



# Patient Information Guide

## **Our Mission**

Washington Regional is committed to improving the health of people in communities we serve through compassionate, high quality care, prevention and wellness education.

# We Appreciate the Trust You Have Placed in Us

Your overall well-being is always very important to us at Washington Regional. Our care team works diligently every day to ensure that you receive continuity of care, even after you leave our hospital. We will work with you, your doctor and your family and friends to develop a plan for the care you may need when you return home.

If you have concerns or questions about any services you may need after you leave our hospital, please ask your nurse to arrange for your case manager to meet with you. There is a case manager assigned to each patient.

You may also contact our Case Management Department directly (ext. 1194 from your hospital bedside phone or 479.463.1194 from your home or cell phone). Our case managers and social workers will work to help you with services or equipment you may need once you leave our hospital. They will also help you and your family with the social, emotional and financial problems that often accompany illness or injury. Our social and case management services are available at no cost to you regardless of your admission status.

We want to always be clear in the care instructions we provide to you, including:

- Symptoms and problems to look for after you go home
- How to get the help you may need at home to ensure your continued recovery

If you have any questions about your care instructions, please let your nurse know. If you have needs for your care at home that haven't been addressed, please call our Case Management Department (ext. 1194 from your hospital bedside phone or 479.463.1194 from your home or cell phone) BEFORE you leave the hospital so we can provide you with the most appropriate help.

At Washington Regional, when we say *we are here for you*, we mean it!

# Table of Contents

Welcome ..... 5

Admissions..... 6

Case Management..... 12

General Information..... 12

Pain Management..... 18

Patient Safety..... 19

Patient Satisfaction ..... 23

Patient Rights, Privacy and Confidentiality..... 25-36

*Washington Regional Medical Center is the flagship institution of Washington Regional Medical System, Northwest Arkansas’s largest healthcare system, with healthcare services in Washington, Benton and Carroll counties.*

*Washington Regional Medical Center is accredited by the Joint Commission of Accreditation of Healthcare Organizations and is licensed by the Arkansas Department of Health.*

**For more information, call or write:**

Washington Regional Medical Center  
3215 N. North Hills Blvd.  
Fayetteville, Arkansas 72703  
479.463.1000

**Visit our website at [www.wregional.com](http://www.wregional.com)**

# Welcome

Welcome to Washington Regional Medical Center. We wish you a comfortable visit and a speedy recovery. This booklet was designed to help you become more familiar with the medical center, to answer your questions about your hospital visit, and to inform you of your rights and responsibilities as a patient. It is our privilege to serve you. Please let us know how we can help.

Washington Regional Medical Center admits and treats all patients without regard to color, religion, sex, age, disability or ability to pay. Washington Regional Medical Center is an equal opportunity employer and healthcare provider. It has developed administrative and human resources policies and processes that support the Civil Rights Act of 1964, affirmative action and all subsequent applicable laws and regulations. During orientation and through our Employee Handbook, new employees are advised of the policies and practices that support our compliance with the Civil Rights Act of 1964 and affirmative action laws and regulations.

## Visiting Hours

**Washington Regional is committed to providing a safe, secure, quiet and healing environment for our patients and their visitors.**

- So that patients may rest, visiting hours end each day at 9:00 p.m.
- All of the hospital's main entrances, with the exception of the Emergency Department, close at 9:00 p.m. and do not reopen until 4:30 a.m. the following day. Visitors who are already in the hospital can exit, but anyone who wants to enter the hospital after 9:00 p.m. will need to enter at the Emergency Department.
- The Emergency Department entrance, located at the east side of the hospital, is open 24 hours a day.
- An adult must always accompany children under age 12 in any area of the hospital. There are no areas in which children may be left unattended.
- There is no hospital restriction of visitors based on color, race, religion, sex or sexual orientation.

## Visiting Hours for Intensive Care and Cardiac Care

Your cooperation with our established visiting hours is appreciated along with the trust you place in us to give the best care possible to your loved one.

Please limit visitors to three at a time. Only designated support persons  
9:00 p.m. - 9:00 a.m.

# Admissions

## Prior to Admissions

To assist us in serving you, please have the following items available, as applicable:

- Insurance card(s)
- Medicare/Medicaid card
- **Driver's license** (You will not be registered without your Driver's license or other photo identification.)
- Social Security number
- Doctor's orders
- Authorization document (HMO/PPO patients)
- Pre-certification document

The information you furnish to the hospital about your insurance should be complete and accurate. If your doctor has reason to believe that services being ordered might not be covered by your insurance company, you will be informed of this at the time of admission. You will be asked to sign a form indicating that you have been given advance notice that your insurance may not pay for the services and you acknowledge that you may be billed for services denied by your insurance.

## Where to Report

Enter through the Admissions/Registration entrance or Main entrance. Report to the Main Admissions office on the First Level, from 7:00 a.m. to 7:00 p.m. Monday through Friday. Report to Emergency Department (ED) registration on the First Level at all other times.

### **Surgery Patients**

Surgery patients should register on Level 2 at the Surgery Registration Desk. The elevator located in Main Admissions opens at the entrance to Surgery Registration.

### **Inpatient Registration for a Non-Surgery Admission**

You should come to the Admissions/Registration entrance and report to the Registration Desk.

### **Outpatient Registration**

You should arrive 15 minutes prior to your scheduled test or treatment, unless notified otherwise by your physician or by the medical center.

## Pre-Admission Surgical Screening (PASS)

If you require a surgical procedure, your pre-admission surgical screening appointment will be scheduled at the same time your surgery is scheduled. The PASS nurses will contact you prior to your PASS arrival time to confirm your appointment with us. Your screening appointment will be scheduled for sometime between 3-30 days prior to day of surgery.

PASS is a pre-surgical assessment that may require some studies, such as lab work, EKG or chest X-ray. These studies need to be completed at least three (3) days prior to your surgery to allow our team to properly prepare you for your surgery and ensure the best possible surgical experience. If you have questions regarding your PASS appointment, please contact us at 479.463.5980 Monday-Friday between the hours of 8 a.m. and 4 p.m.

The PASS office is located on Level 2 of the medical center.

## Pre-Registration for Surgery

If your hospital stay or procedure is planned and scheduled in advance, we encourage you to take advantage of pre-registration. This will speed and simplify your admission. For information on pre-registration, call the Admissions Office at 479.463.5081.

## Pre-Certification

Many insurance plans require pre-certification for payment of full benefits. In addition, many insurance plans require admission notification within 24 hours of inpatient admission. If your plan requires pre-certification or admission notification, please notify the admissions personnel. We will assist in providing the appropriate information to the necessary parties. If your insurance plan requires you to obtain pre-certification and/or admission notification and you do not obtain it, and if your insurance company denies either all or part of the payment on your account, you will be responsible for that amount. When you check in, we will ask you to sign important papers authorizing your treatment and release of information. **Please note: Even if you have pre-registered, you must still check in with the Admissions Office when you arrive to sign registration papers.**

## Financial Information

If you have been scheduled in advance for a hospital visit, you are expected to pay your estimated portion prior to, or at the time of, admission. This deposit will be applied to your account.

While you are in the hospital, your financial account will be assigned to a financial counselor who can answer your questions or assist you with financial arrangements including financial assistance if needed. Health

insurance benefits will be verified. Based on this information, you will be notified of the **estimated** amount we expect you will owe. During your hospital stay, or at its completion, you or a family member should finalize arrangements and discuss any financial questions you have with one of our financial counselors. To reach a financial counselor, call ext. 5051 or 5054. If you call from outside of the hospital, dial 479.463.5051 or 479.463.5054. Hours are 8 a.m. to 5 p.m. Monday through Friday.

**Professional fees charged by your physician and other specialists, including radiologists, anesthesiologists, pathologists and physician consultants, are not included in your hospital bill. You may be billed directly by these physicians for their services. You may receive several bills, including but not limited to lab, radiology and other services.**

## Financial Assistance

Washington Regional Medical Center wants to help patients who do not have health insurance or who need help paying their hospital bills. As a nonprofit healthcare organization, Washington Regional Medical Center cares about the patients and communities we serve through better health and better healthcare.

Our staff can help you:

- Apply for health insurance through the new Marketplace
- Apply for Medicaid assistance
- Determine if you qualify for financial assistance

First and foremost, your financial circumstances will not affect your care. All patients are treated with respect and fairness. Patients who meet certain income guidelines may qualify for Financial Assistance, including reduced hospital charges and short term payment plans.

Patients without insurance will automatically receive a discount on billed charges and will be considered for additional reductions and assistance. All patients will need to pay a minimum amount for medical services, depending on their family income, family size and financial need.

### Applying for Financial Assistance

You may apply for financial assistance at any time – before, during or after your care, up to 240 days after your initial bill. We will send information with your bill about how to apply for assistance. Applications are also available upon request, on our website at [www.wregional.com](http://www.wregional.com). The application requires proof of income such as a W-2 statement or paycheck stub. An informational sheet describing required information will also be provided.



## **Medical Qualifications for Financial Assistance**

Washington Regional Medical Center, without exception, will provide care for emergency medical conditions to all patients seeking such care, regardless of ability to pay or to qualify for financial assistance, in accordance with the requirements of the Emergency Medical Treatment and Active Labor Act (EMTALA).

Financial assistance is available only for emergency and medically necessary services. It does not apply to elective procedures such as cosmetic surgery. It also does not apply to the portion of your services that have been paid by a third party such as an insurance company or government program.

Financial assistance is available for persons living in the service areas generally served by Washington Regional Medical Center.

## **Income Guidelines for Financial Assistance**

The amount of financial assistance you receive is based on Federal Poverty Level information as set by the U.S. government each year. Patients whose household income exceeds 201% of the Federal Poverty Level are not eligible for financial assistance. However, depending on the circumstances of each situation, patients whose household income exceeds 201% of the Federal Poverty Level but is less than 400% may receive a discount of 50% off WRMC's **gross charges** if they are uninsured and cannot receive or do not otherwise qualify for public or private insurance or are underinsured. We can give you a Financial Assistance Policy Income and Discount chart that shows these income levels upon request. In addition to your income, the discount will also take into account the size of your family.

- Uninsured patients will be required to enroll for health insurance through the Marketplace. Our Certified Applications Counselors will be able to assist you in that process.
- Patients with family income over \$100,000 a year are not eligible for financial assistance regardless of family size.

You can get more information about the Washington Regional Medical Center Financial Assistance Policy and an application by speaking with a Patient Services Representative at the hospital or by calling us at 479.463.6000 or by calling the phone number indicated on your billing statement.

## **Frequently Asked Billing Questions**

### **What forms of payment does the hospital accept?**

We accept cash, check, money order, electronic funds transfer from your checking or savings account, MasterCard, Visa, Discover and American Express credit cards. In addition, we also offer a Bank Loan Program.

### **Who else might be sending me a bill?**

The hospital bill is for its facility charges only and does not include professional fees from other providers of care. You may also receive additional bills from the emergency room physician, radiologist who reviewed any images you may have had, anesthesiologist, pathologist or physician consultants. If you have questions regarding these bills, you need to contact their offices directly at the numbers listed on the statements you receive.

## **Medicare Regulations**

### **Notice to Patients of Washington Regional Medical Center**

There are items and services for which Medicare will not pay. Some items and services are not Medicare benefits, and you are responsible for paying for the items either personally or through any insurance you have that provides such coverage.

## **Self-Administered Drugs**

**Medicare does not pay for many of the medications that are ordered for hospital patients in an outpatient setting – those who have outpatient surgery or are under observation, for instance. Please be aware that Observation is considered an outpatient status even though you may be placed in a hospital bed.**

Medicare does not pay for medications that can be self-administered, which include most oral medication and such items as nebulizers and many subcutaneous injections. There may be other types of medication for which Medicare does not pay.

If you have any questions regarding this notice, you may contact the Case Management Department at Washington Regional Medical Center at 479.463.1194 or the Center for Medicare and Medicaid Services at 800.633.4227.

## **Personal Medications**

Unless your physician tells you otherwise, the medications you take while you are in the hospital are dispensed and monitored by our staff of licensed pharmacists. This continuous monitoring helps prevent unwanted adverse effects and drug-to-drug interactions, which could interfere with your medications from home.

- If you bring medication without authorization from your physician, we will either send the medication home with a family member or we will keep it until you are discharged. All unclaimed medications stored in our pharmacy will be destroyed after three months.

## Patient, Visitor and Volunteer Parking

Patient, visitor and volunteer parking is located on the Upper Level north and east of the Main Entrance (circle drive); the Lower Level north of the Main Entrance; west of the Johnelle Hunt Women's Center; and south of the Emergency Department.

**RV Parking is available in Lot U for patients and visitors only.**

To request RV connections and guidelines, please call 479.463.1000 and ask for Security.

## Smoking Regulation

In accordance with Arkansas State Act 134 (2005), Washington Regional Medical Center is a smoke-free and tobacco-free environment. Smoking and use of tobacco products in hospital facility, clinics, parking lots and/or on our grounds is prohibited.

Please discuss with your physician regarding aids for smoking cessation during your hospital stay.

**Smoking Cessation Education is located on our website, [wregional.com](http://wregional.com).**

## Personal Items and Valuables

**Washington Regional is not responsible for** your personal items such as pillows, pajamas, slippers or valuables such as a purse, wallet or jewelry. Please leave **money, jewelry, eyeglasses, contact lenses, dentures, hearing aids** and other **articles of value** at home. Washington Regional will not assume responsibility for valuable or personal belongings brought to you from home or kept at your bedside.

If you bring contact lenses, eyeglasses or dentures to the medical center, you should keep them in their appropriate cases. If you wear dentures, ask your nurse for a denture container; dentures wrapped in tissue and left on tabletops could be accidentally discarded! You should place all personal items of this nature in your bedside drawer or closet when not in use.

If you cannot avoid having valuables in your possession when you arrive, either send them home with a family member or friend or ask the admitting clerk to deposit them in our hospital safe. Please do not bring money, checkbooks or credit cards other than what you need to meet any prearranged hospital financial obligations. Washington Regional will not pay for the replacement of lost or misplaced personal items such as hearing aids, contact lenses, watches, eyeglasses, dentures, rings, jewelry and cell phones. The above list is not all-inclusive, but is a list of examples of such personal items.

# Case Management

## Overnight Family Accommodations

Washington Regional has established discount rates with area hotels for Washington Regional family members. To view rates, visit [wregional.com](http://wregional.com); click on For Family & Visitors, click on Nearby Hotel Accommodations, or call ext. 1194 from your hospital phone for assistance.

## Discharge Planner

In order to meet the needs of our patients and their families, a discharge planner is assigned to each nursing unit. If you have concerns or questions about your home care services after discharge, please ask a staff member to contact your discharge planner and ask that he/she meet with you. You may also contact the Case Management Department at 479.463.1194 or ext. 1194 from your hospital phone.

## Going Home

Your doctor will authorize your release from the hospital. Please check your room closely for personal items when you are preparing to leave. If you have left home medications with us, please ask the nurse to retrieve them before you leave. Our case managers and social workers are available to help you with services or equipment you may need once you leave the hospital. They can also offer practical assistance in a variety of areas.

## Social Services

Our staff can help you and your family with the social, emotional and financial problems that often accompany illness or injury. We can work with you, your doctor and your family and friends to develop a plan for your continued care when you leave the hospital. Our social and case management services are available at no cost to you. If you would like to speak with a member of our staff, tell your nurse or call ext. 1194 from your hospital phone.

# General Information

## Advance Directive

If you are an adult (18 years of age or older), you have the right to make an Advance Directive. An Advance Directive may include a Living Will or a Durable Power of Attorney for Healthcare or appointment of a surrogate for healthcare decisions.

### Living Will

A Living Will is a document through which you make your wishes known

about your medical treatment should the time come that you are no longer able to express yourself. If you have a living will, please bring it with you upon admission. If you do not have a Living Will and are interested in receiving more information, or are interested in actually making one, please tell your nurse. The nurse will contact someone who can provide the necessary forms and answer your questions.

When you are admitted to the hospital, we will ask if you have a Living Will. Federal law requires that we ask you this. If you have a Living Will, bring it with you to the hospital. We will make a copy for your chart and will return the original to you. You should bring this document each time you are admitted to a hospital. Keep your Living Will in a safe place at home where you and your family can find it, and provide a copy to your physician.

### **Durable Power of Attorney**

A Durable Power of Attorney for Healthcare is a document in which you legally name a person who will speak for you or make healthcare decisions on your behalf at the time you are unable to make such decisions for yourself. You should bring a copy of any Durable Power of Attorney for Healthcare each time you are admitted to the hospital.

### **Cell Phones**

Cell phones should be turned off or set to “vibrate” in all patient care areas in order to not disturb our patients. Please step into the public areas like the lobby and waiting areas to take or make calls. We appreciate your consideration of our patients.

**Please note: Washington Regional Medical Center employees or visitors are not to use cell phone cameras in a manner that intrudes on the privacy of our patients, guests or staff. Phone photos may be taken only if the other person(s) has agreed to be photographed.**

### **Chaplain Services**

We care not only for your physical health, but also for your spiritual well-being. A medical center chaplain who is trained to work with people of all faiths is always available to help you with any spiritual or emotional need. If you wish, the chaplain will be happy to notify your faith group or minister of your hospitalization.

To reach a chaplain or use our chapel facilities:

- Dial “0” or ask your nurse
- The Lee Bodenhamer Chapel is located on Level 5 next to the chaplain’s offices
- The Longer Chapel/family room is located on Level 1, public hallway near the Emergency Department

## Clothing

If desired, bring only essential toilet articles, night clothes, robe and slippers with you. We provide hospital gowns to our adult and pediatric patients. Hospital pajama pants are available upon request. If you are a maternity patient, you should arrange for clothing and blankets to take your baby home. Infant clothing shall be furnished while in the hospital. While in the hospital, diapers shall be available in necessary quantities.

## Electrical Appliances

Do not bring personal electrical and battery-operated appliances from home (hair dryers, coffee pots, hot plates, razors, etc.).

Battery-operated radios and audio cassette players may be used if:

- The equipment is in good condition
- The area of the medical center you are in does not prohibit usage

Battery-operated cameras and video recorders are allowed only if the other person(s) have agreed to be photographed. Battery chargers are not allowed.

## Employee & Volunteer Identification

All medical center employees and volunteers wear Washington Regional Medical Center identification badges displaying their name, department and photograph. Anyone who identifies himself or herself to you as a hospital employee or volunteer should be wearing this identification badge. If you have questions about the identity of anyone you come in contact with, call your nurse right away or call Security by dialing “0” on your hospital telephone.

## Lost and Found

You may report any lost items to our Security Department. Dial “0” on your hospital telephone or dial 479.463.1000 outside of the hospital and ask for Security. Washington Regional cannot assume responsibility for lost or misplaced articles remaining unclaimed for 90 days from the date they were received. We clean out lost and found items 90 days from receipt and donate them to charity.

## Mail

A Washington Regional volunteer will deliver mail to your room on weekdays. We will forward to your home address any mail received after you go home.

## Meals

The Food and Nutrition Services Department would like to make your stay more pleasant and comfortable. If you have any questions or comments regarding your food service while you are a patient, please call our

Nutrition Hotline at 479.463.4990 or ext. 4990 from your room phone and leave a message. Information to assist your family and visitors with Café Services is available by contacting our main office at 479.463.1262 or ext. 1262 from your room phone.

### **Meal Preference**

Upon admission, your nurse will ask you if you have any meal preferences. If you answer yes, the nurse will review with you foods you DO NOT eat, food allergies and special food requests. This information is entered into the electronic charting system and is then sent to the Nutrition Services Department. Food substitutions will be made to meet the needs of your special diet, allergies and stated preferences.

Johnelle Hunt Center for Women offers the *Express Menu* which allows the patient to order from a preselect menu. The nurse will provide you with a menu and discuss how to order your meals.

Nutrition Services encourages all guests to visit the Tyson Commons for their nutritional needs. If a guest requests a meal in the room, the guest is responsible to prepay in the Tyson Commons for a fee of \$7.35/meal.

### **Meal Service**

Your meal service includes three (3) meals per day. If you are not satisfied with your meal selection, please let us know at the time of delivery. An alternate selection is available as long as it meets the guidelines of the diet prescribed by your physician.

### **Meal Delivery Schedule**

Breakfast:	7:00 a.m. – 8:30 a.m.
Lunch:	12:00 noon – 1:30 p.m.
Dinner:	5:00 p.m. – 6:30 p.m.

### **Cafeteria Schedule for Visitors**

Breakfast:	6:30 a.m. – 10:00 a.m.
Closed:	10:00 a.m. – 10:30 a.m.
Lunch:	10:30 a.m. – 2:00 p.m.

### **Grab and Go/Sandwich Bar**

	2:00 p.m. – 4:00 p.m.
	4:30 p.m. – 7:30 p.m.
Closed:	4:00 p.m. – 4:30 p.m.

### **Special Diets**

Your physician may have ordered a “special diet” for you. If you would like information on your special diet, please call ext. 4990 from your

room phone and have the food services representative contact the registered dietitian to schedule a visit with you.

**The list below is a brief description of diet restrictions your meals may include:**

**NPO:** You are not allowed to eat or drink anything in preparation for tests or surgery.

**LIQUID:** This diet contains foods that are liquid at room temperature, and may be ordered before or after surgery.

**PUREE:** This diet consists of foods blended to the texture of pudding.

**SOFT:** This diet is a lower fat diet with the exclusion of coffee (caffeinated and decaffeinated), caffeine, chocolate, mint, tea and pepper (black and red).

**RENAL:** This diet limits protein, sodium, potassium, phosphorus and possibly fluids.

**LOW PROTEIN:** This diet limits foods that contain protein. Fruits and fats are used freely. Sodium and fluids may be controlled also, according to physician orders.

**HIGH FIBER:** This diet offers extra fruits, vegetables, whole grain breads and cereals.

**HEART HEALTHY:** This diet promotes a heart healthy lifestyle. It is generally limited in sodium, fat, cholesterol, and is carbohydrate controlled. It is typically used for patients with diabetes or a history of heart disease.

Your nurse may provide you with additional snacks and beverages from the unit nutrition center if it is appropriate for your diet. Registered dietitians are available to help you if you have special nutritional questions or needs.

## **VISITORS AND PATIENT FOOD**

**The Arkansas Department of Health prohibits Washington Regional staff from storing any outside foods brought in for patients. We appreciate your cooperation in this matter. Foods brought in need to be consumed, sent home with family or thrown away.**

## **55PLUS® Member Information**

Bring your 55Plus membership card with you to the medical center. You may use your card to get a 10% discount in our cafeteria. If you are being



admitted as an inpatient, **you will receive coupons for a family member to use.** Meal tickets are delivered between **8:00 a.m. and 2:00 p.m. Monday-Friday.** If you are admitted after 2:00 p.m. Monday-Friday or on the weekends or a holiday, you will receive your tickets the following business day. For further information call 479.463.1178. The meal coupons are given to you all at one time and are not dated. This will allow a family member or friend to use them anytime during your stay.

## Newspapers

Newspaper stands are located outside the admitting entrance.

## Nurse Call System

All patient rooms have a nurse call button built into the patient bed. To call your nurse, simply push the button. This will electronically notify the nursing station that you want assistance. The call can be answered verbally through an intercom system, which allows you to speak with the nurse directly. All patient restrooms also have a nurse call button or nurse call cord. For your own safety, please call the nurse for assistance in adjusting bed rails. Do not raise, lower or climb over bed rails.

## Telephones

Telephones are available in all patient rooms except the Emergency Department and the Critical Care Units. Your room number and your telephone extension are the same.

- From outside the hospital, callers can dial “463” + your room number
- To place local calls from your room, dial “9,” then the local number
- **Please note: To charge long distance calls to your credit card, collect or third party, dial “9+0” and the number. An operator will ask how the call is to be billed. (Subscriber fee: This comes out to \$13.48 for the first minute, \$1.99 for each additional minute).**
- To reach another department in the hospital, simply dial the department’s four-digit extension or dial “0” for the hospital operator

So that you may rest, incoming calls to your room are routed to the hospital operator between 10:00 p.m. and 6:30 a.m.

## Television

Televisions are available in all patient rooms.

## Wireless Access

Guest wireless access is available throughout the medical center for your convenience. Please associate your device to the WiFi Network called: WRMS GUEST

# Pain Management

Good pain management requires you to be an active member of your care team. It is important to control your pain to allow you to move about more comfortably, breathe deeply, feed yourself and walk to your bathroom for personal hygiene. Your nurses will teach you about your pain relief plan and what you may expect following a procedure or surgery. You will be taught ways you may help reduce the level of your pain.

Ask for pain relief medications or non-drug interventions while your pain is mild. Our goal is to prevent your pain from becoming severe and to keep you as comfortable as possible. Effective pain relief actually helps you heal faster and is an important part of your care.

In addition to pain relief medications, it may also be helpful to try a non-drug pain relief measure. Some of these options may require an authorization from your physician; discuss which of these may be right for you.

## Options for pain relief

- Heat or cold therapy
- Massage
- Positioning, movement, exercise or stretching
- Relaxation techniques or guided imagery
- Distraction, music or activity

As a patient, you have a right to expect:

- Information about pain and pain relief
- Staff who will care about your pain
- Staff who will respond when you report pain
- Staff who will ask often about your pain relief

As a patient, you have a responsibility to:

- Ask your doctor or nurse about pain relief
- Discuss pain relief choices with your doctor and nurse
- Ask for pain relief when pain first begins
- Tell us how well your pain is relieved
- Tell us your wishes or concerns about pain medication
- Use this pain scale (below) to help us understand your pain



0

1

2

3

4

5

6

7

8

9

10

No Pain

Moderate  
Pain

Worst  
Possible  
Pain

# Patient Safety

We are committed to providing you quality care in a safe manner. Your safety is an important part of our mission of healing. As a member of your healthcare team, you can help us by following these suggestions.

You have a right to be involved in decisions regarding your care. We will inform you about what to expect and what your doctor has planned for your care.

- Tell your nurse the name of any physician you wish to be notified regarding your admission.
- Expect your caregivers to introduce themselves by name and title. Look for an identification badge.
- Wear your hospital ID band at all times. Show us your ID band each time we come to give you care. If you have allergies, a band listing your allergies will be placed on your arm.
- Please read or ask for assistance in reading all consent forms, which will ensure you understand all procedures or surgeries you may have during your hospital stay.
- Ask us questions about your treatments, tests and medications.
- Tell the nurse the name and phone number of any family member or friend you want included in your care decisions and education.
- Let your nurse know if you want a family member or friend to stay with you or be nearby during your stay.
- Wash your hands frequently and ask that all caregivers wash their hands.

You will be asked to verify the site for any surgery, for example, “My surgery is on my left knee.” If it is appropriate, the nurse will ask you to mark the area where the surgeon will operate. We call it your “surgical site.” If you have marked your “surgical site,” you may ask the surgeon to sign the site before you are taken to surgery.

## Fall Safety

**You can reduce your risk of a fall by doing the following:**

- **Remain in bed until it is safe to get up**
- **Have the nurse lower your bed**
- **If you are weak, call for help before getting up**
- **Sit on the side of the bed for a few minutes before you stand**
- **Wear non-slip shoes or slippers when walking**
- **Walk close to the wall and use the handrail for safety**
- **Ask that a dim light remain on at night to light the path to the bathroom**
- **Do not lean on equipment with wheels, such as an IV pole or an over-the-bed table**
- **Have a family member or friend stay with you in your room**
- **Ask for a bedside commode**

## Medicine Safety

The hospital has procedures to promote safe medicine use. Our doctors and staff work as a team to give you the right medicine at the right time.

You can help ensure safe medicine use when you:

- Carry a list of your current medicines with you at all times
- Bring the list or medicines in their original containers to the hospital
- Question any medicine that is new or unfamiliar
- Ask about each new medicine or IV fluid you receive
- Do not take personal medications without consent of your physician
- Call for the nurse when medicine does not arrive on time

Also ask:

- Why the medication was ordered
- How it will make you feel
- How often it will be given
- What side effects may occur
- What to report to the nurse

## What you should do if you believe a medication error has occurred

If you are concerned that an error has occurred, immediately notify your doctor or nurse and request an explanation. Ask how the error is likely to affect you. If your questions are not answered to your satisfaction, ask to speak with the nurse manager or the patient safety officer.

## Infection Prevention Starts Here and Continues at Home

Washington Regional cares about preventing infection and avoiding the spread of germs not only while you are in the hospital, but also when you return home. Your recovery and continued good health are important to us. Ask everyone in your home to follow these guidelines as well.

### Cover Your Cough

- Turn away from other people before coughing and sneezing
- Cover your mouth or nose with a tissue when you cough or sneeze
- Discard the tissue in the trash
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands
- Always sanitize your hands after coughing or sneezing

### Care For Wounds

- Clean your hands before and after changing wound dressings
- Wear gloves to change dressings if recommended by your doctor
- Take special care with IV lines or other medical devices inserted into the body
- Make sure your hands are clean first before touching IV lines and medical devices

## Disinfect Germ “Hot-Spots”

- Disinfect commonly touched hard surfaces in your home, such as countertops, door handles, sinks, tabletops, phones, TV remotes and baby changing tables
- Use product sprays and wipes that are labeled “disinfectant” to kill a broad spectrum of harmful bacteria and viruses that other cleaners cannot
- Use a clean, dry cloth or paper towel to clean and dry all surfaces
- Never share toothbrushes, combs, drinking glasses, utensils, razor blades, face cloths or bath towels

## Hand Hygiene

### Clean Your Hands

**Proper hand hygiene is everyone’s responsibility. Everyone caring for you should clean their hands. If you do not see the doctor, nurse or other healthcare provider clean their hands with soap and water or use a waterless alcohol hand sanitizer when entering your room to provide care, remember that it is OK to ask. We want you to be an active participant in our hand hygiene program.**

### Why?

In the United States, **nearly two million new infections are reported in hospitalized patients each year.** Infections you get in the hospital can be life-threatening and hard to treat. You can take action by asking both your healthcare providers and visitors to wash their hands.

### When?

You and your visitors should use hand hygiene practices very often, especially after touching objects or surfaces in the hospital room.

### **Wash your hands with soap and water:**

- Whenever your hands are visibly dirty
- Before you eat and after using the restroom
- After contact with blood or body fluids

### How?

It only takes 15 seconds of using either soap and water or an alcohol-based hand sanitizer to kill the germs that cause infections.

### **Proper Hand Washing Techniques:**

- Use soap and plenty of running water
- Wet hands with warm water and work soap into a lather
- Rub your hands vigorously for 15 seconds or longer and make sure you get in between fingers
- Rinse your hands with warm running water and dry with a clean paper towel

- Use a clean paper towel to turn off the water faucet, and discard it in a trash can

#### **Proper Use of Hand Sanitizers:**

- Use hand sanitizer for routine hand cleaning only if your hands aren't visibly dirty
- Apply a nickel-sized amount of hand sanitizer to the palm of one hand
- Rub your hands together until dry, making sure the sanitizer covers every spot on your hands and fingers

**Note: Water is not necessary when using a hand sanitizer.**

## **Immunizations**

Washington Regional Medical Center offers inpatient vaccination against influenza and pneumococcal disease. Please read the vaccination information sheet for each disease if you are interested in getting vaccinated. The sheets are located in your admission packet. Influenza vaccination is offered each October through March to persons six months of age and older. Pneumococcal vaccination is offered to persons (with certain inclusion criteria) throughout the year.

## **Restraints**

As a patient, you have the right to be free from restraints or seclusion unless medically required to keep you or others safe. You have the right to safe use of restraints or seclusion by trained staff when needed. You have the right to be free from any type of restraint or seclusion put in place as a means of intimidation, punishment or convenience.

## **Rapid Response Team**

One way of providing the best care to our patients is through our Rapid Response Team. In order to improve care for all of our patients, the Rapid Response Team responds to medical emergencies. We believe in teamwork, and we ask that you and your family be a part of our team by calling the Rapid Response Team when you or your family believe there has been a significant change in your condition.

### **WHEN TO CALL THE RAPID RESPONSE TEAM**

- You or your family notice a change in your medical condition
- The healthcare team has not fully satisfied your concerns regarding your condition
- You believe that further attention is necessary regarding your treatment

### **HOW TO CALL**

1. To access the Rapid Response Team, please call ext. 3333 from your hospital phone
2. Next, place your call light on

3. The operator will ask for your name, patient name and room number
4. The operator will immediately activate the Rapid Response Team

## **WHAT WILL HAPPEN NEXT**

The Rapid Response Team of healthcare professionals will be alerted and will arrive in the patient's room to assess the situation.

## **Interpreters & Services for the Disabled**

### **Interpreters**

To aid our patients who do not speak English, we have access to interpreters in a number of languages. We also subscribe to a special telephone service that provides interpreters in more than 100 languages, 24 hours a day.

- To reach an interpreter, contact your nurse
- Cyracom phone service is available throughout the hospital

### **Services for the disabled**

- Designated parking spaces are provided near each patient entrance

### **Services for the hearing-impaired**

- A telecommunication device for the hearing-impaired, video relay is available 24/7 upon request
- Sign language interpreters are available upon request

## **Patient Satisfaction**

Washington Regional is committed to providing quality patient care services. We strive to meet and exceed your expectations for quality of care and customer service.

## **Patient Concerns/Complaints**

All patients and families have the right, without recrimination, to voice their concerns or complaints. If you have concerns about the quality of your care or the service you receive, we hope that you will bring them to the attention of one of the following:

- Your nurse
- The hospital nurse manager
- Washington Regional Executive Office at 479.463.5003
- Grievance Committee 479.463.1000

We respect your right as a patient or family member to have your concerns and/or complaints addressed in a timely manner that ensures a satisfactory and mutually agreeable resolution. All written concerns will be brought before the Grievance Committee for a formal response.

You may also communicate your concerns by writing or calling Washington Regional Medical Center, the Arkansas Department of Health and the Joint Commission Office of Quality Monitoring:

**Executive Offices**

Washington Regional  
3215 N. North Hills Blvd.  
Fayetteville, AR 72703 479.463.5000

Arkansas Department of Health  
Health Facilities Services  
Freeway Medical Tower, Suite 400  
5800 West 10th  
Little Rock, AR 72204 501.661.2201

Joint Commission Office of Quality Monitoring  
complaint@jointcommission.org  
1.800.994.6610

**Patient Satisfaction Survey**

After you go home, you may receive a patient satisfaction survey with a postage-paid envelope in the mail. Please fill out this survey and return it in the postage-paid envelope provided. We welcome all your comments and use them to improve our services. If you are not pleased with your care or our services, we will work with you to resolve any concern or complaint you may have in a timely fashion.

**You have several ways to let us know:**

- After you leave the hospital, complete the patient satisfaction survey
- Send us a letter detailing your experience:  
Washington Regional Medical Center Executive Offices  
3215 N. North Hills Blvd.  
Fayetteville, AR 72703
- Call the hospital at 479.463.1000 and ask for the Grievance Committee. We will put you in touch with someone who can assist you.



# Patient Rights

Patients have a fundamental right to safe, effective and considerate care that supports their personal dignity, spiritual beliefs, cultural values and psychosocial well-being.

Each patient's rights shall be respected regardless of race, creed, sex, national origin, religion, age, sexual orientation, disability, diagnosis or sources of payment for care.

## Your Rights

- to be treated with respect and courtesy
- to receive safe, considerate, ethical and cost-effective medical care
- to have your individual cultural, spiritual and psychosocial needs respected
- to have your privacy and personal dignity maintained
- to expect that information regarding your care will be treated as confidential

## Your Responsibilities

- to respect hospital personnel
- to respect caregivers' efforts to provide care for other patients
- to respect hospital property
- to be considerate of other patients and to see that your visitors do the same

# Treatment

## Your Rights

- to receive treatment regardless of race, religion or any other discrimination prohibited by law
- to receive emergency treatment regardless of ability to pay
- to expect reasonable continuity of care and to be informed of available and realistic care options when hospital care is no longer appropriate
- to have your needs for pain management addressed and treated
- to be free from the use of restraints and/or seclusion unless clinically necessary

## Your Responsibilities

- to follow your caregivers' instructions and help them in their efforts to return you to health
- to inform your caregivers if you think there may be problems in following their instructions

- to participate in decision making about your medical care
- to recognize the impact of lifestyle on your personal health
- to ask your treating physician if he/she has any conflicts of interest that directly affect your care

## Advance Directives

### Your Rights

- to have an advance directive (living will and/or durable power of attorney for healthcare decisions)
- to obtain information regarding an advance directive
- to have your advance directive (if you have one) included in your medical record
- to have your advance directive followed to the extent that is medically appropriate and lawful

### Your Responsibilities

- to inform the hospital if you have an advance directive
- to give the hospital a copy of your written advance directive (if you have one)

## Information

### Your Rights

- to understand your diagnosis and treatment, as well as the possible outcomes, risks and benefits of your care
- to have information regarding your medical treatment explained to your family member or other appropriate individual when you are unable to participate in decisions about your care
- to access a foreign language or American Sign Language interpreter and/or adaptive equipment (including TDDs) if needed
- to be advised of hospital policies, procedures, rules and regulations that may affect your care
- to be aware of any proposed hospital research in which you may be involved
- to be aware that the hospital ethics committee is available to you to discuss ethical issues related to your care
- to understand that your caregivers may be both teachers and students
- to know the names/titles of your caregivers
- to see your medical records (in accordance with hospital policy and/or the law)
- to review your bill and to have any questions or concerns you have adequately addressed and receive an itemized copy of the bill upon request (reasonable time frame)

## **Your Responsibilities**

- to provide the hospital with accurate and complete information about your medical history
- to ask your caregivers for more information if you do not understand your illness or treatment
- to provide the hospital with necessary payment and/or insurance information

## **Involvement**

### **Your Rights**

- to be involved in decisions concerning your care
- to have your family members and/or others involved in decisions about your care
- to exclude your family members and/or others from participating in decisions about your care
- to discuss any treatment planned for you
- to give your informed consent or informed refusal for treatment
- to leave the hospital or request a transfer (in accordance with hospital policy and/or the law)
- to refuse to be treated by a student
- to consent or decline to participate in clinical research

### **Your Responsibilities**

- to abide by hospital rules and regulations
- to keep your appointments
- to inform the hospital if you believe your rights have been violated

Patients have the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation. Complaints concerning an alleged violation of any of these patient rights are reported, communicated and managed through the hospital's supervisory chain of command, with the immediate purpose of protection of patient privacy and safety needs. Additional resources for protective and/or advocacy services are offered and available to all patients and families upon registration, and are provided again as needed upon request.

# HIPAA Privacy Notice

**This notice describes how health information may be used and disclosed and how you can obtain access to your health information. Please review it carefully.**

## Washington Regional Medical System Responsibilities

Washington Regional Medical System is committed to protecting the confidentiality of your health information. The System creates a record of the care and services you receive at our facilities. We need this record to provide you with quality care and to comply with certain legal requirements. This notice will inform you as to the ways we may use and disclose information about you and your health (“health information”). This notice also describes your rights and certain obligations we have regarding the use and disclosure of your health information.

This notice applies to all of the records of your care generated or maintained by the System, whether made by Washington Regional personnel or your doctor.

The Health Insurance Portability and Accountability Act (“HIPAA”) requires that Washington Regional maintain the privacy of your health information and provide you this notice as to our legal duties and privacy practices with respect to health information. When Washington Regional uses or discloses health information, it is required to abide by the terms of this notice. Washington Regional reserves the right to change our privacy practices and this notice. We reserve the right to make the revised or changed notice effective for health information we already have about you as well as any information we receive in the future. Our current notice may be accessed on the Washington Regional web page at <http://www.wregional.com>. Revised notices will also be posted in facility patient waiting areas. You may also receive current copies of our notice by sending a written request to the System privacy officer.

Washington Regional is required by law to let you know promptly if a breach occurs that may have compromised the privacy or security of your health information.

If you have any questions about this notice, contact the Washington Regional Privacy Officer at 479.463.7640, or by writing to Washington Regional Privacy Officer, 3215 N. North Hills Blvd., Fayetteville, AR 72703.

## Your Choices:

**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends or others involved in your care.
- Share information in a disaster relief situation.
- Include your information in a hospital directory.

*If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

In these cases **we never share** your information unless you give us written permission:

- Marketing purposes
- Sale of your health information
- Most sharing of psychotherapy notes

In the case of fundraising:

- Washington Regional may contact you for fundraising efforts to help sustain our mission, but you can tell us not to contact you again. The Washington Regional Medical Foundation will provide you with the necessary information to communicate your preference to be removed from fundraising lists.
- **Directories.** Washington Regional may maintain a directory of patients that includes your name and location within the facility, your religious designation, and information about your condition in general terms that will not communicate specific health information about you. Except for your religion, Washington Regional may disclose this information to any person who asks for you by name. Washington Regional may disclose all directory information to members of the clergy.
- **Notifications.** Washington Regional may disclose to your relatives or close personal friends any health information that is directly related to that person's involvement in the provision of, or payment for, your care. Washington Regional may also use and disclose your health information for the purpose of locating and notifying your relatives

or close personal friends of your location and general condition or death, and to organizations that are involved in those tasks during disaster situations.

- Except as described in this notice, disclosures of your health information will be made only with your written authorization. You may revoke your authorization at any time, in writing, unless we have taken action in reliance upon your prior authorization, or if you signed the authorization as a condition of obtaining insurance coverage.

## **Uses and Disclosures of Your Health Information**

The following sections describe the circumstances for which Washington Regional may use and disclose your health information without obtaining prior authorization and without offering you an opportunity to object.

- **Treatment.** Washington Regional may use and disclose your health information to provide you with medical treatment and services. Washington Regional may disclose health information about you to doctors, nurses, technicians, students or other healthcare personnel who are involved in your care. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process. In addition, the doctor may need to tell the hospital's dietitian if you have diabetes so that we can arrange for appropriate meals. Washington Regional may also share your health information with other Washington Regional personnel or non-Washington Regional providers, agencies or facilities in order to coordinate the services you may need, such as prescriptions, lab work and X-rays. Washington Regional may also disclose health information to persons outside Washington Regional who may be involved in your continuing medical care after you leave Washington Regional, such as another hospital, a nursing home, a home health provider, a rehabilitation hospital, community agencies and family members.
- **Payment.** Your health information will be used or disclosed, as necessary, to secure payment for your healthcare services. Washington Regional may use your health information so that the treatment and services you receive at Washington Regional or from other entities, such as an ambulance company, may be billed and payment collected from you, an insurance company or a third party. For example, we may share your health information with your health insurance company and provide your diagnosis and treatment in order to assist the insurer in processing the claim for the healthcare services provided to you.

- **Health Care Operations.** Washington Regional may use and/or disclose your information for the purposes of our day-to-day operations and functions. We may also disclose your information to another covered entity to allow it to perform its day-to-day functions, but only to the extent that we both have a relationship with you. For example, we may compile your health information, along with that of other patients, in order to allow a team of our healthcare professionals to review that information and make suggestions concerning how to improve the quality of care provided at this facility. Also, we may contact you as part of our efforts to raise funds for the organization. All fundraising communications will include information about how you may opt out of future fundraising communications.

Washington Regional may also use and/or disclose your health information:

- When required by law;
- For public health purposes such as vital statistics and preventing or controlling disease;
- To disclose information about victims of abuse, neglect or domestic violence;
- For health oversight activities, such as audits or civil, administrative or criminal investigations;
- For judicial or administrative proceedings;
- For law enforcement purposes;
- To assist coroners, medical examiners or funeral directors with their official duties;
- To facilitate organ, eye or tissue donation;
- For certain research projects that have been evaluated and approved through a research approval process that takes into account patients' need for privacy;
- To avert a serious threat to public health or safety;
- Washington Regional Medical Center and the independent members of its Medical and Allied Health Staffs participate in an organized healthcare arrangement, as recognized by law, so that they may share your health information in the course of providing your treatment, performing peer review, quality improvement activities, medical education, and conducting the payment and healthcare operations associated with your care at any Washington Regional Medical System facility;
- For specialized governmental functions, such as military, national security, criminal corrections or public benefit purposes; and
- For workers' compensation purposes, as permitted by law.

## Your Rights Regarding Your Health Information

Your health information is the property of Washington Regional. You have the following rights, however, regarding health information we maintain about you:

- **Right to Inspect and Copy.** With certain exceptions, you have the right to inspect and copy your health information for as long as we maintain that information.

To inspect and copy health information that may be used to make decisions about you, you must submit your request in writing to the appropriate medical record department of the Washington Regional entity that maintains your health information. A list of all Washington Regional record departments and their addresses is set forth at the end of this notice. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request. You may request an electronic or paper copy of your record. The copy or summary of your health information will be provided to you, usually within 30 days of your request.

- **Right to Request an Amendment or Addendum.** If you believe that health information Washington Regional has about you is incorrect or incomplete, you may ask us to amend the information or add an addendum (addition to the record). You have the right to request an amendment or addendum for as long as the information is kept by or for Washington Regional.

To request an amendment, your request must be made in writing and submitted to the medical record department of the Washington Regional entity that maintains your information at the appropriate address set forth at the end of this notice. In addition, you must provide a reason that supports your request.

Washington Regional may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by Washington Regional medical staff or employees, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the health information kept by or for Washington Regional;
- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.



- **Right to an Accounting of Disclosures.** You have the right to request an “accounting of disclosures”. This is a list of the disclosures we made of your health information. This right does not apply to disclosures made for purposes of treatment, payment and healthcare operations or disclosures that are subject to certain restrictions, exceptions and limitations imposed by law.

To request an accounting of disclosures, you must submit your request in writing to Washington Regional Privacy Officer, 3215 N. North Hills Blvd., Fayetteville, AR 72703. Your request must state a time period that may not be longer than six years. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. Washington Regional will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

We will ordinarily respond to your request for an accounting within 60 days. If we require additional time to prepare the accounting you have requested, we will notify you in writing about the reason for the delay and the date you can expect to receive the accounting.

- **Right to Request Restrictions.** You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment or healthcare operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care, like a family member or friend. For example, you could ask that we not use or disclose information about a surgery performed at Washington Regional.

We are not required to agree to your request. If we do agree, our agreement must be in writing and we will comply with your request unless the information is needed to provide you emergency treatment.

To request a restriction, you must make your request in writing to the Washington Regional Privacy Officer, 3215 N. North Hills Blvd., Fayetteville, AR 72703. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply, for example, disclosures to your spouse.

- **Right to Request Confidential Communications.** You have the right to request that we communicate with you about medical matters in a more confidential way by requesting that we communicate with you by alternative means or at alternative locations. For example, you can ask that we only contact you at home or by mail, or send to a different address or call an office phone.

To request more confidential communications, please make your request in writing to Privacy Officer, 3215 N. North Hills Blvd., Fayetteville, AR 72703. We will not ask you the reason for your request, and we will try to accommodate reasonable requests. Please specify in your request how or where you wish to be contacted, and how payment for your healthcare will be handled if we communicate with you through the requested alternative method or location.

- **Right to a Paper Copy of This Notice.** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.

You may obtain a copy of this notice at our website, [www.wregional.com](http://www.wregional.com) or by writing Privacy Officer, 3215 N. North Hills Blvd., Fayetteville, AR 72703, telephone number 479.463.7640.

- **Ask us to Limit What We Share.** You can ask us not to use or share certain health information for treatment, payment or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care or our operations. If you pay for a service or health care item out of pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

## Complaints

If you believe your privacy rights have been violated, you may file a complaint with Washington Regional or with the Secretary of the Department of Health and Human Services. To file a written complaint with Washington Regional, contact Privacy Officer, 3215 N. North Hills Blvd., Fayetteville, AR 72703, telephone number 479.463.7640.

You will not be penalized for filing a complaint.

**File a Complaint if you feel your rights are violated.** You can complain if you feel we have violated your rights by contacting us using the following information:

- Contact the Washington Regional Medical System Privacy Officer at 479.463.1000, or by letter addressed to Privacy Officer at 3215 N. North Hills Blvd., Fayetteville, AR 72703, or by e-mail to [ekradel@wregional.com](mailto:ekradel@wregional.com).
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by letter addressed to U.S. Department of Health and Human Services Office for Civil Rights, 200 Independence Ave., S.W., Washington, D.C. 20201, or by calling 877.696.6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

### **Other Uses of Health Information**

Other uses and disclosures of health information not covered by this notice or the laws that apply to Washington Regional will be made only with your written authorization, giving us permission for such uses or disclosures. If you provide us permission to use or disclose health information about you, you may revoke that permission, in writing, at any time, by contacting Privacy Officer, 3215 N. North Hills Blvd., Fayetteville, AR 72703. If you revoke your permission, we will no longer use or disclose health information about you for the reasons covered by your written authorization. Washington Regional is unable to take back any disclosures already made with your permission, and we will retain our records of the care that we provided to you as required by law.

When this notice refers to “the System”, it is referring to Washington Regional Medical System (Washington Regional) and certain of its affiliated entities, including, but not limited to: Washington Regional Medical Center, Washington Regional Home Health, Washington Regional Hospice, Fayetteville City Hospital, Washington Regional Family Clinic Fayetteville, HerHealth by Washington Regional, JPA Clinic, Washington Regional Diagnostic Clinic, Washington Regional Family Clinic Eureka Springs, Washington Regional Family Clinic Springdale, Northwest Arkansas Neuroscience Institute, WR Ozark Urology, Washington Regional Clinic for Senior Health, Washington Regional Memory Clinic, Walker Heart Institute Cardiovascular Clinic, Walker Heart Institute Harrison Cardiology, and Washington Regional Wound Care Clinic together with all Washington Regional employees, staff, volunteers, medical, nursing and other healthcare students, persons or entities performing services for Washington Regional under agreements containing privacy protections or to which disclosure of health information is permitted by law.

## Patient Responsibilities

To help us give you the best of care and meet our responsibilities to you and your family, please...

### **Be honest with us about:**

- Your current and past health
- Any changes in your condition that you have noticed
- Any medicines you take, including those ordered by your doctors or bought over-the-counter
- Any worries you and your family have about your condition or treatment
- Any religious, cultural, personal or learning needs you may have

### **Help us care for you by:**

- Following the directions of your doctors, nurses and other staff
- Letting us know when you cannot follow our directions
- Learning, with the help of your doctor and our staff, what you can do to take care of yourself
- Telling us when treatment is making things better or worse
- Asking us questions when you do not understand
- Telling your doctor or nurse if you think we have not met our responsibility, so we can work together to solve any problem

### **Respect and follow the hospital rules and regulations by:**

- Respecting the privacy of others and keeping what you hear about others to yourself
- Keeping the volume of your television, radio and other devices at a level that does not bother others
- Limiting your visitors if they disturb others
- Leaving your valuables at home or placing them in the hospital safe
- Not bringing a weapon, alcohol or illegal drugs into the hospital
- Not smoking or using tobacco products in the hospital or on hospital grounds. If you are a smoker, ask us about smoking options.
- Not using foul or abusive language
- Not hitting or threatening another person

While your health is our first concern, you are responsible for your hospital bill. Please give us correct information about your insurance, if any, and provide the hospital with any forms or records your insurance company needs in order to pay your bills. Please ask for information regarding financial assistance if you have a problem paying your bills. You may receive multiple bills for your healthcare services received, such as radiology, pathology, emergency department physicians, anesthesiologist and your physician.

# Medication Information

Name of Medication: \_\_\_\_\_

Quantity/Dosage: \_\_\_\_\_

How Taken: \_\_\_\_\_

Prescribed by: \_\_\_\_\_

Pharmacy Name and Number: \_\_\_\_\_

\_\_\_\_\_

Name of Medication: \_\_\_\_\_

Quantity/Dosage: \_\_\_\_\_

How Taken: \_\_\_\_\_

Prescribed by: \_\_\_\_\_

Pharmacy Name and Number: \_\_\_\_\_

\_\_\_\_\_

Name of Medication: \_\_\_\_\_

Quantity/Dosage: \_\_\_\_\_

How Taken: \_\_\_\_\_

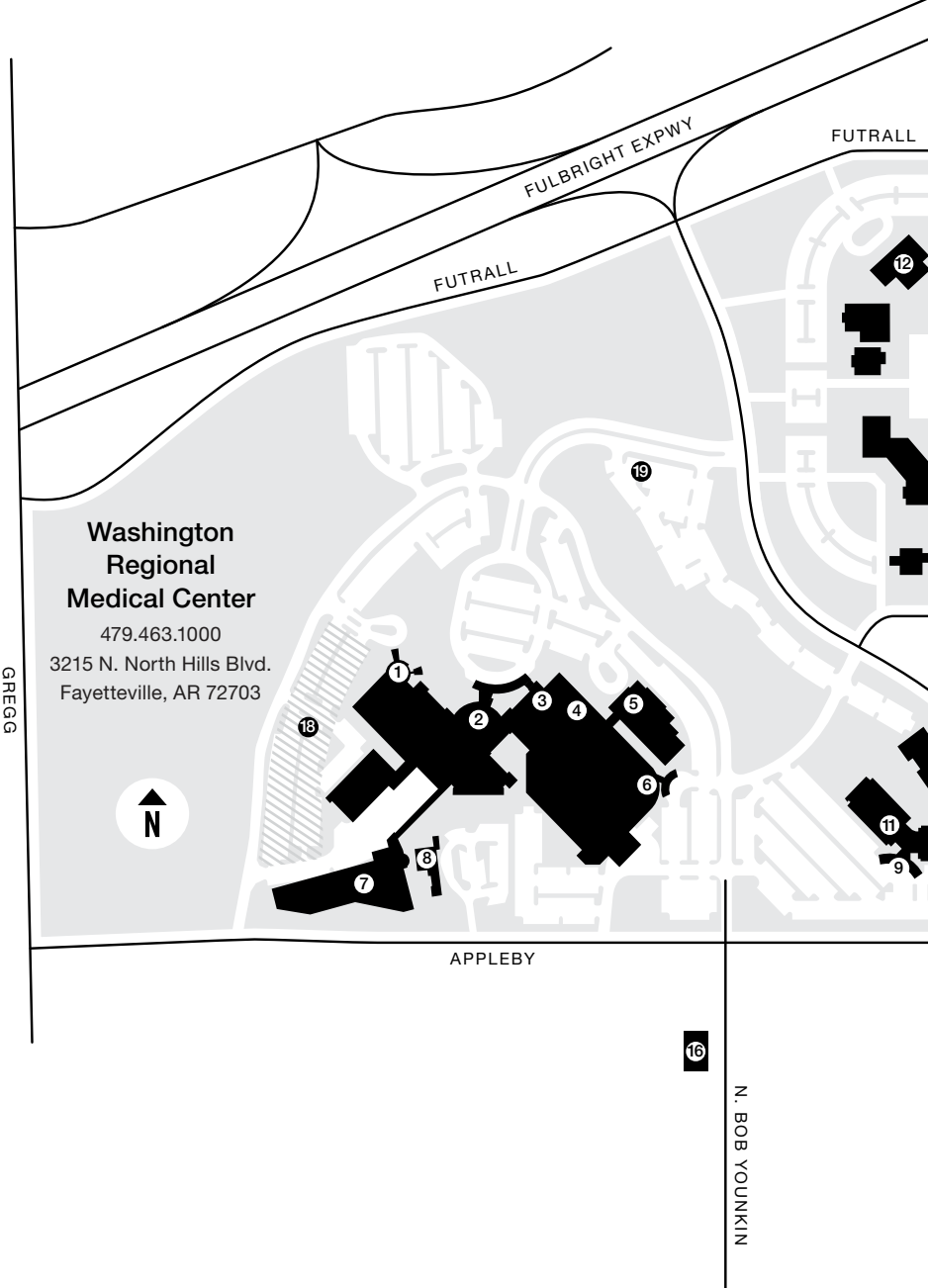
Prescribed by: \_\_\_\_\_

Pharmacy Name and Number: \_\_\_\_\_

\_\_\_\_\_



# Washington Regional Medical Center



**Washington  
Regional  
Medical Center**

479.463.1000

3215 N. North Hills Blvd.  
Fayetteville, AR 72703

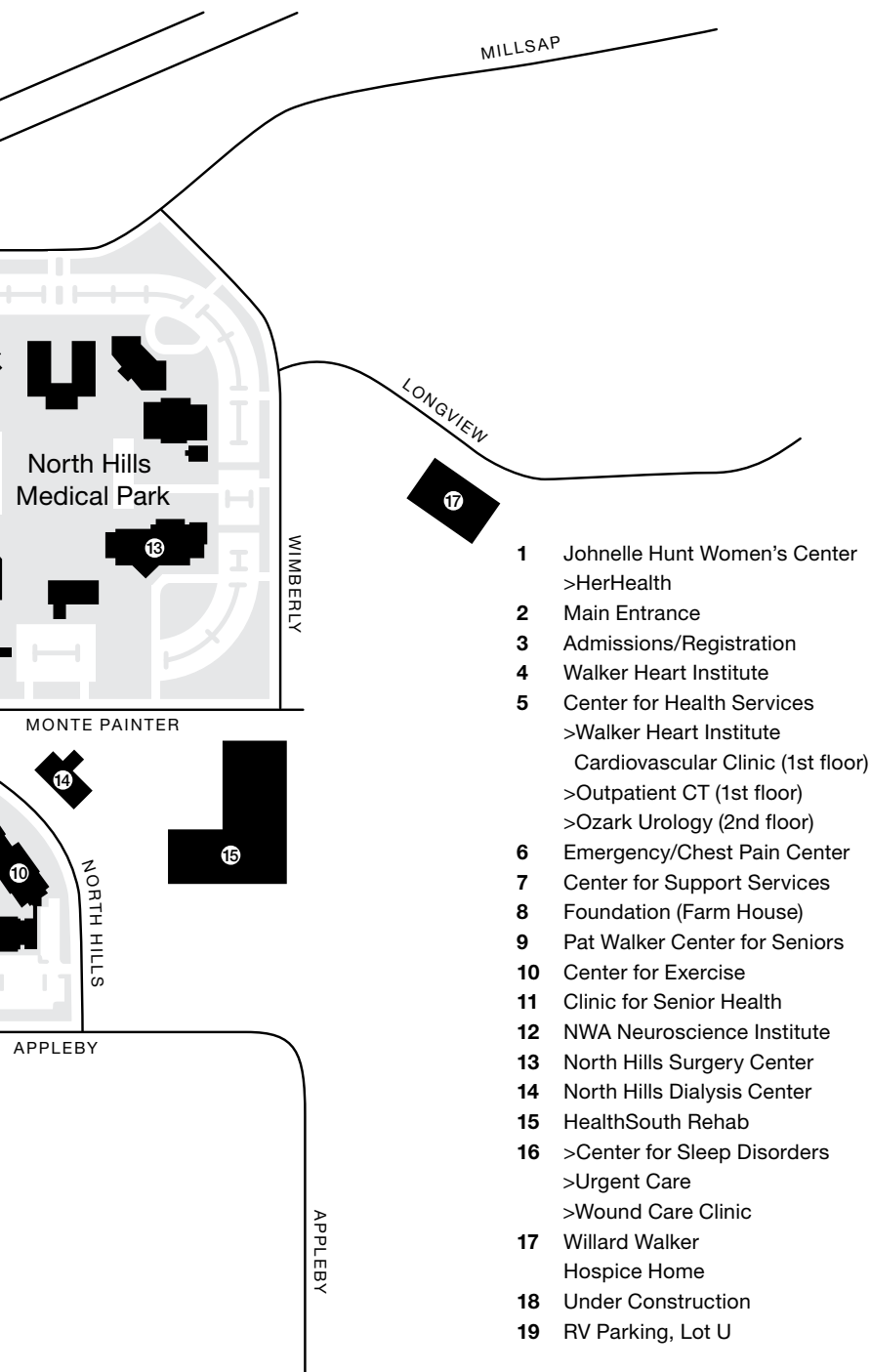
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- 1** Johnelle Hunt Women's Center  
>HerHealth
- 2** Main Entrance
- 3** Admissions/Registration
- 4** Walker Heart Institute
- 5** Center for Health Services  
>Walker Heart Institute  
Cardiovascular Clinic (1st floor)  
>Outpatient CT (1st floor)  
>Ozark Urology (2nd floor)
- 6** Emergency/Chest Pain Center
- 7** Center for Support Services
- 8** Foundation (Farm House)
- 9** Pat Walker Center for Seniors
- 10** Center for Exercise
- 11** Clinic for Senior Health
- 12** NWA Neuroscience Institute
- 13** North Hills Surgery Center
- 14** North Hills Dialysis Center
- 15** HealthSouth Rehab  
**16** >Center for Sleep Disorders  
>Urgent Care  
>Wound Care Clinic
- 17** Willard Walker  
Hospice Home
- 18** Under Construction
- 19** RV Parking, Lot U





# Healthcare Services For You

(To dial a local number outside the medical center, dial 9 then the number.)

<b>Area code.....</b>	<b>479</b>
Admissions .....	463-1086
Billing/Business Office .....	463-2455
Case Management .....	463-1194
Compliance Hotline .....	463-7641
Executive offices .....	463-5000
Financial Counselor.....	463-5051 or 463-5054
Home Health .....	463-1840
Hospice.....	463-7385
Patient Room Information .....	463-1161
<b>Main Number .....</b>	<b>463-1000</b>
Nutrition Services.....	463-5325
Pastoral Services.....	463-1267
Physician Referral Service .....	1-866-631-4830
Security.....	463-1000
Volunteer Services .....	463-1085
Washington Regional Foundation.....	444-9888
55PLUS®.....	463-1178



 **WashingtonRegional**  
Medical Center



3215 N. North Hills Blvd.  
Fayetteville, AR 72703  
[www.wregional.com](http://www.wregional.com)