



Russell
Medical

PATIENT INFORMATION & VISITOR GUIDE



The Right Choice is Right Here.

russellcares.com



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our mission

Being the best because *we care.*

**Find us on Facebook,
and Instagram!**



Russell Medical

www.russellcares.com

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256-500-4450*

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This guide has been compiled by Russell Medical as a resource for our patients.

► WELCOME TO *Russell Medical*

Welcome to Russell Medical, and thank you for placing your confidence in us for your medical care. We are dedicated to being responsive to your individual needs and those of your loved ones. Our intention is to merit your continued confidence through our strong commitment to service and clinical excellence that has been our hallmark since 1923.



While our primary goal is getting you well and back home, we are equally concerned with making your hospital stay as comfortable and relaxing as possible. Be assured our entire staff will work hard to meet all of your needs and expectations.

To familiarize you with the services and procedures of Russell Medical, we've prepared this convenient patient guide. We hope you find this booklet helpful, but feel free to call on our staff if you have any questions or suggestions.

Should you encounter any problems that are not being resolved, feel free to call this number (ext. 7850) for assistance.

Again, on behalf of our medical staff, employees and volunteers, thank you for choosing Russell Medical.

Sincerely,

A handwritten signature in black ink, appearing to read "L. E. PEACE, III".

L. E. PEACE, III

President & Chief Executive Officer



about us

Russell Medical is a progressive, not-for-profit acute health care facility serving the communities of Central Alabama and features many services and amenities, including:

- All private rooms
- Surgical Services including da Vinci minimally-invasive robotic procedures
- Cancer Center offering chemotherapy and radiation therapy
- Vascular services, including cardiac catheterization laboratory
- LDR birthing suites
- State-of-the-art imaging services
- Comprehensive rehabilitation and fitness services
- Sleep disorders services
- Dialysis services
- 24-hour Emergency Department
- Free standing Urgent Care Clinic
- Wound care & hyperbaric medicine
- Transitional Care Unit



HEALTH PARTNERS OF GOODWATER

Located on scenic AL Highway 9 in Coosa County, Health Partners of Goodwater offers a vast array of

medical services for ages 13 and up. An extension of Russell Medical, this primary care clinic is open Monday – Friday for wellness checks, vaccinations, sports physicals and disease prevention management. Walk-ins are welcome. For appointments, please call 256-743-1300.

MEDICAL PARK FAMILY CARE

Dr. Jamie Evans and staff welcomes patients to this family practice facility in Dadeville. Medical Park Family Care treats a broad spectrum of injuries and illnesses. The spacious clinic has in-house x-ray, lab services and electrocardiograms (EKGS). Located on Highway 49 in Dadeville, 256-825-9900.



RUSSELL MEDICAL URGENT CARE

Russell Medical Urgent Care is an expansion of treatment options available on the Russell Medical campus. The walk-in clinic treats injuries and illnesses requiring immediate care but not serious enough to require emergency room visits. Russell Medical Urgent Care is open seven days a week to accommodate non-emergency room emergencies. For additional information, call 256-397-7727.

TOTAL FITNESS AT RUSSELL MEDICAL

The spacious, 20,000-square foot facility features state-of-the-art exercise and rehabilitation equipment, trained rehab and therapy staff, speech, occupational therapy and an indoor pool and aquatic exercise area. A myriad of exercise classes are offered for every fitness level. For additional information, call 256-329-7138.



TOTAL HEALTHCARE

Conveniently nestled on the hill behind the cancer center, Total Healthcare is a primary care medical practice designed as the entry point for substantially all of your health care needs. Dr John Adams, Dr. Bob Edwards, Dr. Tate Hinkle and Dr. Justin Vines diagnose and treat acute and chronic illnesses, provide health maintenance, disease prevention counseling, and patient education. For an appointment, please call 256-329-7887.

UAB MEDICINE – RUSSELL MEDICAL CANCER CENTER

Located on the Russell Medical Campus, UAB Medicine - Russell Medical Cancer Center offers a multi-disciplinary care team including medical oncologists, radiation oncologists, skilled oncology nurses, dosimetrist, radiation therapists, clinical dietitian, patient navigator and support group.

WOUND CARE & HYPERBARIC MEDICINE

Wound Care and Hyperbaric Medicine provides specialized treatment for chronic or non-healing wounds, which are defined as sores or wounds that have not significantly improved from conventional treatments. Chronic or non-healing wounds, associated with inadequate circulation, poorly functioning veins, and immobility, lead to lower quality of life and may lead to amputations.

When wounds persist, a specialized approach is required for healing. With the state-of-the-art treatments available including debridement, hyperbaric oxygen therapy, dressing selection, special shoes and patient education, people with non-healing and chronic wounds now have a place to turn for healing.

Located at 55 Alison Drive,
Alexander City, 256-215-7450





patient information

Welcome to Russell Medical

YOUR ADMISSION

A member of Russell Medical's medical staff requested your admission. Our admission personnel will obtain information from you that is required by law and will help us to serve you better.

Payment arrangements for your hospital bill should be made prior to admission. Financial counseling is also available for assistance with insurance and billing questions.

Please contact our Business Office at 256-329-7102. Business Office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday.

ID BRACELET

An identification bracelet will be placed on your arm when you are admitted to the hospital. It gives our staff important information that will help them care for you. Please do not remove the bracelet during your stay.

WHAT TO BRING WITH YOU

Please bring the following things with you to the hospital when you are admitted:

- Driver's License or other picture ID
- Doctor's orders or instructions
- A copy of your Advance Directive, if you have one
- Medicare, Medicaid, or other insurance cards
- Insurance authorizations or precertification
- Co-pay or deductible
- All medicines taken at home (These medications will be secured in our pharmacy during your hospital stay.)

- Complete list of all your medications including how often you take them and your schedule for taking them.

You may also wish to bring personal items such as sleep wear, a robe, a pair of slippers, deodorant, toothpaste, a toothbrush, and a brush or comb. Maternity patients should also bring clothes for the baby to wear home and a car seat.

WHAT TO LEAVE AT HOME

Russell Medical is not responsible for stolen or lost valuables while in the hospital. Money, jewelry, and other valuables as well as guns and weapons should be left at home.

CASE MANAGEMENT

The case management staff is available to help you make plans to leave the hospital. After your discharge, your doctor may want you to spend some time in another patient care setting such as a rehab facility. A case manager can assist you and your family in making such arrangements. Other services that case managers can help arrange include transportation home, ordering wheelchairs, oxygen, sitters, and home health care. If you or your family would like to talk to a case manager, please tell your nurse.

FLOWERS & GIFTS

The florist delivers flowers to your room. No flowers will be accepted for patients in the Intensive Care Unit. For safety reasons, latex balloons are prohibited on the Obstetrics and Pediatric unit on the third floor.

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FOOD & NUTRITION SERVICES

Your doctor will order a meal plan for you that is compatible with your care. Some diet restrictions may be necessary to meet your medical needs. Please check with the nurse before having any food or drink not on your tray. If you would like more information about your diet, ask your nurse to contact the dietitian for you.

HOSPITAL MEDICINE

During your hospital stay, a highly trained and skilled team comprised of physicians, Nurse Practitioners (CRNPs), Physician Assistants (PAs), nurses, and ancillary staff will be engaged in the excellent care you will receive while being a patient at Russell Medical. We strive for being the best, because we care.

MEDICAL RECORDS

Your medical record is the basis for planning your care and treatment. Each encounter with a Russell Medical provider is recorded in your medical record including all tests, evaluation and treatment. Birth and Death Records originate through the Medical Record Department and are maintained at the Alabama Department of Public Health. You may obtain copies of your birth certificate at most local Health Departments. Located on the 1st floor of Russell Medical, the Medical Record Department is staffed Monday – Thursday 8:00 a.m. – 5:00 p.m. and Friday 8:00 a.m. until 4:30.

NOTARY PUBLIC

The services of a notary public are available during normal business hours. Your nurse or a case manager can arrange this service for you.

PASTORAL CARE

A number of local pastors serve in Russell Medical's volunteer, on-call chaplain program. A chaplain is available to assist you and your family at all times. You may contact a chaplain through volunteer services from 8 a.m. to 4:30 p.m. at 256-329-7177. At night and on the weekend, the nursing supervisor will contact the chaplain for you.

PATIENT PORTAL

Russell Medical's Patient Portal is a secure and confidential web-based tool for accessing your personal health information. It is accessible wherever and whenever you need it. The portal will enable you to log in from your smart phone, tablet or computer to view and print health information such as:

- Radiology Reports
- Lab Results
- Medications
- Allergies
- Conditions
- Visit History

For each visit, you can review a visit summary, discharge instructions and all forms you received upon discharge/departure. View upcoming appointments or procedures scheduled at Russell Medical. View and update your personal profile information, and view your billing statements. Please call

our Medical Record Department at 256-329-7114 for instructions regarding initial access to the patient portal. Or you can download our convenient app, Mhealth, on your personal mobile device.

GUEST RELATIONS HOTLINE

We want your experience to be as pleasant as possible, and we'll go out of our way to make sure that is the case.

If for some reason you are faced with an issue that cannot be resolved by your caregivers, you should call our Guest Relations Hotline at extension 7850.

PARKING

Free parking is available for Russell Medical patients and visitors. Please ensure your vehicle is locked and valuables are hidden. Russell Medical is not responsible for items left in vehicles.

RUSSELL MEDICAL FOUNDATION

Established in 1988, Russell Medical foundation is the philanthropic resource for Russell Medical. Donations to the foundation help secure the latest technology, provide healthcare scholarships, provide patient support, and promote health and wellness. For additional information regarding charitable donations to Russell Medical Foundation, please contact the Foundation Director at 329-7459.

TELEPHONE DIRECTORY

Your room may be dialed directly from

outside Russell Medical at 256-329-7-
room #.

- To access an outside line from your room: dial 9 for an outside line.
- To call long distance or collect: dial 9, and then dial 0. An operator will assist you.

If you need the Russell Medical operator at any time, dial 7100. If you cannot press the digits 7100, pick up the phone, say nothing, and your call will automatically default to the hospital switchboard.

Administration	7152
Nursing Supervisor	7127
Gift Shop	7187
Guest Relations	7850
Operator/Switchboard	7100
Information desk	7081
Business Office	256-329-7102

TELEVISION & WIRELESS INTERNET SERVICE

Public wireless internet is available 24 hours a day. Please ask your nurse for assistance if you have a problem establishing a wireless connection. He or she can also help locate a written list of local and cable tv stations.

VOLUNTEERS

Volunteers serve Russell Medical by assisting patients, staff and visitors as needed. For more information about the many diverse volunteer opportunities at Russell Medical, call the director of Volunteer Services at 329-7177.

COMMON QUESTIONS ABOUT BILLING

Why does Russell Medical charge for treatment?

We must pay for the medicine, supplies, and equipment we use to treat you. We must also pay the nurses and employees who care for you.

Will I get a bill?

You will get a bill if you do not have health insurance. However, a deposit for your service will be required prior to, or the day of, your service. If you have health insurance, your deductible and/or co-pay is due at that time. Please provide a current insurance card when you check in. We will send the bill to your insurance company for you. If your health insurance does not pay the bill in full, you may get a bill for the amount left over.

Do you accept Medicare and Medicaid?

Yes. We will send a bill to Medicare if you have a current Medicare card. You have to pay your Medicare deductible or copayment. You may also be responsible for medications for which Medicare does not pay. We will send a bill to Medicaid if you have a current Medicaid card.

Please note: Medicare Advantage and replacement plans are not the same as traditional Medicare. If patients have one of these plans, Russell Medical must have an agreement with the Insurance company for payment purposes. If you have one of these plans and we are not a participating provider with that plan, your insurance will not cover (pay) for your services here.

Do I have to pay anything now?

Your health insurance company may require

you to pay a copayment and/or deductible.

You should be prepared to pay these prior to admission or at discharge. If your illness is not covered by your health insurance policy, you may be asked to pay for your treatment in advance.

What happens if my health insurance does not pay the bill?

We will send you a bill for the amount that your health insurance did not pay.

I want to pay my bill, but I cannot pay the full amount right now. What should I do?

Please call our Business Office at 256-329-7102. We can help you arrange a payment plan. We also accept VISA and Mastercard for your convenience. Russell Medical also offers healthcare financing through our partnership with Commerce Bank. We offer no credit check, no credit reporting and no interest. Everyone qualifies. You may call 256-329-7102 to inquire.

Can my credit be affected if I do not pay my bill?

Yes. Medical bills are just like other bills you must pay. If you do not pay your bill, your account will be sent to a collection agency. Your credit report may also show that you did not pay the bill.

I thought medical care at Russell Medical was free.

Only underinsured or uninsured patients can qualify for financial assistance. You must fill out a financial assistance application and provide the requested documentation to apply for free care. If you believe you may qualify for assistance please contact the Business Office at 256-329-7102.



speak up

HOW YOU CAN HELP US CARE FOR YOU

As a patient at Russell Medical, you can expect to receive state-of-the-art medical care from dedicated and talented medical professionals. We will also need your help and involvement during your treatment. Here are some things you can do to help us care for you:

- Answer questions about your health and medical history completely and honestly. It is also important to provide us with accurate information about payment arrangements.
- Your doctor will explain to you your medical condition, the treatments that are available, and the benefits, risks, and possible results of the treatments. Sometimes this information can be hard to understand. Please ask questions whenever there is something you do not understand.
- If you will be having surgery, you will be asked to confirm which part of your body will be operated on.
- Notify your doctor or nurse if your condition changes or you experience pain.
- Follow the treatment instructions given to you carefully. If a family member will be helping you during your stay or at home, ask your doctor to explain the treatment and instructions to them too.

SPEAK UP

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your doctor, nurse or other healthcare professional tells you.

Pay attention to the care you receive. Always make sure you are getting the right treatments and medicines by the right healthcare professionals. Do not assume anything.

- Tell your nurse or doctor if something does not seem right.
- Expect healthcare workers to introduce themselves. Look for their identification (ID) badges. If you do not know who the person is, ask for their ID.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections.
- Make sure your nurse or doctor checks your ID wristband and asks your name before he or she gives you your medicine or treatment.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.
- Ask this person to stay with you, even overnight, when you are hospitalized. You may be able to rest better.
- Make sure this person understands the kind of care you want and respects your decisions.
- Your advocate should know who your healthcare proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your healthcare when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.
- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.



Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

- Do not be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them.
- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.
- Russell Medical requests that patients do not keep medications from home in their hospital room, and not to take any medicines that their health care providers do not know about.

PREVENTING FALLS

Many falls occur when patients try to get out of bed either to go to the bathroom or walk around the room by themselves. If you need to get out of bed:

- Use your call button to ask for help getting out of bed if you feel unsteady.
- Ask for help going to the bathroom or walking around the room or in hallways.
- Wear socks or footwear.
- Lower the height of the bed and the side rails.
- At Russell Medical, the bed alarm may be activated and sound on beds of patients at high risk for falls.
- Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish or confused. Ask how to reduce these side effects or if you can take another medicine.



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INFECTION CONTROL

Here are four easy things you can do to prevent infection.

1. CLEAN YOUR HANDS.

- Happy Birthday to you! Wash your hands with soap and water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.
- If soap and water are not available clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food.
- Clean them after you use the bathroom, touch objects in the hospital room or change a diaper.



2. MAKE SURE HEALTHCARE PROVIDERS CLEAN THEIR HANDS OR WEAR GLOVES.

- Doctors, nurses, and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.
- Healthcare providers should wear clean gloves when they perform tasks such as taking blood, touching wounds or body fluids or conducting an exam.



3. COVER YOUR MOUTH AND NOSE.

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more! Cover your mouth and nose to prevent the spread of infection to others.

- Use a tissue! Be sure to clean your hands after coughing or sneezing.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands.

4. GET SHOTS TO AVOID DISEASE AND FIGHT THE SPREAD OF INFECTION.

Make sure that your vaccinations are current – even for adults. Check with your doctor about immunizations you may need. Vaccinations are available to prevent these diseases:

- Chicken pox
- Mumps
- Measles

- Tetanus
- Shingles
- Flu
- Diphtheria
- Hepatitis
- Meningitis
- Whooping cough (Pertussis)
- German measles (Rubella)
- Pneumonia (*Streptococcus pneumoniae*)
- Human papillomavirus (HPV)

The Joint Commission is the largest healthcare accrediting body in the United States that promotes quality and safety. The Joint Commission is the source for the information in this Speak Up section.

The Right Choice is Right Here.

Russell Medical has been my home away from home for the past 43 years. I grew up at Russell Medical. I learned the value of life here. I've experienced challenges as well as victories here. What started out as a place to earn a paycheck to support my family grew into a leadership role as director of environmental services, making a difference internally and externally. I found my purpose of serving others as a co-worker and leader at Russell Medical. Like the saying goes, "There's no place like home." It's the right place for me, and when it comes to your healthcare, it's the right place for you.

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#I \heartsuit RussellMedical



RUSSELL HOSPITAL CORPORATION AND AFFILIATES

NOTICE

INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS AND NONDISCRIMINATION STATEMENT: DISCRIMINATION IS AGAINST THE LAW

Russell Hospital Corporation and its affiliates comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Russell Hospital Corporation and its affiliates do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Russell Hospital Corporation and its affiliates:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - ◊ Qualified sign language interpreters
 - ◊ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
 - ◊ Qualified interpreters
 - ◊ Information written in other languages

If you need these services, contact the nursing supervisor at 256-329-7127. If you believe that Russell Hospital Corporation or one of its affiliates has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Jan Landers, Corporate Risk Officer at P.O. Box 939, Alexander City, AL 35011, phone 256-329-7180, cell 256-749-0361, fax 256-329-7306 or email jlanders@russellmedcenter.com. You can file a grievance in person or by mail, fax, or email.

If you need help filing a grievance, Jan Landers, Corporate Risk Officer, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD).



for your visitors

VISITATION

Have visitors of your choice at your bedside to lend emotional support so long as they do not interfere with your treatment or the treatment of other patients and observe hospital policies regarding visitation. We appreciate your courtesy and that of your family and friends in keeping the following in mind:

- When accompanied by an adult, children under the age of 12 may visit parents, grandparents and siblings.
- The number of visitors is limited to four, including children, per patient.
- Visiting hours and policies vary from unit to unit. Please check with a nurse for visiting hours and policies on your unit.

The hospital lobby is open from 7 a.m. to 9 p.m.

CAFETERIA

Docs Cafeteria - Daily Menus offer a variety of entrees, side orders, desserts and drinks. A well-stocked Salad Bar is also available Monday-Friday. Vending machines are located adjacent to the cafeteria, in the Emergency Department waiting area, and are available 24 hours a day. Patients will be contacted by Food & Nutrition staff for menu item selections.

Cafeteria Serving Hours:

Mon - Fri: Breakfast 6:30am - 9:30am

Lunch 11:00am -1:30pm

Sat - Sun: Breakfast 6:30am - 9:00am

Lunch 11:00am - 1:00pm

Menu Line 256.329.7625

Menu Line (inside) 6368

CHAPEL

The chapel at Russell Medical is located on the first floor across from Surgery Waiting and is open 24 hours a day.

COFFEE CORNER

The Coffee Corner is conveniently located in the hospital lobby and serves a variety of hot and cold beverages, pastries, smoothies and sandwiches.

GIFT SHOP

The Auxiliary of Russell Medical operates the Gift Shop and it offers a wide range of items,

such as balloons, cards, gifts and toiletries.

Hours: Monday - Friday, 9 a.m. - 5 p.m.
256-329-7187

GUEST MEALS

One guest tray per meal will be provided to parents or sitters of patients 12 years old and under. Purchased guest meals are limited to one per patient and are delivered with the patient's meal. Meals must be purchased ahead of time in the Business Office, located in the Medical Arts Center behind the hospital.

PRAYER GARDEN & SANCTUARY

FUMC - Trinity Campus is located next door to Russell Medical and open to anyone seeking spiritual respite. A prayer and healing service is offered each Wednesday at 11:30 a.m., or as requested. The sanctuary is open to people of all religions, denominations, cultures and nationalities.

SAFETY & SECURITY

Guns are not permitted inside Russell Medical buildings. Russell Medical provides security around the clock. Notify your nurse if you have a security concern.

Identification badges are worn by all Russell Medical employees, volunteers, and chaplains. The badge shows the person's name and photo, title or position, and the name of the department or unit.

Mother and infant security is paramount. Visitor access to the labor and delivery unit is closely monitored. All newborns have computerized identification bracelets that track their locations at all times and locks down elevators and stairwells if an alarm is activated.

SMOKING

Russell Medical is a smoke-free campus. Smoking is not permitted anywhere on the Russell Medical campus.



patient rights

At Russell Medical your health care is our primary concern. The patient's rights and responsibilities pertain to all patients, including newborns, children, adolescents and their parents and guardians.

YOU HAVE THE RIGHT TO:

1. Medically appropriate treatment without regard to race, ethnicity, color, sex, age, physical or mental disability, religion, culture, language, socioeconomic status, sexual orientation, gender identity or expression. If you do not speak or understand the English language, a reasonable attempt will be made to obtain an interpreter for you. The hospital bears no responsibility for the accuracy of any explanation provided to you by any interpreter.
2. Quality care provided in a considerate, respectful manner by competent personnel in a safe and secure environment. If for any reason, you are not satisfied with your care, please discuss your concerns with case management at extension 7154. We also have a hotline number for care issues, which is extension 7850. If you feel your complaint is not resolved, you may file a grievance with the Medical Center. A case manager will help you with this process. You are also free to file a complaint with the Alabama Department of Public Health at 1-800-489-2542 or the Quality Improvement Organization for Alabama, KePRO at 1-844-430-9504, or for Medicaid patients, The Arkansas Foundation for Medical Care at 1-877-650-2362.
3. Obtain the name of the physician responsible for your care, and the names of other physicians or healthcare staff having direct contact with you. You have a right to have your personal physician and/or your family notified of your admission to the Medical Center.
4. Privacy concerning your medical care. This includes discussion of your case, consultations, treatments and examinations being done as discreetly as possible.
5. Confidentiality of the records pertaining to your care and treatment, except as required by law, by any insurance program or by any State or Federal health program paying for your care. If you feel that there has been a breach in maintaining confidentiality, you may file a complaint with case management at extension 7614 or report the issue to the hotline at extension 7850.
6. Participate in decisions concerning your treatment, to formulate an Advance Directive or Living Will and have our staff and your physician comply with your treatment wishes.

Director of Quality Management at extension 7154. Additionally, you may contact the Alabama Department of Public Health State Survey Agency at 1-800-489-2542, or the Alabama Long Term Care Ombudsman Program at 1-800-243-5463 or 1-800-239-6741, The ElderCare Hotline at 1-800-356-9596, email them at NHComplaints@adph.state.al.us, or you may write a letter to the Alabama Department of Public Health Bureau of Health Provider Standards, 201 Monroe Street, Suite 700, Montgomery, AL 36130-3017 ATTN: Complaint Unit.

7. Have family members or your designated surrogate decision maker included in the decision-making process for your care and treatment. In addition, at your request, you may have specific family members excluded from helping with decisions.
8. Have us listen and address your pain concerns.
9. Obtain complete information about your diagnosis, treatment, prognosis, any alternative treatments and possible complications, as well as any unexpected outcomes and any medical errors that occur related to your care. This information will be provided to you in layman's terms. When it is not medically advisable to give you such information, it will be given on your behalf to your next of kin or other appropriate person. Upon request, the Medical Center will provide you or your legally responsible representative access to information in your medical records.
10. Give informed consent before any non-emergency treatment or procedure. An informed consent will include the specific procedure or treatment, the risks involved, and any medically appropriate alternatives for care or treatment.
11. Refuse any treatment, drug, or procedure offered by the staff at the direction of your physician, to the extent permitted by law, and to be informed of the medical consequences of your action. You have the right to reasonable assistance in obtaining consultation with another physician if you request it. However, the expense of the consultation may be your responsibility. You also have a right to request specific treatment to the extent that it meets medical necessity guidelines.
12. Receive a detailed explanation of your bill.
13. Information and counseling on the availability of known financial resources for your health care.
14. Expect that the Medical Center will provide a way to inform you of your continuing healthcare requirements and the suggested means for meeting them upon discharge.
15. When medically indicated, as determined in most cases by your physician, you may be transferred to another facility after you, your next of kin or your legally responsible representative have received an adequate explanation and sufficient information of the need for transfer and the alternatives. The hospital to which you are to be transferred must first accept you as a patient. Russell Medical has no right to transfer you without the agreement of the other hospital.
16. Be informed of the termination of any insurance benefits during your hospitalization, providing you no longer require acute hospital care. Because of the high cost of hospitalization, Medicare, Blue Cross, and the various insurance companies insist that the use of hospital beds be restricted to those who absolutely require acute hospital care. After discussion with your physician, you may be notified that unless you are discharged, your hospital benefits will terminate on a set date. You have the right to discuss this with your physician,

continued on next page

but if you decide to remain in the hospital, you may have the responsibility of paying for the additional stay.

17. Have visitors of your choice at your bedside to lend emotional support so long as they do not interfere with your treatment or the treatment of other patients and observe hospital policies on visitation.
18. Respect for your beliefs and culture.
19. Be informed of the contents of this document as early as possible in your hospitalization.

PATIENT'S RESPONSIBILITIES

You have the responsibility to:

1. Observe all patient rules and regulations of Russell Medical.
2. Control your visitors, use civil language while in our facility, be respectful of our staff and other patients, and to conduct yourself in such a manner that no other patient is deprived of his or her rights to quiet, privacy, and proper medical care. You have the responsibility to remind visitors to maintain a quiet atmosphere and to follow the no-smoking on campus policy.
3. Cooperate in your specified treatment program. While you have the right to refuse any medical care suggested by your doctor, you must

realize that you are responsible for the results of your action to refuse treatment.

4. Provide accurate and complete information relating to your health, including past illnesses, present complaints, any pain you are presently experiencing, previous hospitalizations, medications including herbal or vitamin supplements, and any other matters relating to your health.
5. Voice your concerns to the doctors and nurses providing your care. It is your responsibility to ask questions if you do not understand instructions or if you are unable or unwilling to follow the medical advice given.
6. Assure that the financial obligations in relation to your health care are fulfilled as promptly as possible. You also have the responsibility to provide or cooperate in furnishing any information or documents required by any insurance company or Federal or State agency in accordance with requirements of contracts or Federal or State regulations.
7. Inform us of any situations in which you feel unsafe or when you feel staff did not take adequate safety precautions.
8. Inform us of any situations in which your medical outcome differed substantially from what you had been told to expect.
9. Tell us if you have religious or cultural concerns or preferences and if you would like us to contact a religious or spiritual leader.



SPECIAL POWER OF ATTORNEY FOR MEDICAL AUTHORIZATION

I, _____ of _____, hereby appoint _____ of _____, as my attorney in fact to act in my capacity to do any and all of the following: _____ and all decisions and authorize all procedures that _____ and/or _____ may deem necessary for the treatment of my children, _____ and/or _____. I further give _____ power to exercise any and all of the rights and powers herein contained in full force and effect.

advance directives

Dated _____, 20_____
STATE OF _____ COUNTY OF _____

Signed: _____

BEFORE ME, the undersigned authority, on this _____ day of _____, 20_____, personally appeared _____ to me well known to be the person described in and who signed the _____, personally acknowledged that he executed the same freely and voluntarily for the uses and

ADVANCE DIRECTIVE FOR HEALTH CARE

(Living Will and Health Care Proxy)

This form may be used in the State of Alabama to make your wishes known about what medical treatment or other care you **would or would not** want if you become too sick to speak for yourself. You are not required to have an advance directive. If you do have an advance directive, be sure that your doctor, family, and friends know you have one and know where it is located.

I, _____, being of sound mind and at least 19 years old, would like to make the following wishes known. I direct that my family, my doctors and health care workers, and all others follow the directions I am writing down. I know that at any time I can change my mind about these directions by tearing up this form and writing a new one. I can also do away with these directions by tearing them up and by telling someone at least 19 years of age of my wishes and asking him or her to write them down. I understand that these directions will only be used if I am not able to speak for myself.

If I become terminally ill or injured:

Terminally ill or injured is when my doctor and another doctor decide that I have a condition that cannot be cured and that I will likely die in the near future from this condition.

Life sustaining treatment -Life sustaining treatment includes drugs, machines, or medical procedures that would keep me alive but would not cure me. I know that even if I choose not to have life sustaining treatment, I will still get medicines and treatments that ease my pain and keep me comfortable.

Place your initials by either “yes” or “no”:

I want to have life sustaining treatment if I am terminally ill or injured.

____ Yes ____ No

Artificially provided food and hydration (Food and water through a tube or an IV) - I understand that if I am terminally ill or injured I may need to be given food and water through a tube or an IV to keep me alive if I can no longer chew or swallow on my own or with someone helping me.

Place your initials by either “yes” or “no”:

I want to have food and water provided through a tube or an IV if I am terminally ill or injured.

____ Yes ____ No

SECTION 1. LIVING WILL

If I Become Permanently Unconscious:

Permanent unconsciousness is when my doctor and another doctor agree that within a reasonable degree of medical certainty I can no longer think, feel anything, knowingly move, or be aware of being alive. They believe this condition will last indefinitely without hope for improvement and have watched me long enough to make that decision. I understand that at least one of these doctors must be qualified to make such a diagnosis.

Life sustaining treatment -Life sustaining treatment includes drugs, machines, or other medical procedures that would keep me alive but would not cure me. I know that even if I choose not to have life sustaining treatment, I will still get medicines and treatments that ease my pain and keep me comfortable.

Place your initials by either “yes” or “no”:

I want to have life-sustaining treatment if I am permanently unconscious.

Yes No

Artificially provided food and hydration (Food and water through a tube or an IV) - I understand that if I become permanently unconscious, I may need to be given food and water through a tube or an IV to keep me alive if I can no longer chew or swallow on my own or with someone helping me.

Place your initials by either “yes” or “no”:

I want to have food and water provided through a tube or an IV if I am permanently unconscious.

Yes No

Other Directions: Please list any other things you want done or not done.

In addition to the directions I have listed on this form, I also want the following:

If you do not have other directions, place your initials here:

No, I do not have any other directions.

SECTION 2. IF I NEED SOMEONE TO SPEAK FOR ME.

This form can be used in the State of Alabama to name a person you would like to make medical or other decisions for you if you become too sick to speak for yourself. This person is called a health care proxy. You do not have to name a health care proxy. The directions in this form will be followed even if you do not name a health care proxy.

Place your initials by only one answer:

I do not want to name a health care proxy. (If you check this answer, go to Section 3)

I do want the person listed below to be my health care proxy. I have talked with this person about my wishes.

First choice for proxy: _____

Relationship to me: _____

Address: _____

City: _____ State _____ Zip _____

Day-time phone number: _____

Night-time phone number: _____

If this person is not able, not willing, or not available to be my health care proxy, this is my next choice:

Second choice for proxy: _____

Relationship to me: _____

Address: _____

City: _____ State _____ Zip _____

Day-time phone number: _____

Night-time phone number: _____

Instructions for Proxy

Place your initials by either "yes" or "no":

I want my health care proxy to make decisions about whether to give me food and water through a tube or an IV.

Yes No

Place your initials by only one of the following:

I want my health care proxy to follow only the directions as listed on this form.

I want my health care proxy to follow my directions as listed on this form and to make any decisions about things I have not covered in the form.

I want my health care proxy to make the final decision, even though it could mean doing something different from what I have listed on this form.

SECTION 3. THE THINGS LISTED ON THIS FORM ARE WHAT I WANT.

I understand the following:

- If my doctor or hospital does not want to follow the directions I have listed, they must see that I get to a doctor or hospital who will follow my directions.

- If I am pregnant, or if I become pregnant, the choices I have made on this form will not be followed until after the birth of the baby.
 - If the time comes for me to stop receiving life sustaining treatment or food and water through a tube or an IV, I direct that my doctor talk about the good and bad points of doing this, along with my wishes, with my health care proxy, if I have one, and with the following people:
-
-

SECTION 4. MY SIGNATURE

Your name: _____

The month, day, and year of your birth: _____

Your signature: _____

Date signed: _____

SECTION 5. WITNESSES (NEED TWO WITNESSES TO SIGN)

I am witnessing this form because I believe this person to be of sound mind. I did not sign the person's signature, and I am not the health care proxy. I am not related to the person by blood, adoption, or marriage and not entitled to any part of his or her estate. I am at least 19 years of age and am not directly responsible for paying for his or her medical care.

Name of first witness_____

Signature: _____

Date: _____

Name of second witness:_____

Signature: _____

Date: _____

SECTION 6. SIGNATURE OF PROXY

I, _____, am willing to serve as the health care proxy.

Signature: _____

Date: _____

Signature of Second Choice for Proxy:

I, _____, am willing to serve as the health care proxy if the first choice cannot serve.

Signature: _____

Date: _____

Recuperate. Recover. Rejuvenate. Return Home.



Recovering from a recent medical or surgical occurrence can be made easier with a short-term, inpatient stay at Russell Medical's Transitional Care Unit. The Transitional Care Unit (TCU) is conveniently located on the third floor of Russell Medical and designed for the individual who has had an acute medical or surgical event as a result of an illness, injury or exacerbation of a disease process. Examples include hip replacement, shoulder surgery, heart bypass, or mild stroke. Most patients will utilize the Total Fitness therapy department adjacent to the hospital which provides physical therapy, occupational therapy, speech therapy and cardiac rehabilitation. The goal is to improve and return to a more independent setting, typically home, in a short period of time.

We encourage you to discuss anticipated post-operative rehabilitation with your physician to see if a short-term stay in the TCU is right for you.

TRANSITIONAL CARE UNIT

at



Russell Medical

For additional information,
contact Stephanie Jones,
TCU coordinator at
256-329-7157.

russellcares.com