

Columbus Regional

HEALTHCARE SYSTEM

Patient First. Technology Forward.



PATIENT GUIDE

500 Jefferson St, Whiteville, NC 28472

crhealthcare.org | 910.642.8011

Passcode

You will receive a passcode at the time of registration that is unique to you. In order for us to give information on your condition over the phone, we will be asking for the passcode. Without this four digit code, no information will be given over the phone about you. We value your privacy and your health information.

Your passcode is:

AGGRESSIVE BEHAVIOR WILL NOT BE TOLERATED

EXAMPLES OF AGGRESSIVE BEHAVIOR INCLUDE:



THREATS



**VERBAL HARASSMENT
AND ABUSIVE
OR FOUL LANGUAGE**



**PHYSICAL
ASSAULT**



**FAILURE TO RESPOND
TO STAFF
INSTRUCTIONS**

There is zero tolerance for all forms of aggressive behavior. Incidents may result in removal from this facility and prosecution. Our leadership supports team members in pressing charges for aggressive behavior they encounter

Welcome

THANK YOU FOR TRUSTING US



Thank you for choosing Columbus Regional Healthcare System to meet your health care needs.

Welcome to Columbus Regional Healthcare System. We are honored that you have chosen us for your care, and it is our privilege to serve you.

At Columbus Regional, our mission is clear: Provide compassionate care, advance healing, and inspire hope for our patients and their loved ones. This mission guides every member of our team as we work together to offer you not only the highest quality medical care but also the kindness and support you need on your journey to wellness.

We know that navigating healthcare can be challenging, and we want you to feel empowered, informed, and respected throughout your experience with us. Our team of dedicated professionals is here to support you every step of the way, with a commitment to safety, personalized care, and respect for your unique needs and preferences. This guide is to provide information and insight for what to expect during your visit.

Thank you for trusting us with your care. We are here to listen, to heal, and to help you achieve the best possible outcomes. 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. Please do not hesitate to reach out to any member of our team if you have questions, need assistance, or simply need someone to talk to. We want to hear about your experience as a patient of Columbus Regional, whether directly or through our patient survey. Again, thank you for choosing Columbus Regional.

Wishing you health, comfort, and healing,

Jason Beck
President & CEO

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Mission, Vision, & Values

WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE

Mission

Provide compassionate care, advance healing and inspire hope for our patients and their loved ones.

Vision

CRHS will be the most trusted leader in the delivery of innovative high-quality care, outstanding patient experience with measurable improvements in the health of our community.

Values

- + **EXCELLENCE:** We pursue excellence in all that we do, focusing first on safety, quality and service. We will create a caring, healing environment where our patients feel safe and valued.
- + **PEOPLE:** We hire and retain the best people and recognize their talents and contributions. We will foster a work environment that supports and promotes teamwork, innovation, achievement, accountability, respect and diversity. Our teammates are our greatest asset.
- + **STEWARDSHIP:** We make prudent use of all of our financial resources to ensure that we can meet our mission over the long-term. We will be good stewards of our natural resources by looking for opportunities to reduce waste and energy utilization.
- + **INTEGRITY:** We act with honesty and sincerity and with the highest standards of professional behavior and ethics. We are transparent, honest and ethical in all our interactions with patients, employees, physicians, vendors and the public.
- + **COMMUNITY:** We work continually to improve the health and quality of life for all whom we serve. We contribute health services, education, time and leadership to our community so that it can thrive. We are proud to make a difference.



We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your visit, we'll be reaching out to you to find out how we did.

Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

About Us

OUR ADDRESS

500 Jefferson St.
Whiteville, NC 28472



Founded in 1935, Columbus Regional Healthcare System is a 154-bed facility that serves the citizens of Columbus County and the surrounding communities. The hospital employs nearly 600 staff members ranging from nurses, therapists and technicians to financial counselors, care managers, and support staff. The Columbus Regional Healthcare System medical staff is comprised of more than 60 physicians representing 20 specialties.

Columbus Regional Healthcare System provides a range of medical services including outpatient labs, diagnostic testing, cardiac and pulmonary rehabilitation, speech therapy, physical and occupational therapy.

The Donayre Cancer Care Center enables residents in our region to receive sophisticated cancer treatments in a convenient location. The Family Birthing Center offers a high level of care by board-certified obstetricians and obstetrical nurses in a relaxed atmosphere complete with comfortable Labor/Delivery/Recovery rooms.

Columbus Regional is a Center of Excellence in robotic surgery and comprised of highly talented surgical teams, empowered by the latest in medical technology. Surgical services include general, vascular, urology, GI endoscopy, oral and plastic surgery, GYN, podiatry, ophthalmology, orthopedic, ENT and robotic surgery.

The Wound Healing Center located at 800 Jefferson St., Suite 101 in Whiteville provides healing care for hard-to-heal wounds with treatments such as hyperbaric oxygen therapy. CRHS also is dedicated to providing outpatient healthcare services that are needed in the community. A network of medical clinics provides primary care, urology, Imaging, OB/GYN, and Ortho.

Visit www.crhealthcare.org for more information.

Rapid Response Team (RRT)

It is the policy of Columbus Regional Healthcare System to have a process for teammates, patients, and families to request urgent additional assistance when they have a concern regarding a change or perception of a change in a patient's condition.

1. Why would I call Rapid Response Team?

For serious situations such as:

- Chest pain
- Difficulty breathing
- Bleeding
- Disoriented (unsure of what is wrong – just doesn't feel right)
- Uncontrolled pain after intervention

2. What will happen if I call Rapid Response Team?

- A nurse will immediately come to your room.
- They will make a quick assessment of your condition and concerns.
- Depending on the nurse's findings, necessary actions will be taken to provide needed care.

3. How do I activate Rapid Response Team?

- Call 4357 and describe the help you need.
- Use the emergency button at the head of the patient bed
- Use the emergency call light in the patient bathroom.

What Rapid Response Team is NOT for:

- Concerns with diet
- To request assistance to the bathroom
- Problems with the TV
- Request for pain medication
- Adjust room temperature
- When IV is beeping

Phone Directory

MAIN NUMBER

910-642-8011

Calling a Department
WITHIN the Hospital?

**Dial the last four
digits of the number.**

Administration.....	910-642-1747
Care Management.....	910-642-9449
Chaplain.....	910-642-1702
CRHS Foundation.....	910-641-3662
Health Information Management.....	910-642-8011, ext. 2281
Nursing Administration.....	910-642-1747
Patient Access.....	910-642-8011, ext. 2361
Patient Advocacy Line.....	910-642-1747
Patient Financial Services..	910-642-8011, ext. 1744
Public Relations.....	910-641-3662
Quality Management.....	910-642-8011, ext. 3331

Nursing Stations

Third Floor.....	910-642-9331
Fifth Floor.....	910-642-9521
Sixth Floor.....	910-642-9622
Ambulatory Surgery.....	910-642-1773
Critical Care Unit.....	910-642-8011, ext. 2661

Clinical Departments

Cardiopulmonary.....	910-642-1723
Imaging/Radiology/ CT Mammography/ Ultrasound.....	910-642-8011, ext. 2200
Laboratory.....	910-642-8011, ext. 2222
Nutritional Services.....	910-642-8011, ext. 9359
Occupational Therapy.....	910-641-8282
Oncology.....	910-641-8220
Pharmacy.....	910-642-1739
Physical Therapy.....	910-642-1789
Speech Pathology.....	910-642-1717

Departments

Accounting.....	910-642-8011, ext. 8212
Engineering.....	910-642-1768
Environmental Services....	910-642-8011, ext. 2246

Visitation

Entrance Hours

Main Visitor: Daily | 7:00 a.m. – 5:00 p.m.

Yellow Canopy: Daily & Weekends | 6:30 a.m. – 7:30 p.m.

ED Entrance: Nightly | 7:30 p.m. – 6:30 a.m.

General Visitation

8:00 a.m. to 8:30 p.m.

A maximum of two (2) visitors will be allowed at any one time. Visitors are requested to remain in the room with the patient so privacy of other patients is protected. Overnight visitors will be limited to one (1) adult per room. A parent or designated adult is required to stay at all times with pediatric patients (14 years and younger).

Waiting Rooms

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

- + Surgery Waiting Area
(BROWN canopy entrance)
- + Main floor General Waiting Area
(YELLOW canopy entrance)

CCU Waiting Area

Phone: 910-642-8011 ext. 9984

All outpatient ancillary departments have waiting areas as well.

Visiting Hours

Visitors can be good medicine for patients. Family members and friends are welcome to visit, however, patient care is our primary concern. Visitation may be restricted or limited in medically appropriate circumstances.

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 typically is 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. 1521.

Emergency Department

Two visitors are allowed with a patient at any time.

During Your Stay

Columbus Regional Healthcare System has adopted the North Carolina Hospital Association's standard of armband colors. This standard is to have a well-defined and standardized practice for identifying and communicating patient-specific risk factors. We do this by standardizing the use of color-coded wristbands to support optimal safe care based upon the patient's assessment, wishes and medical status.

Red	Allergy
Yellow	Fall Precaution
Purple	Do Not Resuscitate (DNR)
Green	Latex Allergy
Pink	Restricted Extremity



Columbus Cafe and Vending Machines

The Columbus Cafe, located on the first floor, is open to visitors as well as staff.

Hours:

Breakfast: 6:00 a.m. to 10:30 a.m.
Lunch: 11:00 a.m. to 2:30 p.m.

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

Mail and Flowers

Mail and flowers will be delivered to your room. Please note that flowers are prohibited in Critical Care units. Any mail received after your discharge will be forwarded to your home address. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available in the gift shop.

Mail should be addressed to hospital patients:
Patient Name and Room Number
C/O Columbus Regional Healthcare System
500 Jefferson St.
Whiteville, NC 28472

A copy of The News Reporter is provided for free each Thursday.

ATM

For your convenience, an ATM is located in the main floor general waiting area.

During Your Stay *(continued)*

Smoking

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

Gift Shop

The hospital gift shop, The Sunshine Shop, is located on the first floor across from the chapel. Operated by our volunteer staff, The Sunshine Shop offers beautiful gifts, cards, snacks, drinks and toiletries. The proceeds from the gift shop are donated back to the hospital through the CRHS Volunteers to assist the needs of our patients. Cash, check and credit cards accepted.

Spiritual Care

The hospital chaplain is available to all patients and their families. Please call 642-1702 if you need to speak to the chaplain, or notify a member of your healthcare team. The chapel is located on the first floor across from the Sunshine Shop.

Discharge Planning

Patients have the right to request a discharge planning evaluation. Please notify your nurse or physician if you would like to request a discharge planning evaluation.

TV

Televisions are provided in each patient room. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Channel listings are on page 12.

Leave Your Valuables at Home

Leave your valuables at home. If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay.

Guest Wi-Fi

Columbus Regional provides Wi-Fi service to all patients, guests and visitors.

Fire Safety

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

Video

Video recording in patient care areas is prohibited.

Television Listing

4	WILM	34	CNBC
5	WWAY	35	Bloomberg News
6	UNCTV	36	C-SPAN
7	WECT	37	MTV
8	CBS	38	ESPNU
9	FOX	39	ESPN Classic
10	Univision	40	FS Carolinas
11	ION	41	FS1
14	Spectrum News	42	NBC Sports
15	CNN	43	Golf Channel
16	Fox News	44	National Geographic
17	MSNBC	45	Science
18	The Weather Channel	46	History
19	ESPN	47	Comedy Central
20	ESPN2	18	E!
21	ESPNNews	19	BET
22	Discovery Channel	50	FX
23	Animal Planet	51	Syfy
24	TLC	52	Lifetime
25	USA	53	BBC
26	TNT	54	Disney Channel
27	TBS	55	Nickelodeon
28	A&E	56	Cartoon Network
29	Bravo	57	Freeform
30	HGTV	58	AMC
31	Food Network	63	Telemundo
32	Travel Channel	64	truTV
33	HLN	65	NFL Network

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 their 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. The patient has the right to respectful care given by competent personnel.
2. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
3. The patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual orientation, gender identity, national origin or source of payment.
4. The patient, or when appropriate, the patient's representative has the right to be informed of their rights at the earliest possible time in the course of their hospitalization.
5. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
6. The patient has the right, upon request, to be given the name of their attending physician, the names of all other physicians directly participating in their care, and the names and functions of other health care persons having direct contact with the patient.

7. The patient has the right to participate in the development and implementation of their plan of care, including their inpatient treatment/care plan, outpatient treatment/care plan, discharge care plan, and pain management plan.

8. The patient has the right to full information in laymen's terms, concerning their 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 their behalf to the patient's designee. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.

9. The 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 they have 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 a FDA "Exception from Informed Consent Requirements for Emergency Research" or a 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,

Rights & Responsibilities *(continued)*

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:

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

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.

10. The 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 their right to refuse any drugs, treatment or procedures and of the medical consequences of the patient's refusal of any drugs, treatment or procedure.

11. The patient has the right to every consideration of their privacy concerning their own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.

12. The 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.

13. The facility shall provide the patient, or patient designee, upon request, access to all information contained in the patient's medical records. The 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 in the patient's medical record. Access shall be restricted only for sound medical reasons. 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.

14. The patient has the right not to be awakened by hospital staff unless it is medically necessary.

15. The patient has the right to be free from needless duplication of medical and nursing procedures.

16. The patient has the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.

17. When medically permissible, the patient may be transferred to another facility only after their next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The facility to which the patient is to be transferred must first have accepted the patient for transfer.

18. The patient has the right to examine and receive a detailed explanation of their bill. The patient has a right to full information and counseling on the availability of known financial resources for their health care.

19. The patient has the right to expect that the facility will provide a mechanism whereby they are informed upon discharge of their continuing health care requirements following discharge and the means for meeting them.

Rights & Responsibilities *(continued)*

20. The patient shall not be denied the right of access to an individual or agency who is authorized to act on their behalf to assert or protect the rights set out in this Section.

21. A patient has the right to know what facility rules and regulations apply to their conduct as a patient.

22. The patient, or when appropriate, the patient's representative, has the right to make informed decisions regarding their care. The patient's rights include being informed of their health status, being involved in care planning and treatment, and being able to request or refuse treatment. 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.

23. The 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 the patient has a concern, complaint, or grievance, they may contact their nurse, the nursing supervisor, or call the patient advocate at 910-642-1747.

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, they may call the patient advocate at:

910-642-1747

or write a letter to:

Columbus Regional Healthcare System
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 Healthcare USA Inc.

North Carolina Department of Health and Human Services

Complaint Hotline:

1-800-624-3004

MAIL:

Attn: Healthcare Complaints
DNV Healthcare USA Inc.
1400 Ravello Drive
Katy, Texas 77449

Complaints Voicemail: 866-496-9647
E-MAIL: hospitalcomplaint@dnv.com

24. The patient has the right to formulate Advanced Directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.

25. The patient has the right to have a family member or representative of their choice and their physician notified promptly of their admission to the hospital.

26. 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 patient's presence in the facility, location in hospital, or personal information.

27. 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, comfort, and physical safety.

28. The patient has the right to be free from all forms of abuse or harassment. This includes abuse, neglect, or harassment from staff, other patients, and visitors.

Rights & Responsibilities (*continued*)

29. The patient has the right to be free from restraints or seclusion of any form that are not medically necessary, or that is imposed by staff as a means of coercion, discipline, convenience, or retaliation.

30. The 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, hospitalizations, 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 provider 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, including recording of staff and other patients.

8. Patients and their families are responsible to promptly meet any financial obligation agreed to with the hospital.

9. Patients and their families will maintain civil language and conduct in all interactions with staff and care providers. Actions and language that are intimidating, abusive, or disrespectful will not be tolerated and may affect their access to the facility. It is a felony to assault a healthcare worker.

10. Patients and their families should ask their provider or nurse about how to manage their pain.

11. Patients, families, and visitors will refrain from smoking or the use of smoking materials/tobacco products (i.e. vaping, chewing, etc.).

You don't always have to go with the flow.



Many patients experience **incontinence**.
Schedule your appointment **today** to find the
best treatment options for you.

800 Jefferson St.
Suite 104
Whiteville, NC
(910) 642-5832

144 Poole Road
Suite 102
Leland, NC 28451
(910) 641-8650



David Lehr, MD



Karen Hatch, FNP-C



Brandy Matheson, FNP-C



Roc A. McCarthy, DO



Chad Snow, PA-C



Advanced Urology

Preparing for Your Procedure

How you can make your surgical procedure and follow-up care as safe as possible.

As an active member of your healthcare team, you can make your surgical procedure and follow-up care as safe as possible. Here's what you need to know.

Before Your Surgery

Bring a list of any questions you have about your surgery to your pre-surgical provider's visit. Also 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.

Be sure your surgeon knows about any allergies you have to medications and foods.

Ask your surgeon 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 surgery.

Ask your surgeon 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 surgery.

Find out if you will need therapy after your surgery, who will arrange for it and whether you can have therapy at home.

Transportation

Ask a relative or friend to go to the hospital with you, stay during your procedure and drive you home afterward.

Our Surgical Ambassador is available during the hours of **7:00 a.m. -3:30 p.m.** and can be reached at **910-642-1502**.

The Surgical Ambassador plays a major role in bridging communication between our patients, their families, and the healthcare teams. Their key responsibility is to assure that patients and families are kept in the "know" of how the day is progressing and if there are any delays. They update families through the surgical experience of their loved ones as to what phase of the process the patient is in and when to expect their return to our Outpatient Surgery Unit or Nursing Unit.

Take Notes

It's hard to remember everything yourself. When you meet with your provider, bring your questions and a friend. Your friend can help listen, take notes and ask questions too!

A Team Effort

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

- + Know the preparations you must make before your surgery.
- + Get to the hospital early on the day of your surgery.
- + Review paperwork carefully before signing.
- + Make sure the proper part of your body is marked for surgery.
- + Get your post-surgical care instructions in writing before you leave.
- + **Surgical Services Ambassador Phone:** 910-642-1502

On the Day of Your Surgery

- Shower or bathe and wash your hair. Don't wear makeup or perfume. Be sure to follow any other pre-surgery instructions you were given.
- Leave your jewelry, money, credit cards and other valuables at home.
- Allow yourself plenty of time for travel prior to your procedure.

Once you arrive at the hospital 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.

Before Your Procedure Begins

Teammates at the hospital should ask you the following questions more than once before your surgery:

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

A healthcare professional will mark the spot on your body that is going to be operated on. Make sure they only mark the correct spot. If they make a mistake and have 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 surgeon if the team will take a "time out" just before your procedure. This is done to make sure the team is doing the right surgery on the right body part of the right person.

After Your Surgery

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 surgery, 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 intravenous (IV) fluids right after surgery, ask what they are and what they are for. Be sure someone monitors the fluid level.

Ask your surgeon 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.

Be sure to get instructions for post-surgical care in writing before you leave.

Advanced Directives

A SIMPLE AND SMART WAY TO TAKE CHARGE OF YOUR CARE



Fill Out Your Forms

Bring a copy of your advance directive with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information, please speak with your nurse.

One of the most important decisions you can make about your care is to fill out Advanced Directives in case you can no longer speak for yourself. Advanced Directives are documents that let others know your wishes about the type of care you want. They will only be used if you become unconscious or too ill to communicate yourself.

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

For health care: This is a legal document that names your health care proxy – someone who can make medical decisions for you if you're unable to do so. An official health care proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone to help manage your finances if you cannot. Your health care proxy also can do this if you'd like.

Your Privacy Matters

PRIVACY AND HEALTH INFORMATION

You have privacy rights under a federal law that protects your health information. The Health Insurance Portability and Accountability Act (HIPAA) sets rules and limits on who can look at and receive your health information. These rights are important for you to know.



Medical Records

Call 910-642-8011
ext. 2281
for copies of
medical records.

Who must follow this law?

- + Most providers, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers and their vendors
- + Health insurance companies, HMOs and most employer group health plans

What information is protected?

- + Information your providers, nurses and other health care providers put in your medical records
- + Conversations your provider 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

What rights do you have over your health information?

- + 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
- + Get a report on when and why your health information was shared for certain purposes
- + File a complaint

Your Privacy Matters *(continued)*

What are the rules and limits on who can see and receive your health information?

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

- + For your treatment and care coordination
- + To pay providers and hospitals for your health care and help run their businesses
- + With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- + To make sure providers give good care and nursing homes are clean and safe
- + 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



Laws for Alcohol and Drug Treatment

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit www.samhsa.gov

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 health care or your health care bills, unless you object

Our Commitment to Care

PATIENT SATISFACTION MATTERS TO US



How's your stay? Are you getting the care you need? Are your providers and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact our Patient Advocacy Line at 910-642-1747.

How Are We Doing?

We want you to be satisfied with your care. To help, speak up if we can . . .

- + Respond quicker to your needs
- + Explain things more clearly
- + Help keep your room clean or quiet
- + Ease your pain
- + Help you understand your treatment plan



Making a Difficult Health Care Decision?

Sometimes a health care choice can involve an ethical concern – such as a wish to refuse life-saving treatment or a disagreement over Advanced Directives. Our Ethics Committee can help your team of support people make difficult decisions. For more information, please ask to speak with your provider or charge nurse.

Our Commitment to Care *(continued)*



You are part of the team

COMMUNICATE

It's your health; don't be afraid to ask your providers and nurses questions.

PARTICIPATE

You are the center of your healthcare team, so ask questions, understand your treatment plan and medications, and communicate with your providers and nurses.

APPRECIATE

There are hundreds of people in the hospital who need help; please be patient as providers and nurses attend to everyone.

Your Satisfaction

WE ENCOURAGE YOUR FEEDBACK TO IMPROVE CARE

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the HCAHPS and OAS CAHPS surveys. These surveys measure your satisfaction with the quality of your care. They are designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS or OAS CAHPS surveys. These surveys ask multiple-choice questions about your hospital experience. Please take the time to answer the questions; your feedback is valuable!

What is HCAHPS and OAS CAHPS?

The Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) and the Outpatient Ambulatory Surgery Consumer Assessment of Health Providers and Systems surveys are backed by the U.S. Department of Health and Human Services. These surveys are used to improve the quality of healthcare. The survey results are made public so hospitals can make changes where needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.



Care Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on patient satisfaction survey results and other quality measures. www.medicare.gov/care-compare

The Leapfrog Group

rates hospitals that take part in the Leapfrog Hospital Survey. The survey measures how well hospitals meet the Leapfrog Group's quality and safety standards. Survey results are reported on Leapfrog's website for users to compare hospital ratings. Visit: leapfroggroup.org

Protect Your Health



Remember!

Don't forget to tell the staff who you've picked to be your support person.



Name Check

Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your health care advocate. If you become stressed or your ability to communicate changes, this person can stand in for you – and stand up for your care.

A support person can:

- + Ask questions you might not think of and write down information
- + Double-check your medicines and treatments
- + Watch for signs your condition is getting worse and ask for help

Check IDs

While you are here, many people will care for you (providers, nurses, aides), and these same people will care for many patients.

To prevent errors in your care:

- + Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- + Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.
- + The OB unit has special IDs, and only staff with these IDs can care for infants.



Baldwin Woods OB/GYN

Women's Advanced Health & Wellness

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

Whiteville

221 Jefferson St.
Whiteville, NC 28472
(910) 642-3294



Samuel N. Wheatley, MD



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Peter Kindschuh, MD



Kay Jordan, WHNP-BC



Tiffany Fowler,
Certified Nurse-Midwife

Tabor City

14508 James B. White Hwy. S.
Tabor City, NC



Chris McCauley, DO



Tiffany Fowler,
Certified Nurse-Midwife

Your Health Team

STAFF DEFINITIONS

Care Manager

Care managers are assigned to each patient care area and trained to help patients and family members deal with financial, social and emotional problems that relate to illness or hospitalization. The care management team work with patients and families to help deal with long-term illnesses and rehabilitation and are involved in discharge planning.

Dietitians

Columbus Regional maintains a staff of full-time registered dietitians to meet your dietary needs during your stay. If you have questions about your meals or diet, call ext. 7576.

Housekeepers

A member of the environmental services team cleans your room daily. If there is a housekeeping problem in your room, tell your nurse, and it will be taken care of as soon as possible.

Nursing Assistance

A team of professional registered nurses, licensed practical nurses and nurse assistants provides 24-hour nursing care. A nurse manager is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the nurse manager if you have questions or concerns.

Medical Staff

During your stay, members of our hospitalist service team may provide your medical care. These physicians will:

- + Closely monitor your condition
- + Order tests and medications
- + Bring in medical or surgical specialists as needed
- + Keep you, your family and your personal physician well-informed

Volunteers

Volunteers contribute many hours of service and financial assistance to the hospital. They supplement the services of the hospital staff in many ways and can be identified by their navy blue, red or light pink jackets and name tags.

Other Personnel

During your stay, many other health care professionals, including personnel from the Laboratory, Radiology, Physical Therapy, or Occupational Therapy may visit you. In addition, the Scotland Memorial Hospital family includes many behind-the-scenes workers, such as accountants, engineers, secretaries, food service workers and others who contribute greatly toward your well-being while you are here.

5 Ways to Fight Infections

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom



2. Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. Cover if you are sick.

If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do – like wear a surgical mask – to prevent the spread of germs.

4. Keep an eye on bandages or dressings.

If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up-to-date.

Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Cleaning Tip

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).

For Visitors



Tell friends and family not to visit if they are sick. Make sure all your guests wash their hands when they enter your room.



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Adult Vaccines

SPOTLIGHT ON HEALTH



Vaccines work with your immune system to help protect you from infections and disease. As you age, you're more at risk of certain health conditions because your immune system isn't as strong as it used to be. And if you do get sick, the symptoms can be more serious.

Three types of vaccines are especially important for older adults, including:

Influenza Vaccine – The flu vaccine is recommended for all ages every year, and there are special vaccines for adults over age 65. You need the vaccine every year because the flu virus changes over time.

Zoster or Herpes Zoster Vaccine – The CDC recommends a shingles vaccine called Shingrix for all adults age 50 and older – even if you've already had shingles or received the older vaccine. You'll need two doses, two to six months apart.

Pneumococcal Vaccines – These vaccines can prevent serious infections like pneumonia and meningitis.

Pneumococcal polysaccharide or PPSV23: You need at least one dose of this vaccine after you turn 65 years old.

Pneumococcal conjugate or PCV13: Adults age 65 and older may need one dose of this vaccine one year before receiving the PPSV23 vaccine. Talk to your provider about whether you should get the PCV13 vaccine.



COVID-19 Vaccine

The COVID-19 vaccine can help protect you from the virus and stop community spread. Talk to your provider about when you can get the vaccine.



Talk to Your Provider

Your provider is your best source for information about vaccines. Which vaccines are right for you depend on your age, other health conditions you have (including pregnancy) and where you travel.

Keeping You Safe



Prevent Falls

To reduce your risk of falling, the nurse and other staff members may:

- + Place a yellow bracelet around your wrist.
- + Provide instruction to wear shoes or yellow nonskid footwear when getting out of bed.
- + Check on you frequently.
- + Attach a bed or chair alarm to sound if you try to get up without the assistance of a staff member.
- + Our policy is if you need to use the restroom, our staff stays with you to prevent a fall.
- + Keep your room free of clutter.
- + Make sure that your call light and possessions are within reach at all times.

Checklist for Discharge

BEFORE YOU LEAVE THE HOSPITAL

Make sure you have the following information before you leave the hospital.

- ☐ **Discharge summary** – This includes why you were at the hospital, who cared for you, your procedures and medicines.
- ☐ **Medicine list** – This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- ☐ **New prescriptions** – Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
- ☐ **Follow-up care instructions** – Beyond medicine, these can include:
 - foods or activities to avoid
 - tests or appointments
 - how to care for incisions or use equipment
 - warning signs to watch for
 - daily living adjustments (like how to get into bed)
 - who to call with questions
- ☐ **After-hospital services** – Know how much support you'll need in these areas:
 - Personal care: bathing, eating, dressing, toileting
 - Home care: cooking, cleaning, laundry, shopping
 - Healthcare: taking your medicines, provider's appointments, physical therapy, wound care, injections, medical equipment
- ☐ **Local resources** – Ask your discharge planner for help finding local after-care services or other support groups.



Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your provider or nurse, and share your concerns. You may also need to reach out to Medicare, Medicaid, or your insurance company.



Teach-Back Method

Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

Going Home

RESOURCES AFTER YOUR STAY



Patient Portal

Managing your medical health records online is now easier than ever with **MyColumbusHealth**.

This new patient portal will allow patients to access their medical health records anywhere and at any time safely and securely on their computer, tablet or any Apple or Android device.

How to sign up:

Email **mycolumbushealth.com**

You will receive an activation code via email within 48 hours. Once you receive this email, you will follow the directions to register.

After completing your registration, you will have access to the many benefits MyColumbusHealth has to offer:

- + view lab and test results
- + review notes from your provider
- + request prescription refills
- + schedule and view appointments
- + message your care team
- + pay your bill

Understanding Your Bill

WHAT YOU NEED TO KNOW

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for providers, surgeons and specialists separately from the hospital.

Medicare

If you have Medicare, you may have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- + the amount your provider(s) charged
- + the amount Medicare approved and paid
- + the amount you owe
- + your current deductible status

If you have questions, call the customer service number listed on your statement.

Commonly Confused Terms

- + **Deductible:** The amount you owe each year before your insurance begins making payments.
- + **Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.
- + **Co-insurance:** The portion of your medical expenses that you're personally responsible for paying.



Keep Track

One of the key ways to feel informed and less overwhelmed about the billing process is to stay organized. Keep all statements and bills together and review each one as it arrives.



Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you.

Food & Medicine Safety

This chart will help you steer clear of side effects that can be caused by pairing certain foods and medications.

Did you know foods you eat could affect the medicine you take? Eating or drinking certain foods can cause your body to absorb medicine slower or faster. This can make medicine less effective or cause troubling side effects. The chart below lists some common drug-food interactions, but it does not include every medication or food interaction. Be sure to ask your provider or pharmacist about possible interactions between food, vitamins, supplements, herbs or other drugs before taking any prescription or over-the-counter medications.

DRUG CLASS	RX MEDICINE	TIPS
Analgesics	Percocet (acetaminophen/ oxycodone) Tylenol #3 (acetaminophen/ codeine) Norco, Vicodin (acetaminophen/ hydrocodone)	Avoid drinking alcohol. Take with food to reduce upset stomach. Avoid over-the-counter Tylenol (acetaminophen)-containing products. It may be unsafe to take more than 3,000 mg of acetaminophen in a 24-hour period without a provider's order.
Anti-arrhythmics (irregular heart beat)	Cordarone, Pacerone (amiodarone)	Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.
Antibiotics	Ampicillin Penicillin	Take on an empty stomach for best absorption.
	Cipro (ciprofloxacin) Doxycycline Tetracycline Levaquin (levofloxacin)	To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products
	Flagyl (metronidazole) Tindamax (tinidazole)	Avoid alcohol while taking and for 3 days after finishing the medication. Take with food to prevent upset stomach; take probiotics (yogurt or supplements) to prevent diarrhea.
	Griseofulvin	Take with fatty food (ice cream, whole milk or cheese) for better absorption.
Anticoagulants (blood thinners)	Coumadin, Jantoven (warfarin)	Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea, bacon, butter, cheese) and multivitamins with vitamin K. Check with your provider or pharmacist for a complete list. Limit alcohol and cranberry juice.

Food & Medicine Safety *(continued)*

DRUG CLASS	RX MEDICINE	TIPS
Antidepressants	Paxil (paroxetine) Prozac (fluoxetine) Zoloft (sertraline) Lexapro (escitalopram) Celexa (citalopram)	Avoid drinking alcohol; avoid use of nicotine or tobacco products.
Antipsychotics	Clozaril (clozapine)	Avoid drinking alcohol and caffeine.
	Abilify (aripiprazole) Seroquel (quetiapine)	Avoid drinking alcohol and grapefruit juice.
	Geodon (ziprasidone)	Take with a meal for best absorption.
Anti-seizure	Dilantin (phenytoin)	Take on an empty stomach at the same time every day. Avoid calcium or antacids within 2 hours of taking medicine.
	Carbatrol, Tegretol (carbamazepine)	Avoid eating grapefruit and drinking grapefruit juice.
	Depakote (divalproex) Lamictal (lamotrigine) Lyrica (pregabalin) Topamax (topiramate) Zarontin (ethosuximide)	Avoid drinking alcohol.
Cholesterol	Lipitor (atorvastatin) Mevacor (lovastatin) Zocor (simvastatin)	Avoid eating large amounts of grapefruit or grapefruit juice (greater than 1 quart per day). Do not eat oat bran within 2–4 hours of taking medicine. Best if taken in the evening.
Diabetes Drugs	Glucophage (metformin) DiaBeta (glyburide) Glucotrol (glipizide) Amaryl (glimepiride)	Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.
Gastrointestinal Drugs	Reglan (metoclopramide)	Avoid drinking or limit alcohol. Take 30 minutes before meals.
	Nexium (esomeprazole) Prilosec (omeprazole) Protonix (pantoprazole)	Take at least 1 hour before meals.
	Tagamet (cimetidine)	Avoid drinking alcohol, caffeine and nicotine.
Gout Medications*	Colcrys (colchicine)	Avoid eating grapefruit and drinking grapefruit juice.
	Zyloprim (allopurinol)	Take after meals.

*If you have gout, avoid large amounts of purine-rich foods (anchovies, beef stock gravies, sardines, shellfish, asparagus, lentils and red meat—especially pork). Check with your provider or pharmacist for a complete list.

Food & Medicine Safety (continued)

DRUG CLASS	RX MEDICINE	TIPS
High Blood Pressure	ACE Inhibitors Monopril (fosinopril) Prinivil, Zestril (lisinopril) Vasotec (enalapril)	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, tomato juice, spinach).
	Calcium Channel Blockers Calan (verapamil) Cardizem (diltiazem) Plendil (felodipine) Procardia (nifedipine)	Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice. Limit caffeine when taking Calan.
	Beta Blockers Tenormin (atenolol)	Avoid drinking orange juice. Do not take calcium products within 2 hours of taking medicine.
	Lopressor (metoprolol tartrate)	Take with or immediately after meals. Do not take calcium products within 2 hours of taking medicine.
	Coreg (carvedilol)	Take with meals to help reduce side effects.
	Diuretics Aldactone (spironolactone) Dyrenium (triamterene) Midamor (amiloride)	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach).
Immunosuppressant Drugs	Neoral, Sandimmune (cyclosporine) Prograf (tacrolimus) Rapamune (sirolimus)	Avoid eating grapefruit and drinking grapefruit juice. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, spinach).
MAO Inhibitors	Eldepryl, Zelapar, Emsam (selegiline) Marplan (isocarboxazid) Nardil (phenelzine) Parnate (tranylcypromine)	Avoid foods high in tyramine (aged cheese, avocado, banana, bologna, pepperoni, salami, pickled herring, liver, raisins, yeast extracts, red wine, sour cream). Avoid drinking large amounts of alcohol and caffeine (chocolate, coffee, tea).
Osteoporosis	Bisphosphonates Fosamax (alendronate) Boniva (ibandronate) Atelvia, Actonel (risedronate)	Take on an empty stomach with 8 oz. of water in the morning before breakfast. Do not take any other drugs, vitamins or food within 30 minutes (60 minutes for ibandronate) of taking medicine. Remain upright, not reclining or lying down, for 1 hour after taking.
Thyroid Hormones	Levoxyol, Synthroid, Unithroid, Tirosint (levothyroxine)	Take on an empty stomach 30–60 minutes before breakfast with 8 oz. of water. Avoid eating walnuts, soybean flour, dietary fiber, and calcium products within 4 hours of taking medicine.

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



Phlebotomists



Environmental Services

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 happy to assist you.

Managing Your Medication

Help avoid medication errors by asking questions and tracking your meds.

The best way to avoid medication errors is by keeping up-to-date records of all the medications, supplements and herbs that you take and sharing that information with any providers you visit. If you are hospitalized, you will be asked to list all the medications you are taking—including prescription medications, over-the-counter drugs and vitamin/herbal supplements.

Be sure that all of your providers know what medications you have been taking. They also need to be aware of any allergies you may have. And whenever any of your providers prescribes new medications, be sure to ask:

- + Which of my original medications/supplements should I still be taking?
- + Which of my original medications/supplements should I no longer take?
- + Will any new medications I am being prescribed interfere with my original medications/supplements?
- + What side effects do I need to be aware of ?
- + Who should I call if I have questions or problems with my medications?

The Medicine Assistance Tool (MAT) connects you to programs that can help lower the cost of prescription medicines. For more information and to get started, visit **medicineassistancetool.org**.



Check It Out!

Use this checklist to be sure you understand what your medicines are and why they are being prescribed:

- ☐ What are the brand and generic names of the medicine?
- ☐ Why do I need to take this medicine?
- ☐ What dose will I be taking? How often, and for how long?
- ☐ What are the possible side effects?
- ☐ Can I take this medicine while taking my other medications and/or dietary supplements?
- ☐ Are there any foods, drinks or activities that I should avoid while taking this medicine?

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With Primary Care You Can Trust



Advanced Primary Care

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Todd Gonzalez, MD



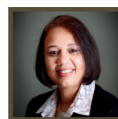
David Martin, MD



Christy Perdue, MD



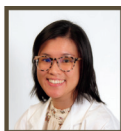
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Marie Campbell, DNP,
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Beverly Ng, DO



Deborah Duchesneau,
FNP-BC, ADM-BC



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Amy Ransom, PA-C

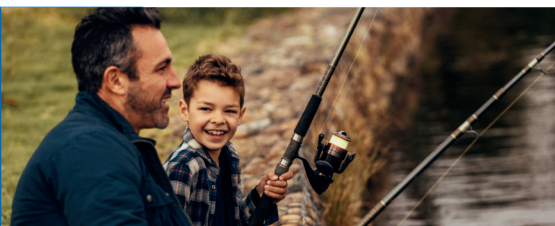


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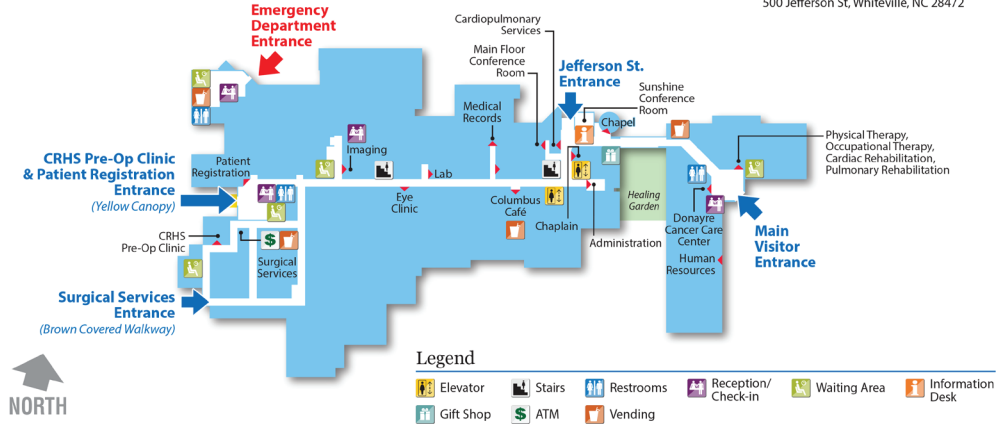
Notes

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First Floor

Jefferson St.

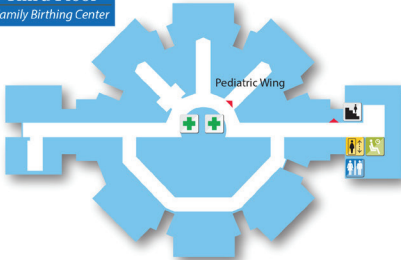
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500 Jefferson St, Whiteville, NC 28472



Department	Floor	Department	Floor	Department	Floor
Administrative Conference Room	First	Employee Health	Fourth	Patient Registration	First
Administration	First	Eye Clinic	First	Pediatric Wing	Third
Cardiac Rehabilitation	First	Family Birthing Center	Third	Physical Therapy	First
Cardiorespiratory Services	First	Gift Shop	First	Pulmonary Rehabilitation	First
Chapel	First	Human Resources	First	Sleep Lab	Fourth
Chaplain	First	Imaging	First	Speech Therapy	Fourth
Columbus Café	First	Lab	First	Sunshine Conference Room	First
CRHS Pre-Op Clinic	First	Main Floor Conference Room	First	Surgical Services	First
Critical Care Unit	Sixth	Medical Records	First	Telemetry	Sixth
Dialysis Unit	Fourth	Medical Staff Services	Fourth		
Donayre Cancer Care Center	First	Med Surg	Fifth		
Emergency Department	First	Occupational Therapy	First		

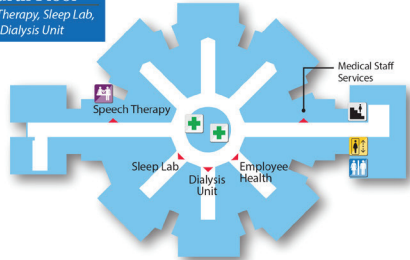
Third Floor

Family Birthing Center



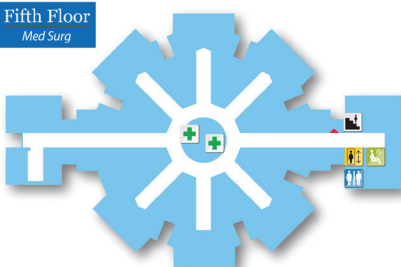
Fourth Floor

Speech Therapy, Sleep Lab, & Dialysis Unit



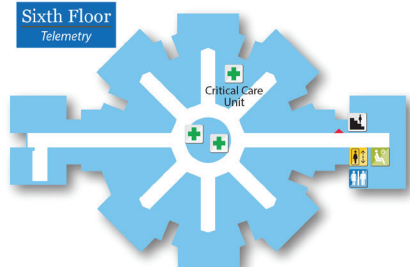
Fifth Floor

Med Surg



Sixth Floor

Telemetry



Legend

- Elevator
- Stairs
- Restrooms
- Reception/Check-in
- Waiting Area
- Nurse's Station

