





Our Core Values

Integrity
Compassion
Respect
Quality



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

Thank You for Trusting Us

Dear Patients, Families, Visitors and Friends,

Thank you for choosing us to serve your health care needs. For over 70 years, the physicians and caregivers at Self Regional Healthcare have been dedicated to providing expert medical care with integrity, compassion and respect. We are proud of our national recognition for quality and safety and the many honors we have achieved. However, no honor is greater than the trust you have placed in us to serve you during your time of need.

Our caregivers are committed to meeting your personal needs and a healing environment that treats the whole person - body, mind, and spirit - as well as providing you with the most advanced healthcare available. We hope to exceed your expectations for quality service and care.

This patient guidebook is provided as a resource to help answer some of the questions you may have regarding your care. Our goal is to make you feel more comfortable about your hospitalization. We encourage you to ask questions and be involved in your healthcare. We welcome your suggestions and ask that if you receive a survey about your care to please complete it and return it. These suggestions and surveys help us to continually improve our services.

With your partnership, we can work toward our mutual goal of providing excellent care in a supportive, compassionate environment.

Thank you for allowing Self Regional Healthcare to be a partner in your healthcare journey.

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



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, 7:30 a.m. – 5 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. – 2 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.



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.

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.

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.





Your Experience

Our purpose is to Always Create the Best Experience for our patients, their families, and our team members. Your experience matters to us and is measured on a continual basis using a patient satisfaction survey that you may receive upon your discharge from the hospital.

This survey, known as HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national, standardized, publicly reported survey of patients’ perceptions of their 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 provides an opportunity for you to tell us about the quality of your experience. If you receive a survey, please take the time to complete it and follow the return instructions. Your feedback is very important and creates an opportunity for us to learn and improve.

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).

Valuable Items: Self Regional Healthcare cannot accept responsibility for misplaced personal items or valuables such as jewelry or cameras. 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.

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.

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

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

Interpreter Translation Services (Live interpreter OR phone translator services)

For guests with Limited English Proficiency, live interpreter or 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 Advisory Council

The Patient Family Advisory Council empowers patients and families to take an active role in improving the patient experience. It is structured to strengthen collaboration between caregivers and patients, and to assure the delivery of the highest standard of comprehensive and compassionate, patient and family-centered, health care throughout Self Regional Healthcare. Our Patient Family Advisory Council is about bringing together community, administrators, and team members to share important information from the perspective of patients and family members.

What we are looking for in a volunteer/how to become a member:
The role of the Patient Family Advisor is primarily consultative. Members will serve as the voice of patients and families. People who have had an experience in the past two (2) years, either as a patient or a family member of a patient being cared for at Self Regional Healthcare, are eligible to apply, providing they are 18 years old or older. No special qualifications are required. Individuals must be willing to share their experience and tell their story, or share their ideas, in a constructive way.

Application forms are available online at www.selfregionalhealthcare.org or by emailing patientfamilyadvisory@selfregional.org

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

If you are not selected for membership on the Patient Family Advisory 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

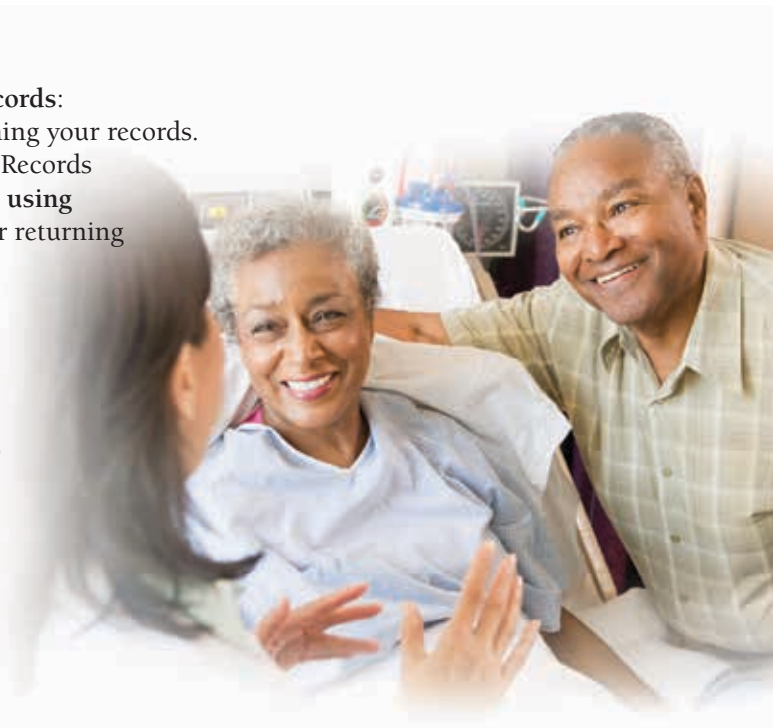
Medical Records

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. **An electronic form is provided here or can be accessed using the following QR code at the bottom of this page.** 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 and Bee Awards

Have you or your family member been the recipient of extraordinary care by a nurse and would like to nominate them for the Daisy or the Bee Award? Both are international recognitions that honor and celebrate the skillful, compassionate care nurses provide every day.



Make Daisy Award nominations here:

<https://www.selfregional.org/daisy-award-nomination/>



Make Bee Award nominations here:

<https://www.selfregional.org/bee-award-nomination/>

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
- 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.

Complaint Process

DNV provides five channels for submitting a hospital complaint:

Website: <https://www.dnvhealthcareportal.com/patient-complaint-report>
Email: hospitalcomplaint@dnv.com
Phone: (866) 496-9647
Fax: (281) 870-4818
Mail: DNV Healthcare USA Inc.
Attn: Hospital Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245

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. Spiritual Care Services is also available to help you make these decisions. Call (864) 725-4158.

Patient Responsibilities

Your Care

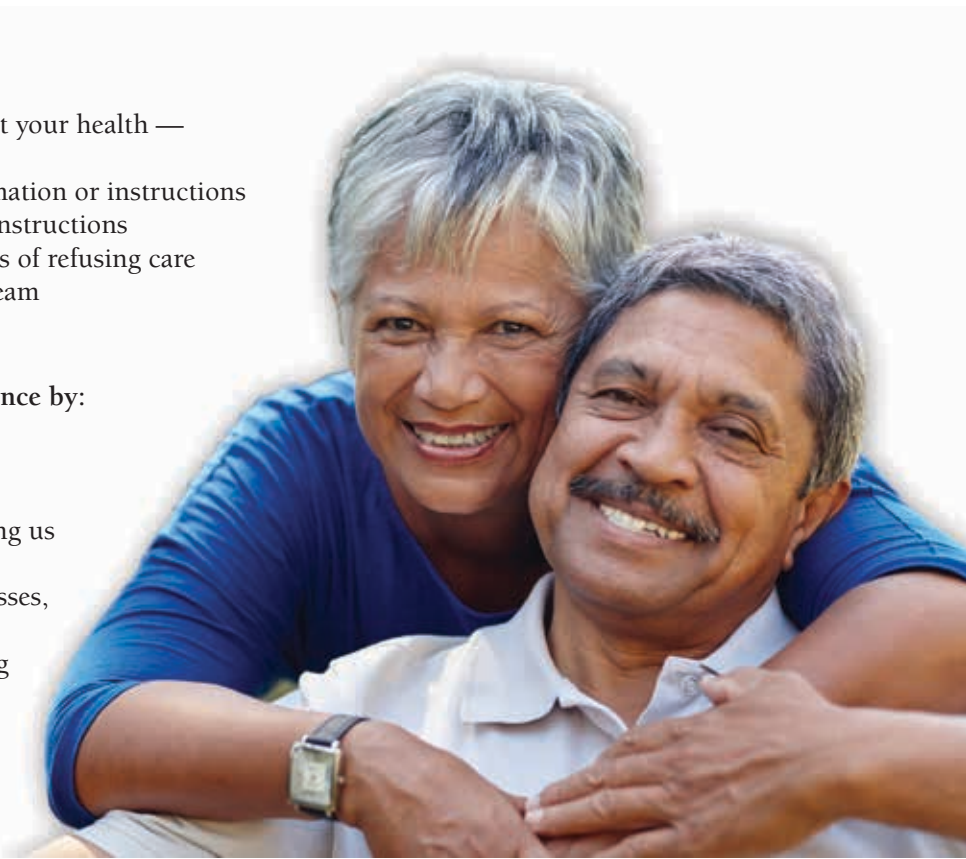
We ask you to please:

- 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.

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.





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 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.

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.
- Convenient access to your prescriptions 24/7 at our ScriptCenter.

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, 8 a.m. – 12 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.

Virtual Care and Drive Through Services

Using your phone, tablet or computer, it's never been easier for you and your family to instantly access a Medical Provider from anywhere in South Carolina. For nonemergency concerns, you, or your children 5 years and older, can get a diagnosis or prescription from one of our Virtual Services Providers in a quick 10-minute video visit, or by submitting a convenient eVisit questionnaire. Also, our Drive Through Services provide convenient lab collections and COVID-19 testing from the comfort of your vehicle. To check out all services provided by our Virtual and Drive Through Services Team and to schedule an appointment please visit www.selfregional.org/virtual-care/

Urgent Care Services

For all of life's little emergencies, visit Express Medical Care Greenwood or Laurens. Our facilities have six fully equipped exam rooms, a treatment and procedure room, and modern lab and X-ray equipment, giving our patients the opportunity to benefit significantly from the technology, skills and our deep commitment to quality healthcare. To review our hours and to reserve a spot online please visit <https://www.selfregional.org/specialized-services/emergency-and-urgent-care/express-care/>

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.

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.

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
- 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.

Questions to ask medical team

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Questions to ask medical team

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Our Patients are Important

We want to improve, and you can help.

You may receive a survey asking about your visit.

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



In addition to completing the survey, if the care we provided did not meet your expectations, we want to learn more. Please call (864) 725-5510 or visit:



You may receive a survey by phone, mail, email or text. Surveys are administered by Press Ganey Associates, Inc. All responses are confidential.



