

# OUTPATIENT GUIDE



## Speak Up

Take Charge of  
Your Care

## Your Satisfaction

Our Commitment  
to Patient Care

## Before You Leave

How to Plan Ahead  
for Discharge

Columbus  Regional  
HEALTHCARE SYSTEM

Patient First. Technology Forward.

[www.crhealthcare.org](http://www.crhealthcare.org)

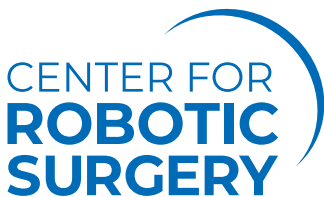
# A NEW ERA OF ROBOTIC SURGERY



**Columbus Regional Healthcare System** is one of the highest volume and most experienced robotic surgical programs in Southeastern North Carolina. Our robotic surgery team is consistently first to introduce new technologies to improve treatment and healing for you. With experienced surgeons who travel the country training peers in robotic surgery, it is no wonder that CRHS is officially growing its robotics program by launching the....

## SURGICAL SERVICES

- General Surgery
- Orthopedics
- Urology
- Ophthalmology
- Gynecologic
- Vascular
- Podiatry
- ENT
- Oral and Plastic Surgery



**Columbus**  **Regional**  
HEALTHCARE SYSTEM

Patient First. Technology Forward.

# In This Guide

## Welcome to Columbus Regional Healthcare System 2

Welcome Letter

## Be Prepared 3-6

Before Your Procedure • Questions for My Doctor  
On the Day of Your Procedure • After Your Procedure

## For Family & Friends 6-7

Parking • Waiting Area • Restrooms • Columbus Café and  
Vending Machines • Complaints and Concerns • Cellphone and  
Internet Service Policies • ATM • Fire Safety • Smoking

## Speak Up! 8

## Stay Safe 9-11

Preventing Falls • Fighting Infections • Know Your Medications

## Do You Have Pain? 12

## For the Caregiver 13

Caregiver Resources

## Rights & Responsibilities 14-18

## What Are Your Advance Directives? 19

## Your Privacy & Health Information 20-21

## Post-Procedure Care 21-24

Care Options • Outpatient Services • Rehabilitation Services  
Inpatient/Outpatient Services

## When You Are Ready to Leave 24

Billing and Insurance • Medicare, Medicaid

**Columbus**  **Regional**  
HEALTHCARE SYSTEM



### OUR ADDRESS

500 Jefferson St.  
Whiteville, NC 28472



8

### Speak Up

*Take charge of your care.*



9

### Stay Safe

*You can contribute  
to healthcare safety.*

The editorial content displayed here is the responsibility of PatientPoint. This material is for your educational use only. It does not contain, nor should it be construed as containing, medical advice. Talk to your doctor before making any lifestyle or treatment changes. Sponsors are responsible for the material provided, and your healthcare provider's participation in the program does not represent an explicit or implied endorsement of any material presented. The people shown are models and are not known to have any health condition. Images are for illustrative purposes only. Image credits: Getty Images, iStockphoto. ©2020 PatientPoint®

[www.crhealthcare.org](http://www.crhealthcare.org) 910.642.8011 : 1



# Welcome to Columbus Regional Healthcare System

Welcome to Columbus Regional Healthcare System. The entire team of employees and providers realizes that you have a choice when selecting a healthcare provider—and we thank you for choosing Columbus Regional.

Our mission is to provide compassionate care, advance healing, and inspire hope for our patients and their loved ones.



A hospital is likely the last place you want to be, but rest assured, Columbus Regional is blessed with highly qualified, well trained employees and providers who are committed to helping you. We offer a scope of services, have a strong track record of providing safe, high-quality care, and invest heavily in our facility and technology so we can offer you the best care possible.

We also are dedicated to providing you with clear information about your services, and, as part of that effort, this Outpatient Guide should help you understand what to expect during your visit. Additionally, while you are here, you can expect hospital leaders to check in with you to determine how we can serve you better and to ensure we exceed your expectations. In the event you have a question or suggestion, or believe our care is anything less than excellent, we encourage you to call 910.642.1747 or contact us through our website at [www.crhealthcare.org](http://www.crhealthcare.org). Please let us hear about your experience as a patient at Columbus Regional, whether directly or through our patient survey.

We offer you best wishes for good health. Again, thank you for choosing Columbus Regional.

Columbus Regional Healthcare System

**Jason Beck**  
CEO

# Be Prepared

*The more prepared you are for your procedure, the better your outcome can be.*

**A**s an active member of your healthcare team, you can make your procedure and follow-up care as safe as possible.

Here's what you need to know.

## BEFORE YOUR PROCEDURE

- Bring a list of any questions you have about your procedure to your pre-procedure doctor's visit (see "Questions for My Doctor" on page 4).
- Bring a list of all the prescription, over-the-counter and herbal medications that you are currently taking or that you took until very recently. Review the list with your doctor and ask if there are any you should stop taking prior to your procedure.
- Be sure your doctor knows about any allergies you have to latex products, medications and foods.
- Ask your doctor whether you can eat or drink before your procedure and, if so, what kinds of food or drink, and within how many hours of your procedure.
- Ask your doctor whether you should remove nail polish or temporary dental appliances (such as a bridge), if you can wear deodorant or body lotion, and if there are other preparations you need to make prior to your procedure.
- Find out if you will need therapy after your procedure, who will arrange for it and whether you can have therapy at home.
- Arrange for transportation to and from the medical facility.
- Ask a relative or friend to go to the medical facility with you, to stay during your procedure and accompany you home afterward.



### It's hard to remember everything.

When you meet with your doctor, bring your questions and a relative or friend. He or she can listen, take notes and help ask questions too!

### Pre-Certification

Most insurance plans now require pre-certification for certain tests and procedures. It is your responsibility to see that this is completed. If you are unsure of your pre-certification requirements, we recommend that you contact your insurance company before your surgical procedure.





### **A Team Effort**

*Here's how to work with your medical team to get the best outcome:*

- Know the preparations you must make before your procedure.
- Get to the hospital early on the day of your procedure.
- Review all paperwork carefully before signing.
- Make sure the proper part of your body is marked.
- Get your post-procedure care instructions in writing before you leave.

### **Questions for My Doctor**

- What will happen before the procedure?
- How long will it take?
- Where can my family wait for me?
- What effects (temporary or permanent) will the procedure have on me?
- What is your experience in performing this procedure?
- What medicines will be prescribed (short term/long term)?
- For how long will I have to rest at home after my procedure?

### **ON THE DAY OF YOUR PROCEDURE**

Shower or bathe and wash your hair, but don't wear any makeup or perfume. You also may have been told to not apply moisturizer on your body or even deodorant, so be sure to review and follow all pre-procedure instructions you were given. Leave your jewelry, money, credit cards and other valuables at home. Be sure to allow yourself plenty of time for travel.

When you arrive at CRHS, please park in the ASU patient parking area at the yellow canopy entrance.

### **Informed Consent**

You will be given an Informed Consent form to sign. Read it carefully. Make sure everything on the form is correct. If you don't understand something, ask questions before you sign the form.

### **Identification Band**

Upon admission, you will be issued an identification band that contains information about you and your procedure. Please wear the band at all times while you are a patient here.

This band is provided for your safety and should be checked by staff several times during your stay.

### **Bring a Loved One**

Please bring a friend or family member with you. You will not be allowed to drive home after your procedure.

## Leave Your Valuables at Home

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of while you are in our facility.

If you have contact lenses, eyeglasses, hearing aids and/or dentures, please let your nurse know and they will be safely stored until after your procedure. This facility cannot be responsible for replacement of personal belongings.



### BEFORE YOUR PROCEDURE BEGINS

Staff at CRHS should ask you the following questions more than once before your procedure:

- Your name
- What kind of procedure you're having
- The part of your body that is being operated on

Your surgeon will mark the spot on your body that is going to be operated on. Make sure he or she marks only the correct part. If he or she makes a mistake and has to make a new mark, be sure the old mark is completely cleaned off. If you won't be awake for the marking, be sure your relative or friend watches the marking.

Ask your doctor if the team will take a "time out" just before your procedure. This is done to make sure the team is doing the right procedure on the right body part of the right person, so don't be afraid to ask.

### AFTER YOUR PROCEDURE

Once your procedure is through, there still are some things you need to do to ensure the best outcome:

- Be sure to speak up about any pain you are having and ask for relief. Be specific about the intensity and location.
- If you are given medications right after the procedure, ask what they are and what they are for. Ask about side effects. If you are given a prescription for medications you must take while recovering, be sure you understand the instructions for the dosage, how frequently you need to take the medications and for how long.
- If you are given IV (intravenous) fluids right after your procedure, ask what they are and what they are for. Be sure someone monitors the fluid level.

### RECOVERY

Once your procedure is over, you will be recovering in the recovery room area of the surgical suite.

### CALLING YOUR NURSE

If you need to summon your nurse, use the call button located on your hospital bed.

### PASTORAL CARE

The hospital chaplain is available to all patients and their families. Please call 642.1702 if you need to speak to the chaplain. The chapel is located on the first floor across from the Sunshine Shop.



- Ask your doctor if your activities need to be limited and, if so, for how long. Ask when you will be able to resume work, exercise and travel (see “Info, Please” below for more questions to ask).
- Be sure to get instructions for post-procedure care in writing before you leave. Review them carefully and ask if you are uncertain about anything you are being told to do.

### Info, Please

After your procedure, be sure to get answers to the following:

- When should I schedule a follow-up visit?
- Who should I call if I’m not feeling well or have any unusual symptoms once I’m home?
- What symptoms should I expect over the next few days?
- Should I stay in bed? If so, for how long?
- How much activity can I do? Are there certain activities I need to avoid?
- What type of diet should I eat? Are there foods/liquids I need to avoid?
- How soon can I drive?
- When can I go back to work?
- Can I have sex?
- What permanent changes should I make in my lifestyle/diet?

---

## For Family & Friends

*Stroll the grounds, grab a bite to eat or relax in our waiting area.*

**W**hile your loved one is undergoing his or her procedure, we invite you to take advantage of the amenities listed here. We also ask that you follow our guidelines regarding smoking and cellphone use as described below.

### Parking

Parking for patients and visitors is available 24 hours a day, seven days a week. Patients and visitors are cautioned not to park in reserved areas or certain designated areas. While security is typically not a problem, we ask that you be sure to lock your car and store valuables in your trunk. If something happens that requires

assistance with your vehicle, please call the operator or the Security Department at ext. 2333.

### Waiting Area

There are specially designated waiting areas for visitors on each patient floor and on the main floor in the lobby. They are located as follows:

- **Ambulatory Surgery:** 910.642.9652
  - Nursing units east end near visitor elevator
  - CCU Waiting Area on sixth floor
- All outpatient Ancillary Departments have waiting areas as well.



## Restrooms

Restrooms for visitors are located at each main entrance.

## Columbus Café and Vending Machines

The Columbus Café, located on the first floor, is open to visitors as well as staff. Everyday, breakfast is served from 6:00 a.m. to 10:00 a.m. and lunch from 11:00 a.m. to 2:30 p.m.

Vending machines offering beverages are located in the dining room area of the Columbus Café, the Emergency Department and the waiting area near the main visitors' entrance. They are available 24 hours a day, seven days a week.

## Complaints and Concerns

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn't resolved, please contact Administration at 910-642-1747 with any of your complaints or concerns. You may call at any time during or after your stay.

In addition, you have the right to file a complaint or concern with either of the following:

### **North Carolina Division of Public Health**

1931 Mail Service Center

Raleigh, NC 27699

919.707.5000

Fax: 919.870.4829

### **DNV GL Healthcare**

Attn: Complaints

400 Techne Center Dr., Suite 100

Milford, OH 45150

866.496.9647

Email: [hospitalcomplaint@dnvgl.com](mailto:hospitalcomplaint@dnvgl.com)

Website: [www.dnvglhealthcare.com](http://www.dnvglhealthcare.com);

"Hospital Complaint" link on the right side

Main Number

**910.642.8011**

Outpatient Registration

**910.642.1707**

Medical Records

**910.642.1783**

## CELLPHONES

Columbus Regional Healthcare System

restricts the use of wireless communication in certain areas of the hospital. If you are unsure if it is safe to use wireless communication, please consult the nursing staff in your area.

## INTERNET SERVICE

Wireless internet access is available in most areas of the hospital.

## ATM

For your convenience, an automated teller machine (ATM) is located on the first floor near patient registration.

## FIRE SAFETY

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, facility staff will notify you.

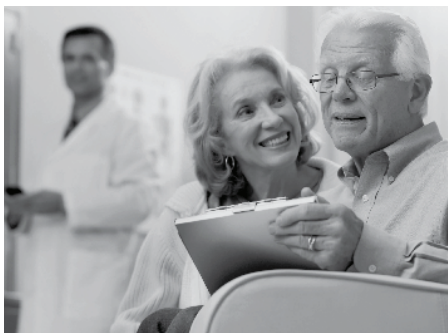
## SMOKING

Smoking and/or the use of any tobacco products is not permitted anywhere in the hospital or on hospital grounds.

# Speak Up!

***Take charge of your care by asking questions and learning about your tests and treatment.***

**W**hile you are here for your outpatient procedure, the doctors, nurses and staff of this facility will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns and don't be afraid to raise any issues relating to your care and treatment.



## **Don't Get Overwhelmed, Write It Down!**



### **REMEMBER:**

Write down any questions you have

Choose a support person to communicate with the doctors and staff

Keep a list of doctors you see and the meds they prescribe

### **STEP UP & SPEAK UP**

**SPEAK UP:** Ask questions and voice concerns. It's your body, and you have a right to know.

**PAY ATTENTION:** Make sure you're getting the right treatments and medicines.

**EDUCATE YOURSELF:** Learn about the medical tests you get and your treatment plan.

**FIND AN ADVOCATE:** Pick a trusted family member or friend to be your advocate or support person.

**WHAT MEDS & WHY:** Know what medicines you take and why you take them.

**CHECK BEFORE YOU GO:** Use a hospital, clinic, surgery center or other type of healthcare organization that meets the highest quality and regulatory standards.

**PARTICIPATE IN YOUR CARE:** You are the center of the healthcare team.

# Stay Safe

*You can contribute to healthcare safety.*

## PREVENTING FALLS

While you are recovering from your surgical procedure, your doctor may want you to get up and walk around. Columbus Regional Healthcare System cares about our patients' safety. Please help us keep you safe while you are here by following these guidelines:

- Do not get out of bed by yourself. Please use your nurse call button and ask for assistance.
- Do not walk in bare feet. Wear nonskid socks or slippers.
- Use the handrails in the bathroom and throughout the facility at all times.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.

**W**hile you are here for your outpatient procedure, you will have a nurse assigned to you for the duration of your stay. In addition, Certified Nursing Assistants may enter the recovery area or your room. The following information will help make your stay safe and comfortable.

## Don't Be Afraid to Ask...

Whenever a member of the staff comes to see you, be sure to:

- Ask for his or her ID.
- Speak up if he or she doesn't ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.



**You should see the ID of any staff person who speaks with you, and he or she should know who you are.**



### **TWINKLE, TWINKLE LITTLE STAR**

Wash your hands with soap and warm water for 20 seconds. That's about the same amount of time that it takes to sing the "Twinkle, Twinkle Little Star" song twice.



### **NO SOAP? NO PROBLEM.**

Alcohol-based hand cleaners may be used to kill germs on your hands. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

## **Fighting Infections**

The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including doctors and nurses—washes his or her hands too.

*You, your family and friends should wash hands:*

1. after touching objects or surfaces in the facility
2. before eating
3. after using the restroom

It also is important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you. Healthcare providers know to practice hand hygiene, **but sometimes they forget.** You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

**Doctors, nurses and other healthcare providers may come into contact with bacteria or viruses. So before they treat you, ask them if they've cleaned their hands.**



## Know Your Meds

After your surgical procedure, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:



- ☐ What is the name of the medicine?
- ☐ What is its generic name?
- ☐ Why am I taking this medicine?
- ☐ What dose will I be taking? How often, and for how long?
- ☐ When will the medicine begin to work?
- ☐ What are the possible side effects?
- ☐ Can I take this medicine while taking my other medications or dietary supplements?
- ☐ Are there any foods, drinks or activities that I should avoid while taking this medicine?
- ☐ Should I take my medicine at meals or between meals?
- ☐ Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- ☐ What should I do if I forget to take the medicine and miss a dose?

**You play an important role in helping to reduce medication errors.**

**REMEMBER** to bring a list of all the prescription, over-the-counter and herbal medications that you are currently taking or that you took until very recently.

Review the list with your surgeon and ask if there are any you should stop taking prior to your procedure.

**Use a wallet-sized notebook to track all medications you are taking.**

## Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.



# Do You Have Pain?

*Don't be afraid to speak up about your post-procedure pain.*

**Y**ou are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

## **To help describe your pain, be sure to report:**

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief you get.



**USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.**

## **Wong-Baker FACES® Pain Rating Scale**



©1983 Wong-Baker FACES® Foundation. Visit us at [www.wongbakerFACES.org](http://www.wongbakerFACES.org). Used with permission.



# For the Caregiver

*You are a valuable partner in your loved one's healing process.*

Once your loved one is home from his or her outpatient procedure, you play an important role in helping him or her return to good health. Your duties may include anything from providing transportation to and from a rehab facility to grocery shopping, cooking and cleaning. If your loved one has a long recovery ahead, be sure to take some time for yourself to ease the stress of caregiving. You can find more information at [www.caregiver.org](http://www.caregiver.org). In addition, you'll find a listing of other resources you can turn to for help and guidance below.

## Caregiver Resources

- **[www.acl.gov](http://www.acl.gov)**  
Caregiver resources from the Administration for Community Living
- **[www.caregiving.com](http://www.caregiving.com)**  
Online support groups and articles on caregiving
- **Eldercare Locator**  
**800.677.1116**  
**[eldercare.acl.gov](http://eldercare.acl.gov)**  
Help with services for the aging throughout the U.S.
- **800.MEDICARE**  
Official U.S. government resource for people with Medicare
- **National Alliance for Caregiving**  
**[www.caregiving.org](http://www.caregiving.org)**  
Support for family and the professionals who serve them
- **Caregiver Action Network**  
**202.454.3970**  
**[www.caregiveraction.org](http://www.caregiveraction.org)**  
Support for caregivers of chronically ill, aged or disabled loved ones

**KNOW YOUR PATIENT'S  
RIGHTS AND RESPONSIBILITIES**

*Pages 14-18*

## CAREGIVER...

**Know what condition** your loved one is being treated for.

**Know whether or not** your loved one has an advance directive and if so, what it specifies (see page 19).

**If your loved one is too ill or reluctant to ask questions,** make note of his or her concerns and any you may have, and **don't be afraid to speak up** (see Speak Up! on page 8).

Your loved one may be **prescribed medications** while in the facility and may be seen by several doctors. **Keep track of it all** in a wallet-sized notebook.

## What's next?

Will your loved one need home care or care at another facility? **Ask to speak with a case manager** to find out what your options are.



# Rights & Responsibilities

## RIGHTS AND RESPONSIBILITIES

### Policy Statement

Columbus Regional Healthcare System will provide impartial access to available medical treatment. Patients will receive high-quality care, which demonstrates respect for their values and beliefs, and which recognizes their personal dignity and need for privacy in treatment. Patients will have sufficient information to participate in decisions relating to their treatment. A mechanism will exist to identify issues of concern, to resolve grievances, and to improve patient care and services of Columbus Regional Healthcare System.

Each patient will receive information regarding his/her rights and responsibilities at the earliest possible time in the course of their care.

### Purpose or Reason for Policy

This listing of patient rights serves to inform the patient and staff of the patient's rights and responsibilities while receiving treatment and care at Columbus Regional Healthcare System.

### Patient Rights

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his/her attending physician, the names of all other physicians directly participating in his/her care, and the names and functions of other healthcare persons having direct contact with the patient.
3. A patient has the right to every consideration of his/her privacy

concerning his/her own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.

4. A patient has the right to have all records pertaining to his/her medical care treated as confidential, except as otherwise provided by law or third-party contractual arrangements.
5. A patient has the right to know what facility rules and regulations apply to his/her conduct as a patient.
6. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. The patient has the right to good, quality care and high professional standards that are continually maintained and reviewed.
8. The patient has the right to full information in laymen's terms, concerning his/her 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, on his/her behalf, to the patient's designee.
9. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor

program. Informed consent must be obtained prior to actual participation in such program, and the patient or legally responsible party may, at any time, refuse to continue in any such program to which he/she has previously given informed consent. An Institutional Review Board (IRB) may waive or alter the informed consent requirement if it reviews and approves a research study, in accord with federal regulations for the protection of human research subjects, including U.S. Department of Health and Human Services (HHS) regulations under 45 CFR Part 46 and U.S. Food and Drug Administration (FDA) regulations under 21 CFR Parts 50 and 56. For any research study proposed for conduct under an FDA “Exception from Informed Consent Requirements for Emergency Research” or an HHS “Emergency Research Consent Waiver” in which informed consent is waived but community consultation and public disclosure about the research are required, any facility proposing to be engaged in the research study also must verify that the proposed research study has been registered with the North Carolina Medical Care Commission. When the IRB reviewing the research study has authorized the start of the community consultation process required by the federal regulations for emergency research, but before the beginning of that process, notice of the proposed research study by the facility shall be provided to the North Carolina Medical Care Commission.

The notice shall include:

- the title of the research study;
- a description of the research study, including a description of the population to be enrolled;
- a description of the planned community consultation process, including currently proposed meeting dates and times;
- an explanation of the way that people choosing not to participate in the research study may opt out; and
- contact information, including mailing address and phone number for the IRB and the principal investigator.

11. The Medical Care Commission may publish all or part of the above information in the North Carolina Register, and may require the institution proposing to conduct the research study to attend a public meeting convened by a Medical Care Commission member in the community where the proposed research study is to take place to present and discuss the study or the community consultation process proposed.
12. A patient has the right to refuse any drugs, treatment or procedure offered by the facility, to the extent permitted by law, and a physician shall inform the patient of his/her right to refuse any drugs, treatment or procedures and of the medical consequences of the patient's refusal of any drug, treatment or procedure.
13. A patient has the right to medical and nursing services without discrimination based upon age, race, ethnicity, religion, culture, language,

- physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression and source of payment.
14. A patient who does not speak English or is hearing impaired shall have access, when possible, to a qualified medical interpreter (for foreign language or hearing impairment) at no cost, when necessary and possible.
  15. 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 records 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 sound medical reason. A patient's designee may have access to the information in the patient's medical records even if the attending physician restricts the patient's access to those records.
  16. A patient has the right not to be awakened by hospital staff unless it's medically necessary.
  17. The patient has the right to be free from needless duplication of medical and nursing procedures.
  18. The patient has the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
  19. When medically permissible, a patient may be transferred to another facility only after he/she or his/her 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.
  20. The patient has the right to examine and receive a detailed explanation of his/her bill.
  21. The patient has a right to full information and counseling on the availability of known financial resources for his/her healthcare.
  22. A patient has the right to expect that the facility will provide a mechanism whereby he/she is informed upon discharge of his/her continuing healthcare requirements following discharge and the means for meeting them.
  23. A patient shall not be denied the right of access to an individual or agency who is authorized to act on his/her behalf to assert or protect the rights set out in this Section.
  24. A patient, or when appropriate, the patient's representative, has the right to be informed of his/her rights at the earliest possible time in the course of his/her hospitalization.
  25. 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.
    - If a patient has a concern, complaint or grievance, he/she may contact his/her nurse or the nursing

supervisor, or call the patient advocate at 910.640.5270.

- If the patient's 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 findings within seven days.
- If the patient chooses to identify a concern, complaint or grievance after discharge, he/she may call the patient advocate at 910.640.5270 or write a letter to Columbus Regional Healthcare System at 500 Jefferson St., Whiteville, NC 28472.
- The patient has the right to directly contact the North Carolina Department of Health and Human Services (State Survey Agency) or DNV GL Healthcare (accrediting agency).

■ **Division of Health and Service Regulation**

**Acute and Home Care Branch**

2712 Mail Service Center  
Raleigh, NC 27699  
800.624.3004 (toll free)  
[www.facility-services.state.nc.us](http://www.facility-services.state.nc.us)

■ **DNV GL Healthcare**

Attn: Complaints  
400 Techne Center Dr., Suite 100  
Milford, OH 45150  
866.496.9647 (toll free)  
Email: [hospitalcomplaint@dnvgl.com](mailto:hospitalcomplaint@dnvgl.com)  
dnvgl.com  
Website: [www.dnvglhealthcare.com](http://www.dnvglhealthcare.com);  
"Hospital Complaint" link on the right side

26. The patient has the right to participate in the development and implementation of his/her plan of care, including his/her inpatient

treatment/care plan, outpatient treatment/care plan, and pain management plan.

27. The patient, or when appropriate, the patient's representative, has the right to make informed decisions regarding his/her care. The patient's rights include being informed of his/her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed 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.
28. The patient has the right to formulate advance directives, and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
29. The patient has the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
30. The 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. It also includes limiting release or disclosure of patient information, such as a patient's presence in the facility, location in

hospital or personal information.

31. The 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, including respect, dignity and comfort, as well as physical safety.
32. The patient has the right to be free from all forms of abuse and harassment. This includes abuse, neglect or harassment from staff, other patients and visitors.
33. The patient has the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
34. The patient has the right to be free from seclusion and restraints, of any form, imposed as a means of coercion, discipline, convenience or retaliation by staff.
35. 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 by marriage.

### **Patient Responsibilities**

1. Patients, and their families, when appropriate, are responsible for providing correct and complete

information about present complaints, past illnesses, hospitalization, medications and other matters relating to their health.

2. Patients and their families are responsible for reporting unexpected changes in their condition or concerns about their care to the doctor or nurse taking care of them.
3. Patients and their families are responsible for asking questions when they do not understand their care, treatment and service, or what they are expected to do.
4. Patients and their families are responsible for following the care, treatment and service plans that have been developed by the healthcare team and agreed to by the patient.
5. Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.
6. Patients and their families are responsible for following the hospital's rules and regulations.
7. Patients and their families are responsible for being considerate of the hospital's staff and property, as well as other patients and their property.
8. Patients and their families are responsible for promptly meeting any financial obligation agreed to with the hospital.





# What Are Your Advance Directives?

■ You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of directive:

## Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

## Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

## Durable Power of Attorney

*For healthcare:* A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

*For finances:* You also may want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.

## What Are Advance Directives?

A living will, healthcare proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

## Keep It Current!

Your advance directive is destroyed once you are discharged from the hospital. You must provide a new advance directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

**Bring a copy of your advance directives with you on the day of your procedure.**



# Your Privacy & Health Information



If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You also can file a complaint with the U.S. government.

**Go online to <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> for more information.**



■ You have privacy rights under a federal law that protect your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.



## Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

## What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

## You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and medical facilities for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

**Without your written permission, your provider cannot:**

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

*Adapted from U.S. Department of Health & Human Services Office for Civil Rights*

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to [www.samhsa.gov](http://www.samhsa.gov).



---

# Post-Procedure Care

***Take charge of your recovery by understanding the types of care you may need.***



Once your procedure is done, you may need to attend therapy sessions at a hospital or clinic, or spend some time in a rehabilitation facility, nursing home or other institution. Or you may be able to stay home and receive healthcare services there. Be sure that you and your caregiver understand the plan for your care before you leave the medical facility.

Here's a brief explanation of the various services that you may use during your recovery.

### Home Healthcare

Part-time healthcare provided by medical professionals in a patient's home to maintain or restore health. It includes a range of skilled and non-skilled services, including part-time nursing care, therapy and assistance with daily activities and homemaker services, such as cooking and cleaning.

### Durable Medical Equipment (DME)

Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs and hospital beds. DME is paid for under Medicare Part B and Part A for home health services.

### Outpatient Rehabilitation

Outpatient rehabilitation is provided in a hospital setting and walk-in clinics. Services may include physical and occupational therapy, joint rehabilitation, wound care, manual therapy, stroke rehab, aquatic therapy, hand therapy and treatment for orthopedic injuries.

### Nursing Home

Many nursing homes provide short-term rehabilitative stays for patients recovering from surgery, an injury or illness. Services include physical and occupational therapy, as well as other treatments.

### Outpatient Services

#### Cardiac Care **910.642.1723**

No one knows better than Columbus Regional about the importance of diagnostic testing to anticipate cardiac

problems and the ongoing treatments needed to help patients recover from cardiac events. Columbus Regional's cardiac care program features a variety of non-invasive, diagnostic procedures to monitor cardiac performance, including EKG 2-D echocardiography, stress testing and echo stress testing.

#### Cardiac Rehab **910.642.9654**

Our cardiac rehab program features three phases designed to facilitate a patient's recovery. A combination of monitored exercise, nutritional education and educational programs are employed to develop a plan to maintain (and sustain) cardiac health.

#### Laboratory Services **910.642.1732**

The Laboratory at Columbus Regional Healthcare System is staffed 24 hours a day for inpatient and Emergency Room testing. Outpatient testing is available Monday through Friday from 7:30 a.m. to 5:30 p.m. Baldwin Woods Diagnostics is available for outpatient labs Monday through Thursday, 7:30 a.m. to 5:00 p.m., and Friday, 7:30 a.m. to 12:00 p.m. It is conveniently located at 619 Jefferson St., Whiteville (just down from the hospital).

The Laboratory is composed of five main sections: Chemistry, Hematology, Microbiology, Blood Bank and Histology. The tests offered help manage the health of our community and contribute to its wellness. Test results allow for cost-effective preventive medicine and help physicians make early diagnoses of diseases, when cures are most likely.

**Chemistry** tests for such things as glucose (blood sugar), cholesterol and triglycerides, thyroid, liver and kidney functions, heart disease, quantitative pregnancy test, therapeutic drug monitoring and drugs of abuse screening.

**Hematology** testing includes white and red cell counts, platelet counts, blood clotting tests, sickle cell screening and urine sample analysis. Tests also are done to rule out such diseases as infectious mononucleosis, rheumatoid arthritis and syphilis.

### **Microbiology**

tests for microorganisms such as bacteria, fungi and parasites are offered. Cultures are done on blood and other body fluids and specimens. When microorganisms are identified, further testing is done to aid the physician in determining the best drug to use to eliminate or control the organism.

## **Rehabilitation Services**

### **Physical Therapy**

Physical Therapy plays an important role in the healing process for many people who have suffered injuries due to an accident, illness or other disease process. The PT staff at CRHS offers a variety of treatments and expertise that bring patients back to a better quality of life after an injury or illness, and gives them the tools to maintain the quality of mobility and function they've achieved through physical therapy.

## **BLOOD BANK**

section determines a patient's blood type. Technicians prepare and issue blood components for transfusions when needed, as determined by the physician.

## **HISTOLOGY**

prepares tissue samples that have been removed from a patient. Samples are cut, placed on glass slides and stained with special dyes. The laboratory pathologist looks at the slides using a microscope to determine the presence and severity of a disease state.

## **ACCREDITATION**

The Columbus Regional Healthcare System Laboratory is accredited by The College of American Pathologists (CAP).

### **Inpatient/Outpatient Services:**

- Treatment of youth, adult and geriatric conditions
- Treatment of orthopedic injuries to the upper and lower extremities
- Conditioning and exercise
- Wound care (inpatient only)
- Gait training
- Pre- and post-operative rehabilitation
- Treatment of neck and back injuries
- Neurologic (stroke) rehabilitation
- Lower extremity amputation and prosthetics training
- Thermal modalities (moist heat/cold packs), electrical stimulation, ultrasound and iontophoresis for edema control and pain relief
- Therapeutic massage

## POST-PROCEDURE CARE *continued*

### MODALITIES PROVIDED:

- Ultrasound uses high-frequency sound wave energy to focus deep heat to a specific area
- Electrical stimulation used for pain control, muscular re-education, wound care and acute/chronic edema

### ADDITIONAL MODALITIES INCLUDE:

- Moist heat
- Cold therapy
- Paraffin
- Iontophoresis
- Pulse lavage guns
- Therapeutic massage

### HOURS

**Monday through**

**Thursday:**

7:00 a.m. to 5:00 p.m.

**Friday:**

7:00 a.m. to 12:00 p.m.

**Contact Physical**

**Therapy:**

910.642.1789

Our team of qualified, licensed professionals has a combined experience of 120 years, and a spacious, state-of-the-art facility to provide care and treatment. This atmosphere facilitates the patient's recovery and helps them reach their maximum potential in the shortest amount of time.

### Location:

Physical therapy is located near the main entrance at the east end of the hospital. Patients can register at the PT department for outpatient services.

### When You Are Ready to Leave

When your doctor feels that you are ready to leave the facility, you should:

- Have someone available to drive you home.
- Check the area around you carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

### Billing & Insurance

This facility accepts most major insurance, including Medicare and Medicaid. We will submit your bill to your insurance company and do everything possible to expedite your claim. It is very important for you to provide all related information, such as policy number, group number and the correct mailing address for your insurance company.

You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your bill.

### Medicare, Medicaid

We will need a copy of your Medicare and/or Medicaid card to verify eligibility and to process your claim. Deductibles and co-payments are your responsibility.



# Crossword

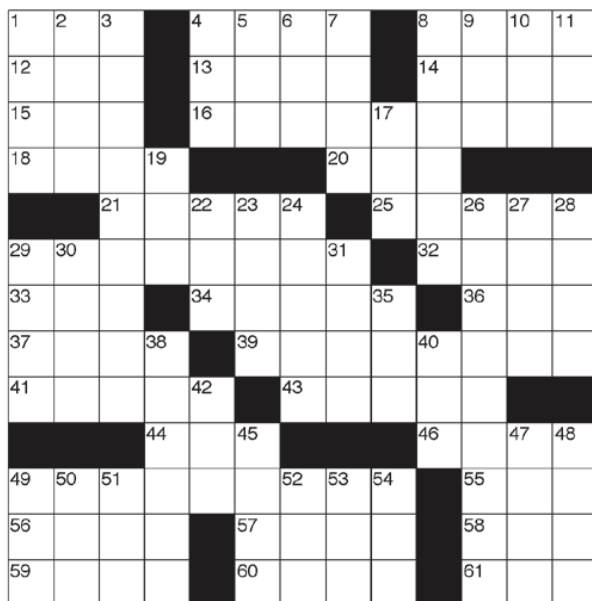
## ACROSS

- 1 Israelite tribe
- 4 Biblical giants
- 8 Universe (pref.)
- 12 Stitchbird
- 13 Synthetic rubber
- 14 Table scraps
- 15 Eg. god of pleasure
- 16 Tallow (2 words)
- 18 Madame Bovary
- 20 Commotion
- 21 Padded jacket under armor
- 25 Son of Zeus
- 29 Dish (2 words)
- 32 Ganda dialect
- 33 Agent (abbr.)
- 34 Indian sacred fig
- 36 "Blue Eagle"
- 37 Ravine
- 39 Immense
- 41 Swelling
- 43 State (Ger.)
- 44 Medieval shield
- 46 Before (Lat.)
- 49 Culm (2 words)
- 55 Fiddler crab genus
- 56 Snake (pref.)
- 57 Unfledged bird
- 58 Centers for Disease Control (abbr.)
- 59 Love (Lat.)
- 60 Tooth (Lat.)
- 61 Exclamation

## DOWN

- 1 Deride
- 2 Attention-getting sound
- 3 Raze
- 4 Amer. Bar. Assn. (abbr.)
- 5 Pigeon
- 6 Black cuckoo
- 7 Hindu god of love
- 8 Banner
- 9 Yellow ide
- 10 As written in music
- 11 Mountain standard time (abbr.)
- 17 Amer. Dental Assn. (abbr.)
- 19 Pointed (pref.)
- 22 End
- 23 Auricular
- 24 Rom. historian
- 26 Build
- 27 Irish sweetheart
- 28 Hall (Ger.)
- 29 Created
- 30 Old-fashioned oath
- 31 Beer ingredient
- 35 Afr. worm
- 38 Vomiting
- 40 Drain
- 42 Amer. Cancer Society (abbr.)

- 45 Habituated
- 47 Alternating current/direct current (abbr.)
- 48 Apiece
- 49 Tibetan gazelle
- 50 Revolutions per minute (abbr.)
- 51 Exclamation
- 52 Nautical chain
- 53 Belonging to (suf.)
- 54 Manuscripts (abbr.)



Source: mediaworks.safepublishing.com

## ANSWER KEY





# Advanced Orthopedics

Center for Robotic Surgery

## TAKE CONTROL OF YOUR

# JOINT PAIN

**Advanced Orthopedics** has built a practice around alleviating joint pain for patients. We have surgeons and practitioners who specialize in joint pain treatments, knee replacement, hip replacement, and shoulder replacement surgeries. If you are experiencing joint pain, schedule a consultation today in Leland!

### Services and Treatments

- **Robotically-Assisted Total Knee, Hip, & Shoulder Replacement**
- Dislocations, Ligament + Tendon Tears, Hyperextension
- Minimally Invasive, Arthroscopic Surgery
- Sprains, Strains + Fractures
- Tendinitis + Bursitis
- Arthritis + Joint Pain

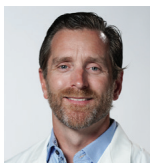
**APPOINTMENTS AVAILABLE NOW!**

Monday – Friday: 8:00 am – 5:00 pm

## 910-641-8670



Craig N. Lippe, MD



Joseph B. Norris, MD



David Fox, MMSc, PA-C



# Baldwin Woods OB/GYN

Women's Advanced Health & Wellness

**Baldwin Woods OB/GYN** aims to provide the highest obstetric and gynecologic care for the women in our community. We provide comprehensive gynecologic care to women of all ages, from adolescence to postmenopause.

*Conveniently at 2 Locations!*

## Whiteville

221 Jefferson St.  
Whiteville, NC  
910-642-3294

## Tabor City

14508 James B. White Hwy. S.  
Tabor City, NC  
910-641-8680



Sarah Gore, MD



Amanda LaBenne, MD



Chris McCauley, MD



Peter Kindschuh, OB/GYN



Samuel N. Wheatley, MD



Kayla Turner, FNP-BC



Kay Jordan, OGNP-C

*We look forward to taking excellent  
care of you and your baby soon!*



# Advanced Urology

Columbus Regional Health Network



The **Advanced Urology** team are serving patients in Whiteville and Leland! From utilizing the latest in urological cancer diagnostics, to the DaVinci Xi surgical robot, patients are provided the best technology in a very caring and compassionate environment.

## Services & Treatments

Minimally-Invasive Robotic Surgery  
Cancer Diagnostics  
Second Opinion on Cancer Diagnosis  
Surgeries of the Kidney, Bladder, and Prostate  
Vasectomies

### Whiteville

320 Jefferson St.  
Whiteville, NC  
910-642-5832

### Leland

144 Poole Rd.  
Leland, NC  
910-641-8650

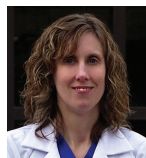
## *Meet your Advanced Urology team!*



David J. Lehr, MD



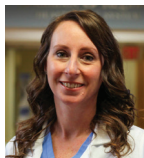
Roc A. McCarthy, DO



Karen Hatch, FNP-C



Tim Marine, PA-C



Brandy Matheson, FNP-C

# Our Scrubs Are Your Key to Our Color-coded Care

We want your experience with the staff at Columbus Regional to be as simple and easy as possible. Use this scrubs chart to help identify the professionals who participate in your personal care. Please know we are doing our best to provide the care you deserve.



**Registered Nurses**



**Nursing Assistants**



**Speech Therapists**



**Respiratory Therapists**



**Pharmacy Staff**



**Laboratory Technicians**



**Radiology Staff**



**Environmental Services**



**Phlebotomists**

We hope this information is helpful to you. If at any time you are uncertain who is in your room, please ask your nurse. They will be very happy to assist you.

**Columbus**  **Regional**  
HEALTHCARE SYSTEM

500 Jefferson Street • Whiteville, NC 28472 • (910) 642-8011 • F (910) 642-9305

[www.crhealthcare.org](http://www.crhealthcare.org)

# COMPASSIONATE PRIMARY CARE FOR ALL AGES

**CONVENIENTLY FOUND IN 5 LOCATIONS!**

## **Advanced Pediatrics**

Columbus Regional Health Network



36 McNeill Plaza  
Whiteville, NC, 28472  
(910) 640-4064

## **Advanced Family Care**

Columbus Regional Health Network



604 N Madison St.  
Whiteville, NC, 28472  
(910) 641-8660

## **Advanced Primary Care**

Columbus Regional Health Network



### **WHITEVILLE**

619 Jefferson St.  
Whiteville, NC, 28472  
(910) 642-0331

### **LELAND**

509 Olde Waterford Way Suite 305  
Leland, NC, 28451  
(910) 642-8640