

The switchboard operator will answer the call and obtain the necessary information.

- The switchboard operator will call the charge nurse for the involved department. If the Charge Nurse phone is busy, the Patient Care Administrator will be notified.
- The Charge Nurse or the Patient Care Administrator will assess the patient or the situation. The patient's primary nurse will also be notified about the Code HELP call.
- If the reason for the call is a clinical concern, the Rapid Response Team (RRT) will be activated by the Charge Nurse or Patient Care Administrator

The Rapid Response Team is made up of experienced critical care nurses and respiratory therapists who will assess your condition and help address medical concerns.

How Do I Call Code Help?

Dial 3333 from any hospital phone. When you call, please provide:

- Your name
- Patient's name
- Patient's room number
- Medical concern



Continuum of Care





The Outpatient Pharmacy at Self Regional Healthcare

Self Regional Healthcare's Outpatient Pharmacy is a convenient way for our patients to order and refill prescriptions.

- Convenience. Most prescriptions can be filled within one hour and we can bill your prescription insurance plan if you have your prescription card.
- Competitive prices. If you have trouble affording your medication, we may be able to help.

The Outpatient Pharmacy is located on the second floor of main hospital. We have affordable prices and accept most insurance plans. Please contact (864) 725-4169 for more information.

We accept cash, checks, credit cards and debit cards.
For more information, call extension 4169.

Hours of operation: Monday – Friday, 7:30 a.m. – 6 p.m.



Transitional Rehab

Our goal is to help patients achieve the highest level of function, independence and quality of life possible. Our professional and skilled staff provides patients, families and caregivers with the resources, training and support needed to guide them through the rehabilitation process. Once a treatment plan has been initiated, you will visit the Transitional Rehabilitation Center, located in our Optimum Life Center at 115 Academy Avenue, on a regular basis for rehabilitative care. We help our patients get their lives back on track as quickly as possible by giving them the level of care they need and closely monitoring their progress. For more information about the Optimum Life Center's Rehabilitation Services, call (864)725-7088.

Home Health Services of Self Regional

Home Health Services provides skilled and personal medical care in the comfort of your home. Home Health Care is a convenient, cost effective alternative to traditional inpatient hospital care for the medically homebound patients under the supervision of a physician.

Our comprehensive services include:

- Skilled nursing
- Physical therapy
- Speech therapy
- Occupational therapy
- Nursing assistants
- Social work
- Nutritional guidance

We also provide family support and education to keep loved ones involved in the care process. As a part of Self Regional Healthcare, Home Health Services, 105 Vinecrest Ct., Suite 400, Greenwood, S.C., provides access to advanced healthcare services and expanding range of specialty care services. Please contact a member of our staff with any questions you may have regarding your treatment at (864) 725-7600.



Optimum Life Center

Our professional and skilled staff provides patients, families, and caregivers with the resources, training and support needed to guide them through the recovery process. We help our patients get their lives back on track as quickly as possible by giving them the level of care they need and closely monitoring their progress. Our goal is to help patients achieve the highest level of function, independence and quality of life possible.

Rehabilitation Services at Optimum Life Center include:

- Physical therapy
- Occupational therapy
- Speech therapy
- Hand therapy
- Orthopedic rehabilitation
- Neurological rehabilitation
- Spine and Back rehabilitation
- Sports medicine
- Pediatric rehabilitation
- Lymphedema therapy
- Aquatic rehabilitation (as available with changing health challenges)
- Balance and Vestibular rehabilitation
- Low-vision consultation
- Women's Health PT
- Pre-work functional screening
- Functional capacity evaluation
- Supervised exercise programs
- Wheelchair seating assessment

For more information, contact Optimum Life Center's Rehabilitation Services, 115 Academy Ave., Greenwood, S.C., at (864)725-7088.

Physician Practices of Self Regional Healthcare

Our network of primary care, specialists and hospital based physicians are always working to provide patients comprehensive healthcare. From a cold to cardiac care, from toddlers to seniors, Self Regional's physicians provide access to all levels of care and, as affiliates of the hospital, they have access to all the resources, diagnostics and technology of a nationally recognized regional referral center. With 23 primary care practices, 21 speciality and hospital based practices, 200+ physicians, and 250+ support staff, our physicians are here to meet all your healthcare needs.

Wound Healing Institute

At any given time, about six million Americans suffer from problem wounds. There are many types of wounds. Some are associated with complications from diabetes and other related vascular disorders. Other types include pressure ulcer, surgical and traumatic wounds. Self Regional Healthcare's Wound Healing Institute utilizes the most up-to-date approaches to wound healing and stays current in new scientific advances in wound care.

A Team of Specialists

The Wound Healing Institute is designed to complement your physician's services and is committed to treatment of problem wounds.

The institute is made up of a team of professionals that includes:

- Physicians with advanced training in wound management.
- A nursing staff with advanced training in acute and chronic wounds.
- Technicians who perform non-invasive studies and various therapies.
- An experienced staff to assist with appointments, medical records and health insurance processing.

Wound Treatment Program

You will undergo a thorough diagnostic examination to identify the type of wound you have and the underlying problems causing the wound. A program designed to meet your needs will be initiated based on the most effective treatment options.

Your treatment plan may include:

- Selection of appropriate dressings and advanced modalities
- Hyperbarics
- Vascular screening
- Debridement

- Evaluation for orthotics and equipment
- Advanced foot and nail care
- Ostomy care

Additional Services that may be ordered:

- Nerve conduction studies/electromyography
- Infection disease management
- Vascular testing
- Laboratory evaluation
- Nutritional management
- Lymphedema management

- Pain management
- Diabetes education
- Nuclear medicine
- Radiology
- Home Health services

Once a treatment plan has been initiated, you will visit the Wound Healing Institute at 138 Wells Avenue on a regular basis for wound care. You will be instructed on how to participate in your own wound care at home between visits, as well as how to protect your wound from further complications, or you may need a visiting nurse to assist you with wound care. Please contact a member of our staff with any questions you may have regarding treatment at (864) 725-4138.

Diabetes Education

Self Regional Healthcare's Diabetes Education Department is here to help you manage your diabetes. Whether you have been newly diagnosed with diabetes or have lived with diabetes for many years, our Diabetes Self-Management Program (DSMP) can give you help and ongoing support. Whether you have type 1, type 2 or gestational diabetes, our program is individualized to serve your needs. Our staff are all certified Diabetes Educators who are either registered nurses or registered dietitians. We offer individual appointments and group classes. Our goal is to help you successfully manage your diabetes and enjoy life. We require a physician referral. Ask your doctor to send a referral to Self Regional Healthcare Diabetes Education Department and to make an appointment for you through central scheduling (864-725-5000). The Diabetes Education Center is open from 8:30 a.m.–5 p.m., Monday through Friday. It is located at 1226 Spring Street, Greenwood, SC. To learn more about the diabetes program, please call (864) 725-5007.

Notes

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Notes

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NOTICE OF NONDISCRIMINATION AND FOREIGN LANGUAGE ACCESS
SELF REGIONAL HEALTHCARE

Self Regional Healthcare and its affiliates, including, but not limited, to Self Medical Group, (collectively referred to as “SRH”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SRH does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SRH provides free aids and services to people with disabilities to communicate effectively, such as auxiliary aids and services both onsite and through video remote interpreting and other communication assistance services, SRH also provides free language services to people whose primary language is not English, such as qualified interpreters and translated documentation.

If you need these services, contact (864) 725-2412.

If you believe that SRH has failed to provide these services or discriminated in another way, you can file a grievance by calling at (864) 725-5510. You can also file a civil rights complaint with the U.S. Department of Health and Human Services. Office for Civil Rights at 1-800-368-1019 or 1-800-537-7697 (TDD).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (864) 725-2412. (Spanish)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電。(864) 725-2412. (Chinese)
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (864) 725-2412. (Vietnamese)
주의: 한국어를사용하시는 경우, 언어지원 서비스를 무료로 이용하실 수 있습니다. (864) 725-2412 번으로전화해 주십시오. (Korean)
ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (864) 725-2412. (French)
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (864) 725-2412. (Tagalog)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (864) 725-2412. (Russian)
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (864) 725-2412. (German)

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સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.

ફોન કરો(864) 725-2412. (Gujurati)
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (864) 725-2412. (Arabic)
ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (864) 725-2412. (Portuguese)
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(864) 725-2412 まで、お電話にてご連絡ください。 (Japanese)
УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (864) 725-2412. (Ukranian)
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। पर कॉल करें। (864) 725-2412. (Hindi)

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អៗ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (864) 725-2412. (Cambodian)



Before you leave the hospital

We encourage you to talk with your care team as early as possible about how you can get ready to leave the hospital. You will receive specific discharge instructions, but it is helpful to discuss the topics listed below.

- Your medicines, what they are for and how to take them properly
- Serious signs and symptoms to look out for once you get home, what to do if you see them and who to call if you have concerns
- What to expect in your recovery
- Instructions for care related to your surgery or treatment
- What you should and should not eat and drink
- Additional therapy, home care, support or equipment at home that may be necessary
- Follow-up appointments
- How doctors and staff will share information with your primary care doctors and specialists





Self Regional Healthcare
1325 Spring Street
Greenwood, S.C. 29646
(864) 725-4111

SELF REGIONAL
 HEALTHCARE

Healthcare. Connected.