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CONE HEALTH®

OUR PURPOSE

Together we create unsurpassed health care experiences.

OUR INTENT

We are the leader in delivering integrated, innovative health care.

OUR VALUES

AT CONE HEALTH, WE VALUE AND ARE ACCOUNTABLE FOR:

Caring for Our Patients

We provide exceptional quality, compassionate care and service in a safe, respectful environment.

Caring for Each Other

We appreciate each other through honest communication and respect. We inspire ongoing learning, pride, passion and fun.

Caring for Our Communities

We engage our communities with integrity and transparency. We embrace our responsibility to promote health and well-being.



Welcome

Welcome to Cone Health.

We appreciate you choosing us for your medical care. Your care and service are our highest priorities. Put simply, our goal is to create an unsurpassed health care experience for you and your family.

You can expect our staff to keep you informed during your stay and to work with you to ensure you receive the best possible care. For your convenience, this guide book contains more information about Cone Health and our services, procedures and policies.

Thank you again for choosing Cone Health. Our more than 1,200 doctors and 11,000 employees are committed to providing you with exceptional care. If there is anything we can do to make your stay better, feel free to call our Office of Patient Experience at 336-832-7090.

A handwritten signature in black ink, appearing to read 'Terry Akin'.

Terry Akin
CEO
Cone Health



Terry Akin, CEO



What to Expect During Your Stay

Understanding Expectations, Rights and Responsibilities

When you need hospital care, your doctors, nurses and other professionals at our facilities are committed to working with you and your family. Our goal is for you and your family to have the same care and attention we would want for our families and ourselves.

As a patient, you have the right to services without discrimination based on race, ethnicity, color, culture, language, religion, age, gender, sexual orientation, gender identity or expression, physical or mental disability, socioeconomic status or sources of payment for care. Cone Health serves the community in all its ethnic, religious and economic diversity. The following sections explain how you can expect to be treated during your hospital stay and what information we will need from you to provide the best care. We encourage you to ask our health care providers any questions that you may have. Unasked or unanswered questions can add to the stress of being in the hospital.

Highest Quality Hospital Care

Our first priority is to provide you the care you need when you need it, with skill, compassion and respect. Please share with us your preferred language for learning. Tell your caregivers if you have concerns about your care or if you have pain. You have the right to know the identity of everyone involved in your care including: doctors, nurses, residents, students or other members of your health care team.

A Safe Environment

We make every effort to ensure your safety during your hospitalization.

To help ensure your safety we:

- Clean our hands frequently to prevent infection.
- Confirm your identity and check your ID band before a procedure or medication is given.
- Explain your care and the medications you receive.
- Take specific steps to help you avoid falling, and ask you to question a treatment that just does not seem right.

If a mistake should occur, we will share what happened with you, and any resulting changes in your care will be discussed with you.



Involvement in Your Care

You and your doctors often make decisions about your care before you are hospitalized. At other times, especially in emergencies, these decisions are made during your hospital stay. When making informed decisions about your care with your doctor, it is important that you have an understanding and knowledge of your medical condition and information about medically appropriate treatment choices. You need to understand several things:

- The benefits, risks and any alternatives of each treatment.
- Whether a treatment is experimental or part of a research study.
- What you can reasonably expect from your treatment and any long-term effects it might have on your quality of life.
- What you and your family will need to do after you leave the hospital.
- The financial consequences of using services not covered or out-of-network providers.

Please tell your caregivers if you need more information about treatment choices.

Discussing Your Treatment Plan

When you enter the hospital, you sign a general consent for treatment. In some cases, such as surgery or experimental treatment, you may be asked to confirm in writing your agreement and understanding of the recommendation. This process protects your right to consent to or refuse a treatment. Remember, at any point in your care, you can refuse treatment. Your doctor will explain the medical risks of refusing a recommended treatment. This process also protects your right to decide if you want to participate in a research study. Complete and accurate information about your health and insurance coverage is necessary for us to give you the best care. This includes:

- Past illnesses, surgeries or hospital stays.
- All current allergies and any past reactions.
- Any medicines or dietary supplements (such as vitamins or herbs) that you are taking.
- Any network or admission requirements under your health plan.

Understanding Your Health Care Goals and Values

You may have health care goals and values or spiritual beliefs that are important to your well-being. They will be taken into account as much as possible throughout your hospital stay. Please make sure your doctor, family and care team are aware of your wishes.

Advance Medical Directives

Understanding Who Should Make Decisions if You Cannot

If you are 18 or older and mentally competent, you have the right to make decisions about your medical care. Advance Directives are legal forms that help you do that. A Living Will lets you state your wishes about medical care. A Health Care Power of Attorney lets you name a person to make health care decisions for you if you become unable to make decisions on your own.

The hospital has information available to help you prepare an Advance Medical Directive. Forms are available at nursing stations, and chaplains and clinical social workers are available to help you complete them. If you already have an Advance Directive prepared, please arrange to have a copy brought to the hospital. If you need your Advance Directive notarized during your stay, please ask your nurse for assistance.

Please be sure to tell us if you have an Advanced Directive. This includes a Living Will or Health Care Power of Attorney stating who should speak for you if you become unable to make health care decisions for yourself. Your doctor, family and care team should all keep up-to-date copies of your preferences. If you or your family needs help making difficult decisions, clinical social workers, chaplains and others are available to help.

Privacy Protection

We respect your confidentiality in every area of your health care and want you to feel secure that all information remains private. State and federal laws, as well as hospital operating policies, protect the privacy of your medical information. You will be offered a “Notice of Privacy Practices,” which describes the ways that we use, disclose and safeguard patient information. This further explains how you can obtain a copy of information about your care from our records. You may choose to have any discussions about your condition conducted in private. You may ask friends or family to leave the room while you talk with your doctor or nurse.





Speak Up!

You are the Center of Your Health Care Team.

Speak up if you have questions or concerns. If you don't understand, ask again. Continue to ask questions until you understand the situation. It's your body, and you have a right to know. Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.

- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated on so there is no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medication.
- Don't be afraid to speak up if a health care provider has called you by the wrong name or you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications. **Do not assume anything.**

- Health care workers will introduce themselves when they enter your room. Look for their identification badges. Speak up if you have any question about who is providing your care.
- Notice if your caregivers have cleaned their hands. Hand washing is the most important way to prevent the spread of infections and germs. Don't be afraid to remind a provider to clean his or her hands.
- Make sure your nurse or doctor confirms your identity by checking your wristband or asking your name before giving you any medication or treatment.



Don't be afraid to remind a provider to clean his or her hands.

Your Health Care Team

Medical Staff

During your hospital stay, you will have an **attending physician**. This may be the doctor who admitted you to the hospital or another doctor. It is important for you to know the doctor who is attending to your needs. You may hear others call this doctor the “Attending Physician.” He or she is the doctor responsible for your care and who you should ask questions about your diagnosis and treatment. Many patients are now cared for by a **hospitalist**, a doctor who specializes in caring for patients while they are in the hospital. You may receive care from a doctor from **Triad Hospitalists or Eagle Physicians** (depending on your location), a group of internal medicine and family medicine doctors who specialize in caring for patients in the hospital. They will work closely with you and your family, your primary care doctor, specialists and other hospital departments to provide you with high-quality care. Upon your discharge from the hospital they will share information about your hospital stay with your primary care doctor. You may receive evaluations and care from one or more consulting doctors who help your attending doctor provide the best care for you.

Nursing Staff

Our nursing staff combines clinical excellence, caring, compassion and respect to provide care to patients around the clock. Your nurse will work with your doctor to plan and coordinate your care and help develop your discharge plan. Your nurses play an important role in your recovery and want to answer your questions.

Rehabilitation Therapists

Physical, occupational or speech therapists may assess and treat your motor skills, your ability to perform daily activities, and/or your swallowing, speech or understanding skills. Therapists also may provide home exercise programs, determine what equipment you may need for your daily activities or recommend additional therapy.

Pharmacists

Pharmacists and pharmacy technicians direct your medication treatment and prevent medication problems. When you are admitted, a pharmacy technician will ask you which medications you take, and the pharmacist will compare these to those ordered by your physician. If these do not match,

the pharmacist will speak with your physician. Each department in the hospital has a pharmacist who works with your doctors and nurses to help make treatment decisions based on safety, effectiveness and cost. Before discharge, a pharmacist will provide you with information on any high-risk medications that have been prescribed for you.

Dietitians

A registered dietitian is a food and nutrition expert. When notified of specific nutritional needs, a registered dietitian will visit you to complete an assessment and to put a plan in place that meets your needs.

Care Managers and Clinical Social Workers

Nurse care managers and clinical social workers can help you find care after discharge. Nurse care managers can arrange for home health care services after your discharge. Clinical social workers can refer you to resources for emotional support in the community and help arrange for your stay in a post-acute care facility such as an assisted living center, a skilled nursing facility or a residential hospice facility.

Patient Accountants

Customer service representatives are available in the office from 8:30 a.m. to 5 p.m. and are available by phone at 336-832-8014 from 8 a.m. to 6 p.m., Monday through Friday, to answer questions about your hospital bill. An automated customer service line provides account information after hours. You also may pay your bill online by going to conehealth.com and selecting “Pay Your Bill Online.”





Interfaith Chaplain Services

As part of our care for the whole person and whole family—body, mind, and spirit—Cone Health employs professionally certified chaplains in each of our hospitals as part of the health care team. Chaplains are available to assist patients and their families through the emotional and spiritual struggles created by illness. Chaplains are also available to assist with information and completion of Advance Medical Directives. You may reach a chaplain by notifying your nurse or calling the hospital operator.

Most of our hospitals have a chapel available at all times for prayer and meditation. Your nurse will be glad to assist you with directions.

Housekeepers

A member of the Environmental Services staff cleans your room daily. If there is a housekeeping problem, tell your nurse and it will be taken care of promptly.

Volunteers

Hospital volunteers assist with patient care by delivering patient mail, assisting with patient admitting and discharge, and offering support to families of emergency and surgery patients.

Other Personnel

During your stay, other health care professionals may assist in your care. If you have questions about certain procedures or staff involved in your treatment, ask your nurse.



Pain Management

Everyone experiences pain differently. Fear and worry can make you tense and your pain will seem worse. Our health care team wants to know if your medication works and what causes you to feel uneasy. You and your team can work on managing your pain so you can begin the healing process.

Pain control is a very important part of your care. To manage your pain, we need to understand as much as possible about your pain. You will be asked these questions:

- Location: Where is the pain?
- Pain intensity: How much does it hurt on a scale of zero to 10?
- Onset of pain: When did it start?
- Duration of pain: Is the pain always there, or does it come and go?
- Quality of pain: Is the pain sharp, aching, dull or throbbing?
- Variation: What makes the pain worse or better?
- Your pain goal: What is your desired comfort level?

Your part in pain management:

- Ask what to expect about pain management.
- Discuss relief options, including what has helped relieve your pain in the past.
- Tell us about any medicines, herbal remedies or treatments you are using.
- Help develop your pain management plan.
- Ask for help when pain first begins.
- Tell your nurse if your pain is not better.
- Tell your nurse about any worries you have about taking pain medication.

If you have pain, you have the right to:

- Have your report of pain taken seriously and be treated with dignity.
- Have your pain thoroughly assessed and promptly treated.
- Be informed by your doctor about what may be causing your pain and how it may be treated.
- Participate actively in decisions about how to manage your pain, and get clear and prompt answers to your questions.
- Have your pain re-checked regularly and your treatment changed if your pain is not better.
- See a pain specialist if your pain does not get better.



Talk to your caregivers to see if they can provide you with other relaxation ideas.



our first priority is to provide you the care you need when you need it, with skill, compassion and respect.



While You Are Here

Keeping You Safe

Proper hand hygiene protects you from the germs that cause infections. Soap and water as well as waterless alcohol hand rubs and foams are very good at lowering the number of germs present on the skin. Everyone should cleanse with an alcohol hand rub or foam when entering or exiting a patient's room.

Cone Health is committed to preventing healthcare-associated infections in our patients and communities. We have dedicated teams of experts focused on process improvement and standardizing practices. Cone Health participates in the Centers for Medicare & Medicaid Services' required reporting and North Carolina's Division of Public Health healthcare-associated infection prevention program. Additional information is available on hospitalcompare.com as well as on the North Carolina Division of Public Health website for consumers.

Innovative technologies featured at Cone Health

In addition to our highly effective cleaning and disinfection program, Cone Health uses a unique germ fighting "robot." This machine uses pulsed xenon ultraviolet light to quickly destroy viruses, bacteria, mold, fungus and bacterial spores in the patient environment that can cause infection. This proven technology is an added step we use to ensure your safety.

DermaTherapy® is an antimicrobial, silk-like fabric that has been proven to make a positive difference in patient care. This cutting-edge technology is found in the linen products (e.g., sheets, pillowcases, underpads, and patient gowns) in all patient care areas that provide care for longer than 24 hours at Cone Health. There are several special features of these linen products that are helpful to you. The smooth texture of the fabric limits damage to the skin. The decreased lint prevents germs from contaminating you and the environment, maintains freshness and eliminates odors. Last, the fabric dries 60 percent quicker than cotton, which helps to keep your skin dry.



Cone Health is committed to providing the highest level of safety in every environment in which care is delivered. All patient transfers/lifting will be done safely and appropriately to protect the patient from injury. All patient lifting, shifting or transferring will be completed based on assessment, utilizing mechanical lift equipment and/or other approved patient handling aids.

In addition to your bedside staff in the critical care area, we have nurses and doctors in our electronic ICU. These staff may provide additional video monitoring, as indicated, for our patients in our critical care and step down units. You and your family will be notified if video monitoring is in use.

Avoiding a Fall

You may normally move around on your own, but you may be weaker than usual because of your condition. Falling is more common in unfamiliar or new situations. A fall in the hospital may lead to injury and slow your recovery.



To avoid falling:

- Do not get out of bed or up from a chair alone.
- The use of bed alarms and chair alarms may be needed to remind you not to get up alone and call for help.
- Use the call button to ask for help when getting up and walking.
- Get up slowly.
- Do not use the rolling bedside table for support.
- Use your walker, cane or wheelchair as recommended.
- Hold onto the handrail in the bathroom and hallway.
- If you feel weak or dizzy, please let the staff know.
- Wear non-skid shoes, slippers or socks.
- Many falls occur because of low-lighting so use your call button to turn on the light in the room.
- Keep needed items close by: phone, tissue, water, cup, eyeglasses, urinal (if applicable) and call button. Tell a staff member if you see a spill or safety concern.
- In some cases, video monitoring may be used to further monitor our most high-risk patients. You and your family will be notified if video monitoring is used.

We want to keep you safe, but if you fall:

- Try to stay calm and do not try to get up.
- Call out for help. Hospital staff will help you and they will call your doctor.

Condition HELP

Condition HELP is a safety program to help patients and families if they are concerned that a patient's condition is worsening. The Rapid Response Team, which responds when a Condition HELP is requested, is specially trained to supplement the resources and care of your current health care team. This team consists of a critical care nurse, a respiratory therapist and a nursing supervisor.

After speaking and working with your current health care team, you can activate Condition Help if you continue to:

- Believe there are serious concerns or changes in the patient's condition that are not being addressed.
- Have serious concerns about how care is being given, managed or planned.
- Have concerns about communications issues, which are not being addressed.

The Rapid Response Team will come to the room, review the situation and work with the current health care team to address the patient's or family's concerns.

To request a Condition HELP, call the hospital emergency number from any hospital telephone. A trained operator will ask, "What is your emergency?" Ask for a Condition HELP and state the patient's room number.

EMERGENCY NUMBERS:

Alamance Regional Medical Center: 336-538-4357

Annie Penn Hospital: 336-951-4511

Moses Cone Hospital: 336-832-4050

Wesley Long Hospital: 336-832-1666

Women's Hospital: 336-832-6888



Rapid Response works with your health care team to quickly address any concerns.



Maps

Maps of the hospital are available anytime at kiosks located conveniently at the entrances of each hospital. In addition, during business hours there are staff located at the visitor's desk to assist you with finding your way.

Tobacco Free

All Cone Health campuses are tobacco free. You may not use any tobacco products (such as cigarettes, cigars, chewing tobacco, dip/snuff, e-cigarettes and/or vaporizers) in the buildings, on the grounds or in the parking lots of any Cone Health facility. Please inform your family members and other visitors.



Your Safety and Security

Parking

Patient and visitor parking areas are clearly marked. The parking lots are well lit at night and patrolled by our Security staff. Parking is free. You and your guests should follow all posted signs and not park illegally. Vehicles parked illegally will be ticketed and, in some cases, towed.

Many of our hospitals offer free patient and guest valet parking. Please visit **conehealth.com** for more information about this service.

Photography

Privacy laws limit the use of cameras (including video and cell phone cameras) to a patient's room and only with permission from the patient and staff member. Taking pictures and/or video of procedures, medical records or charts is not allowed.



Weapons

The possession of weapons of any type is not allowed on hospital property.

Medications

Once a nurse or pharmacist has recorded information about your medications, please send all of your medications home. Medication that you will get while staying in the hospital will be provided by the hospital. Your medicine list will be reviewed when you are admitted, transferred and discharged to make sure your medications are correct and that you are not taking medications that you don't need.

Personal Belongings

Please ask your family members to take unnecessary personal possessions home. We cannot be responsible for jewelry, credit cards, wallets, billfolds or money. Ask your nurse about securing any of these items. Personal items such as glasses, dentures, clothing and hearing aids are your responsibility and should be stored properly when not in use. Please do not leave items on the bed or on meal trays.

Lost and Found

If you lose something, please contact your nurse and describe where the item was misplaced. The hospital is not responsible for lost, stolen or damaged personal items that are not in our possession.

Fire Safety

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. In the event of an emergency, please follow directions from your nurse.

Your Accommodations

Television

Television service is available at no charge in all patient rooms. Closed-captioning is available on major network channels. Report any television problems or special requests to your nurse.

Wireless Connectivity (Wi-Fi)

Cone Health offers free wireless Internet at all of its locations. You can connect your device by selecting the "guest" network. Your device should connect automatically. Cone Health restricts certain websites and a restriction notice will appear to alert you that the website is restricted.

Your Meals

Nutrition is an important part of your overall care. Our award-winning food team prepares menus with a wide selection of nutritious and delicious foods that meet your specific dietary needs. Your physician determines your diet for you, and our culinary team will work within these guidelines to offer you meal choices. Before bringing in food items from outside of the hospital, speak with the nurse first to make sure you are allowed to eat food from outside the hospital. We make every effort to honor special dietary observances for patients upon request. Please ask your nurse to contact the registered dietitian if you have special dietary restrictions.

Please review your in-room menu for more information about meal times and meal choices as these may vary between locations.

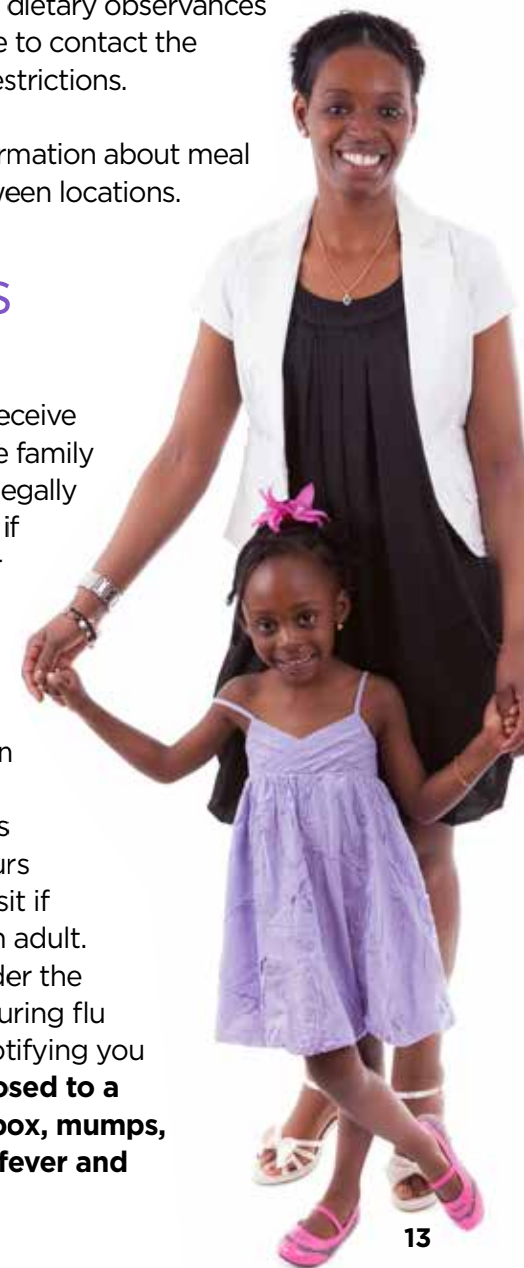
For Family and Friends

Visitors

You have a right to designate visitors who will receive the same visitation privileges as your immediate family member, regardless of whether the visitors are legally related to you by blood or marriage. Please ask if you do not understand the visitor guidelines for Cone Health.

Visitation

Family and friends may visit patients unless restricted by the patient, the patient's physician or the nursing staff. Patients should request help if they are feeling overwhelmed by visitors at any time. Please discuss specific visiting hours and limitations with the nurse. Children may visit if accompanied and supervised at all times by an adult. There are times when visitation of children under the age of 18 is restricted such as winter months during flu season. Signs will be posted at all entrances notifying you of this restriction. **Anyone who has been exposed to a communicable illness (i.e. measles, chickenpox, mumps, etc.) within the last three weeks and/or has fever and flu-like symptoms should not visit.**





Waiting Areas

For the comfort and convenience of your visitors, waiting areas are located throughout the hospital. A staff member can direct visitors to the most appropriate waiting area. Magazines and newspapers are available, and some waiting areas have televisions. Overnight stays in waiting areas are not allowed unless granted by the nursing staff. Please see the nurse if this need arises.

Automated Teller Machine

An automated teller machine (ATM) is available to help with your banking needs. Ask a staff member for the location of the ATM.

Food Options

Each of our hospitals has its own cafeteria that offers an assortment of hot foods, deli and grill items, salad bar and desserts. All items are available for takeout. Each cafeteria, with its hours and location, is listed below. Please note hours of operation are subject to change.

Alamance Regional Medical Center

Wave Crest Café is located on the lower level of the hospital.

The café prepares fresh meals during the following hours:

Monday – Sunday

Breakfast: 6:30 to 9:30 a.m.

Lunch: 11 a.m. to 1:30 p.m.

Dinner: 4:30 to 6:30 p.m.

Java City coffee shop is located in the Medical Mall

7 a.m. to 2:30 p.m.

Annie Penn Hospital

Café at Annie Penn Hospital is located on the ground floor.

Monday – Friday

Breakfast: 6:30 to 9:30 a.m.

Lunch: 11:15 a.m. to 2 p.m.

Dinner: 4 to 6:30 p.m.

Saturday – Sunday

Breakfast: 6:30 to 9:30 a.m.

Lunch: 11:15 a.m. to 2 p.m.

Dinner: Closed

Moses Cone Hospital

Moses Cone Cafeteria is located on the ground floor.

Monday – Sunday

Breakfast: 6 to 10:30 a.m.

Lunch: 11 a.m. to 2 p.m.

Dinner*: 2 p.m. to 3 a.m.

Subway® Cafe is located on the first floor in the Atrium lobby.

Monday – Sunday

6 a.m. to 11 p.m.

*Limited menu options available 7 p.m. to 3 a.m.

Wesley Long Hospital

Wesley Long Cafeteria is located on the ground floor.

Monday – Sunday

Breakfast: 6:30 to 10 a.m.

Lunch and Dinner: 10:30 a.m. to 8 p.m.

Subway® Café is located in the main lobby.

Monday – Friday

6:30 a.m. to 10:30 p.m.

Saturday and Sunday

9 a.m. to 8 p.m.

Women's Hospital

Green Valley Café is located on the ground floor.

Monday – Friday

Breakfast: 6:30 to 10 a.m.

Lunch: 11 a.m. to 2 p.m.

Mid-Day Snack: 2 to 4 p.m.

(Closed Wednesdays)

Dinner: 5:30 to 7 p.m.

Twilight Dining: 10 p.m. to 2 a.m.

Saturday and Sunday

Breakfast: 6:30 to 10 a.m.

Lunch: 11 a.m. to 2 p.m.

Mid-Day Snack: 2 to 4 p.m.

Dinner: 5:30 to 7 p.m.

Late Evening Snack: 7 to 10 p.m.

Vending Options

There are vending machines located conveniently throughout the hospital for your use. Please ask a staff member for specific locations.

Gift Shop

The hospital's gift shop, operated by volunteers, offers a variety of flowers, plants, magazines, personal toiletry items, cards and gift items. Delivery service may be available to patient rooms depending on location. Please ask your nursing staff about availability. No flowers or plants are permitted in intensive or critical care departments. Visitors should check with the nurse before bringing gifts, especially food or drink, to patients. Please be aware that latex balloons are not allowed in the hospital.



Special Services

Religious Books

Cone Health seeks to support patients who wish to have access to religious books such as a Bible, Torah or Koran. Our Interfaith Chaplains are available to assist you in obtaining your book of choice. Please contact your nurse to make your request.

Interpreters

Resources, including foreign and sign language interpreters as well as adaptive equipment for sight and hearing-impaired patients, are available to meet most communication needs. Ask your nurse if you need these services.

Patient Mail

Mail is delivered Monday through Saturday. After you are discharged, your mail will be forwarded to your home address.

CaringBridge®

CaringBridge offers free personalized websites to people facing various medical conditions, hospitalization, medical treatment and/or recovery from a significant accident, illness, injury or procedure. The service allows family members and friends to receive information. Visitors who are provided the personal website address and password, if required, can read updates on the patient's condition and post messages to the family. You can start a page by going to caringbridge.org.

Educational Opportunities

Teach Back and Ask Me 3

It is very important that you understand all of the information provided to you regarding your diagnosis, treatment, medications and plan for taking care of yourself once you leave the hospital. We want to partner with you to make sure you feel comfortable and understand everything that we are doing and telling you. We use a process called Teach Back (asking you to tell us the information we have given you). This helps us to know that you understand all the information and gives you the opportunity to ask questions. If you are able to answer the following questions we can be sure that you feel comfortable knowing your condition and how to participate in your healing process.

The questions are:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

If you do not know the answers to these questions, please let a health care provider know so that we can share that information with you and help you understand.



Patient Education Videos

During your stay, your health care team may ask that you watch educational videos regarding your condition. The Patient Education Network offers short, easy-to-understand videos on a variety of health care topics. Please consult your television menu for a list of available programming. If you are a patient at Alamance Regional, you will work with your nurse to view educational videos as prescribed. Patients at Women's Hospital have the option to watch The Newborn Channel, which provides programming on baby care and postpartum topics 24 hours a day.

Getting Ready to Go Home

Please make arrangements for transportation on the morning of your anticipated discharge. If you are unable to make arrangements with your family or friends, please let your nurse know.

Your nurse will make sure you have a copy of your discharge instructions and that you understand them before you go home. Ask questions before you are discharged such as:

- Ask about your condition and how soon you should feel better.
- Find out if you can do everyday activities such as walking, climbing stairs, going to the bathroom, preparing meals, driving, returning to work and doing other activities that are important to you. Find out about any special instructions for daily activities.
- Find out how much help you will need during your recovery.
- Ask about any signs and symptoms that you should watch for and what you should do if you have these signs or symptoms.
- Make sure your home is set up for any physical limitations you may have. Make sure any equipment you need is set up before you return home.
- Write down any questions you have and ask them before you leave the hospital. It's helpful to keep a record of your questions, the answers and who answered your questions, in case you need to get more information. If needed, ask a family member or friend to help.
- Ask a family member, friend or neighbor to stay with you when you first get home and then to check on you at your home for



a few days. If you are not confident about how to care for yourself after leaving the hospital or if you have any doubts about getting the care you need at home, let your nurse know.

Find out about your medications:

- We want you to understand your medications before you are discharged.
- You should expect your nurse or pharmacist to provide you with a list of all the medicines you will be taking at home. The list should include all of your medicines, not just the new ones started in the hospital. Check the list to make sure it is correct.
- Ask for written directions about your medicines. Read the directions and make sure you understand them before leaving the hospital.
- Ask if there are any foods and drinks – including alcohol – that you should avoid.
- Ask about the side effects of your new medicines. Find out what you should do if you experience any of those side effects.
- Pamphlets are available containing information about many medications. You may obtain these from your nurse or the hospital pharmacist.
- Pharmacists also are available to answer drug-related questions.

Ask about your follow-up care:

- Ask for directions about physical exercises you may need to do. Ask your doctor, nurse or physical therapist to write down your directions.
- If you have a wound, ask for directions on how you should care for it.
- If you need special equipment, make sure you know how to use it, where you can get it, and if it's covered by your insurance, Medicare or other health plan.
- Ask if you need to follow up about any test results after you leave and who you should contact for these results.
- Find out if any follow-up visits are needed with your doctor or other caregiver.
- Review your insurance to find out what costs are covered and not covered after you are discharged, such as charges for medicines and equipment.
- If you need to receive home care services or if you need to be sent to a nursing home or assisted living center for follow-up care, make sure that the facility or services are covered by your insurance, Medicare or other health plan, and that it is licensed or accredited.



Leaving the Hospital

Check your room carefully before you leave, especially your over-bed table, bedside cabinet and bathroom. Please retrieve any valuables. When you are ready to go, a member of the hospital staff or a volunteer will escort you to an exit. Please tell your nurse if you need a cart to carry your belongings.

MyChart and FollowMyHealth

We are excited to offer MyChart/FollowMyHealth, a best-in-class service that provides you online access to important information in your electronic medical record. We want to make it easier for you to view your health information – all in one secure location – when and where you need it. We expect MyChart/FollowMyHealth will enhance the quality of care and service we provide.

We will provide you instructions and an activation code to enroll in **MyChart/FollowMyHealth at mychart.conehealth.com or armc.followmyhealth.com.**

With this new health and wellness tool, you will have access to certain information:

- View your test results.
- View your medical history, allergies, medications and immunizations.
- Conveniently print your information such as medication lists.

To find out if MyChart/FollowMyHealth is right for you, please talk to a member of our clinical staff today. We will gladly answer your questions about this free health and wellness tool.



Your Hospital Bill (Statement of Charges)

We want to make the hospital payment procedure as easy as possible. We will file your insurance for you. If necessary, we also will help locate financial assistance when available. Financial counselors are available to answer your questions while you are in the hospital. You are not required to pay your bill before you leave the hospital.

You will receive separate bills from the hospital, your physician and others who have provided medical services to you during your hospitalization. After you are discharged, you will receive a statement of charges from the hospital. If you have any questions about this statement, please contact a customer service representative at 336-832-8014. Customer service representatives are available in the office from 8:30 a.m. to 5 p.m. and by phone from 8 a.m. to 6 p.m. Monday through Friday to answer questions about your hospital bill. An automated customer service line provides account information after hours. You may pay your hospital bill online by going to conehealth.com and selecting "Pay Your Bill Online."

Donations

Cone Health welcomes charitable gifts to help us create unsurpassed health care experiences and to be the leader in delivering integrated, innovative health care. The Office of Fund Development identifies, cultivates and secures gifts and grants from individuals for projects and programs. Financial gifts are tax deductible. If you would like to know more about how you can make a financial donation, you may call the Office of Fund Development at 336-832-9450.

Become a "Friend of Nursing"

The exceptional care you receive comes from your nurse's high level of experience, commitment, dedication and compassion. Become a "Friend of Nursing." Honor your nurse, other caregiver or a loved one through a charitable gift. Your gift will not only help our nurses obtain advanced education, it will also help us to sustain the highest quality of care for our patients. Your gifts fund scholarships awarded through the RN Educational Advancement for Cone Health (REACH) program. To donate you may call the Office of Fund Development at 336-832-9450.



Resolving Your Concerns

Service recovery and complaint resolution is a practice that shows our commitment to caring for our patients whose expectations have not been met. If you have questions or concerns about your care, please notify your caregiver or ask to speak to a Cone Health leader. You also can let us know of your concerns by contacting the Office of Patient Experience at 336-832-7090 or online, conehealth.com/feedback.

How We Handle a Complaint

Responsibility for resolving a complaint begins with your direct caregiver and the director of the department. Most concerns/complaints are resolved at the bedside by the employee who receives the complaint. If the complaint is beyond the employee's ability to address, the employee tells the department director. You may ask to speak with the department director at any time or request his or her phone number. If you are not satisfied with how the complaint is being handled, contact the Office of Patient Experience at the number above. Hospital staff will contact you or your representative concerning the complaint within one business day to acknowledge receiving the complaint and to collect more information. If the complaint cannot be resolved during your stay, it becomes a grievance.

How We Handle a Grievance

The Office of Patient Experience will investigate and respond to all grievances. They will contact you or your representative within one business day of receiving the grievance to explain the grievance procedure, provide the contact person's name, provide a phone number, and provide the approximate date you or your representative will receive the next contact.

Our goal is for a Cone Health employee to promptly turn an unmet expectation into a positive experience. For a quick response, we suggest you follow our process detailed above. In addition, you can file a grievance with the North Carolina Division of Health Service Regulation by calling **1-800-624-3004** or to The Joint Commission by calling **1-800-994-6610** or emailing complaint@jointcommission.org.

Patient Survey

After you go home, you may receive a patient satisfaction survey and/or receive a phone call. Your opinion is important to us. We strive for very good care. Please help us continue to improve our services by returning the completed form.



Thank you for choosing Cone Health for your health care needs. We appreciate the opportunity to provide you with exceptional care.





Patient Rights and Responsibilities

As a patient at Cone Health, you have certain rights that our staff believes in and respects. Our staff is committed to meeting your needs and delivering the highest quality of patient care.

No patient shall be denied appropriate hospital care based on race, ethnicity, color, culture, language, religion, age, sex, sexual orientation, gender identity or expression, physical or mental disability, socioeconomic status or sources of payment for care.

As a patient, you have the right to:

- Be informed of your rights in writing.
- Be treated with courtesy and respect.
- Expect good quality care and high professional standards that are continually maintained and reviewed.
- Make informed decisions and be asked to give consent for treatment. You can expect that emergency procedures will be provided without unnecessary delay.
- Give informed consent for the hospital to film or videotape in your presence.
- Have your dignity respected. You may wear personal clothing, and religious and symbolic items if they do not interfere with your tests and treatment.
- Expect privacy with regard to your care. This includes case discussion, consultation, examination and treatment. You have a right to talk about your illness and treatment without others present and be examined by staff of your own sex if this is what you prefer.
- Expect confidential treatment of all your personal and medical records, as well as your money and assets.



You have access to an interpreter, when possible, if you are hearing-impaired or if you do not speak English.

- Ask to be moved to another room if you are bothered by the actions of patients or visitors.
- Expect to feel safe while in the hospital. You may be placed in a safe area, if necessary, to keep you from being harmed, exploited, neglected, abused, or harassed. You have a right to request protective services. We will provide information regarding agencies and services that are available.
- Expect sensitivity with regard to end-of-life issues. On admission you will be asked whether you have made decisions concerning how you want to be cared for in case you are unable to make those decisions (Advance Directives) and, if you want, you can have help in writing down those decisions. You have the right to ask someone to make treatment decisions for you, in the event you are unable to do so. You have the right to have advance directives that are in your chart, discussed with you or the person you have chosen to make decisions for you. You may request to receive care that is different from what you have stated in your Advance Directives.
- Talk with a representative of the hospital's bioethics consultation committee in the event of a medical dilemma.
- Have your cultural and religious concerns about your treatment recognized, and be provided pastoral care and spiritual services.
- Have access to an interpreter, when possible, if you are hearing-impaired or if you do not speak English.
- Receive information about your health care in a manner that meets your communication needs.
- Have reasonable, barrier-free accommodations (wheelchair access, etc).
- Have the freedom to express sadness and have your family members helped with their expression of sadness.
- Know the names and roles of the people treating you.
- Not talk with or see anyone employed by the hospital who is not taking care of you.
- Have access to your medical records within the limits of the law. You have the right to request an amendment to your medical record if you feel there is incorrect information documented. (Refer to the Notice of Privacy Practices).
- Have state-of-the-art pain management. You have the right to receive appropriate information, assessment and management of your pain. This includes a timely response to your pain.
- Receive from your doctor complete information about your illness, the suggested treatment plan and chances of recovery in terms you can understand. You and your family have the right to be informed about outcomes of care, including unanticipated outcomes.
- Be involved in decisions about your care, treatment and services provided. You have a right to receive help in planning your medical treatment.
- Participate in clinical trials, research projects or donor programs. If you consent to participate in a research project, an investigation or a clinical trial involving human subjects, your rights are protected. You may withdraw at any time.
- Consult with a specialist or another physician for a second opinion at your expense.
- Refuse to be treated to the extent provided by law. When your refusal prevents staff from providing appropriate care according to ethical and professional standards, you may be discharged from the hospital with reasonable notice, and with an explanation of the risks of refusing care.
- Be free from needless duplication of medical and nursing procedures.
- Receive treatment that avoids unnecessary physical and mental discomfort.
- Have unrestricted access to communication (visitors, mail, telephone calls or other forms of communication) unless these privileges are restricted for reasons deemed appropriate by a physician. Any restrictions will be fully explained to you and your family.





- Designate visitors who shall receive the same visitation privileges as your immediate family members, regardless of the relationship.
- Allow a support person of your choice to be with you during your hospital stay, unless the person's presence interferes with your care or infringes on others' rights or safety.
- Decide to have your name listed in the patient directory.
- Not be awakened by hospital staff unless medically necessary.
- Not be restrained or secluded as a means of coercion, discipline, convenience or retaliation by staff.
- Not be moved to another hospital without a complete explanation of the need and other possible alternatives from which to choose.
- Expect a reasonable plan of care after leaving the hospital.
- Receive a list of charges, item by item, and to have your bill explained to you, at your request. You have a right to receive information and counseling on the availability of known financial resources for your health care.
- Be told in plenty of time that your care will no longer be paid for by a third-party payer (such as insurance, Medicare, Medicaid, etc.) as soon as the hospital knows that payment will end.
- Be told of hospital rules and guidelines.
- Express a grievance or concern and expect that appropriate staff will investigate it promptly.
- Expect a family member and your physician to be notified promptly of your admission to the hospital, unless you request this not be done.

Patient Responsibilities

As a patient, you have the responsibility to:

- Provide a complete and accurate medical history, including all prescription and/or over-the-counter medications, and/or supplements, and to report unexpected changes in your condition.
- Make it known whether you clearly understand a planned course of action and what is expected of you.
- Be responsible for asking your doctor or nurse what to expect regarding your care and treatment, including pain and pain management.
- Ask for pain relief and provide continuing feedback to staff regarding your pain.

- Follow the treatment plan recommended by your physician, including instructions of nurses and other hospital staff who are carrying out your doctor's orders.
- Be responsible for your actions if you refuse treatment or do not follow your doctor's orders.
- Make certain that the financial obligation for your health care is fulfilled as promptly as possible.
- Be considerate of the rights of other patients and hospital personnel and to assist in the control of noise and the number of persons visiting your room.
- Follow hospital guidelines regarding visitors. Disruptive visitors or visitors who are interfering with your care may be asked to leave.
- Be respectful of the property of other persons and of the hospital.
- Obey all federal and state laws while on hospital property, including those relating to use of illegal substances and firearms.
- Refrain from using tobacco products of any kind while on hospital property.
- Provide current and accurate information about your insurance.



our first priority is to provide you the care you need when you need it, with skill, compassion, and respect.



Important Phone Numbers

| | |
|--|--------------|
| Financial Counseling | 336-832-7935 |
| Find A Doctor | 336-832-8000 |
| Fund Development | 336-832-9450 |
| Hospitals | |
| Alamance Regional Medical Center | 336-538-7000 |
| Annie Penn Hospital | 336-951-4000 |
| Behavioral Health Hospital | 336-832-9700 |
| Moses Cone Hospital | 336-832-7000 |
| Wesley Long Hospital | 336-832-1000 |
| Women's Hospital | 336-832-6500 |
| Housekeeping | 336-832-4772 |
| Interpreters | 336-832-0145 |
| Lost and Found | 336-832-7849 |
| Nutritional Services | 336-832-4772 |
| Office of Patient Experience | 336-832-7090 |
| Operator | "0" |
| Patient Safety and Quality | 336-832-3140 |
| | 336-832-6224 |

Pharmacy (Outpatient)

Cone Health MedCenter High Point 336-884-3838

Moses Cone Hospital 336-832-6279

Wesley Long Hospital 336-218-5762

Chaplain

Alamance Regional Medical Center 336-538-7475

Annie Penn Hospital 336-951-4674

Moses Cone Hospital 336-832-7950

Wesley Long Hospital 336-832-0364

Women's Hospital. 336-832-6882

Patient Information. See "Hospitals"

Patient Accounts/Billing 336-832-8014

Privacy Hotline 336-832-7075

Safety and Security

Alamance Regional Medical Center 336-538-7008

Annie Penn Hospital 336-951-4478

Behavioral Health Hospital. 336-832-9744

Moses Cone Hospital 336-832-7849

Wesley Long Hospital 336-832-1850

Women's Hospital. 336-832-4900

CONE HEALTH

**Alamance Regional
Medical Center**
1240 Huffman Mill Road
Burlington, NC 27215

Annie Penn Hospital
618 S. Main Street
Reidsville, NC 27320

Behavioral Health Hospital
700 Walter Reed Drive
Greensboro, NC 27403

Moses Cone Hospital
1200 N. Elm Street
Greensboro, NC 27401

Wesley Long Hospital
501 N. Elam Avenue
Greensboro, NC 27403

Women's Hospital
801 Green Valley Road
Greensboro, NC 27408



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