



# Patient Information Guide



## **Mission**

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

## **Vision**

To be the leading healthcare system in Northwest Arkansas – the best place to receive care and the best place to give care.

## **Values**

To treat others – patients and their families, visitors, physicians, and each other – as we would want to be treated.

# We Appreciate the Trust You Have Placed in Us

Your overall well-being is important to us at Washington Regional. Our care team works diligently each day to improve the health of people we serve in our communities by providing compassionate, high-quality care, prevention and wellness education. Even after you leave the 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 worker 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 may assist you in securing the most appropriate resources.

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

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*Washington Regional Medical Center is the flagship institution of Washington Regional Medical System, Northwest Arkansas’s largest locally owned and governed, non-profit healthcare system.*

*Washington Regional Medical Center is accredited by The Joint Commission 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, gender, national origin, 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, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, and other applicable laws and regulations which protect and assure equal access to health programs or activities at Washington Regional Medical Center. During orientation and annual education, employees are advised of the policies and practices that support our compliance with these and other 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, Cardiac Care & Neuro Intensive Care Units

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

Please limit visitors to two at a time. Only one designated support person  
9:00 p.m. - 9:00 a.m.

# Admissions

## Prior to Admissions

To assist us in serving you, please have the following items available at the time of registration:

- Insurance card(s)
- Medicare/Medicaid card
- 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 any 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 6:00 a.m. to 7:00 p.m. Monday through Friday. Our weekend hours are from 7:00 a.m. to 3:30 p.m. Saturday and Sunday. 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 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 and 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 479.463.5073.

## 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 for those who

qualify. Health insurance benefits will be verified. Based on the available 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 (Public Benefits Advisor) call ext. 7919 or 7942. If you call from outside the hospital, dial 479.463.7919 or 479.463.7942. Hours are 7:00 a.m. to 4:30 pm Monday through Friday.

**Professional fees charged by specialists, including anesthesiologists, pathologists, consultants and physicians not employed by Washington Regional are not included in your hospital bill. You may be billed directly by these physicians for their services.**

## Financial Assistance

As part of its non-profit mission, Washington Regional Medical Center wants to help patients who do not have health insurance or the financial resources to pay their hospital bill.

Our staff can help you:

- Apply for health insurance through the Health Insurance 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 equally and 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 may 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 a medical screening examination and any necessary stabilizing treatment to all persons found to have an emergency medical condition regardless of ability to pay 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 is not available for 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 only for persons living in the service areas served by Washington Regional Medical Center.

## **Income Guidelines for Financial Assistance**

Any financial assistance granted is based on Federal Poverty Level information as set by the U.S. Government each year. Generally, 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.

You can get more information about the Washington Regional Medical Center Financial Assistance Policy and an application by 1) speaking with a Patient Services Representative at the hospital, 2) by calling us at 479.463.6000 or 3) accessing the policy at [www.wregional.com](http://www.wregional.com).

## **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 does not include professional fees from providers not employed by Washington Regional. You may also receive additional bills from anesthesiologists, pathologists, consultants or physicians not employed by Washington Regional. If you have questions regarding these bills, you need to contact their offices directly at the numbers listed on the statements you receive from those providers.

## 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 orders otherwise, the medications you take while you are in the hospital are dispensed and monitored by our staff of licensed pharmacists. This monitoring helps prevent unwanted adverse medication effects and drug-to-drug interactions.

- 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.
- Any medications your physician allows as evidenced by an order entered in your record for you to bring with you must be given to

hospital nursing staff for dispensing. Upon discharge you will be given any remaining medication.

## 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 Women and Infants Center; south of the Women and Infants Center in the parking garage and south of the Emergency Department. There is also valet parking available at the main entrance.

### **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 Act 134 of 2005, Washington Regional Medical Center is a smoke-free and tobacco-free environment. Smoking, vaping (with or without tobacco) and use of tobacco products in hospital facility, clinics, parking lots and/or on our grounds is prohibited.

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

## Personal Items and Valuables

**Washington Regional is not responsible for any loss or damage** to your personal items such as pillows, pajamas, slippers or valuables such as a purse, wallet or jewelry. Please leave **money, jewelry** and other **articles of value** at home. Washington Regional will not assume responsibility for valuables or personal belongings brought by 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, you are responsible for asking 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 patient family members. To view rates, visit [wregional.com](http://wregional.com); click on For Family & Visitors, click on Nearby Hotel Accommodations.

If you would like a printed list of these hotel accommodations please call the Case Management Department at 479.463.1194, or ext. 1194 from your hospital phone.

## Discharge Planner

Your discharge planner is a member of the Case Management and Social Services team and is available to assist you and your family to coordinate your care needs after you leave the hospital. This includes services or equipment you may need.

To reach your discharge planner, please ask a staff member to contact them or call Case Management at 479.463.1194.

## 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. If you have needs for your care at home that haven't been addressed, please call Case Management at 479.463.1194 before you leave the hospital.

## Social Services

Our staff can help you and your family with social and emotional concerns 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. Please ask a staff member to contact Case Management or call 479.463.1194 for assistance.

# 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 previously executed Living Will or a Durable Power of Attorney for Healthcare or appointment of a surrogate for healthcare decisions.

An Advance Directive 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 an existing Advance Directive or Living Will, please bring it with you upon admission. If you do not have an Advance Directive 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, federal law requires us to ask if you have an Advance Directive. If you have an Advance Directive, 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 Advance Directive in a safe place at home where you and your family can find it, and provide a copy to your physician.

## Appointment of a Healthcare Agent

An Appointment of Healthcare Agent 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 An Appointment of Healthcare Agent 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 prohibits the use of recording devices within the hospital, including the use of cell phone to record.**

## Chaplain Services

We care not only for your physical health, but also for your spiritual well-being. A medical center chaplain 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 religious leader 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

Please bring only essential toilet articles, night clothes, robe and slippers with you. We provide hospital gowns to our 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, radios, etc.).

## 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 does not assume responsibility for lost or misplaced articles unless Washington Regional agrees to store the articles and provides the patient with a receipt.

## 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 Nutrition and Dining 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. You can reach the department director at 479-463-1240 or ext. 1240

## Meal Preference

Upon admission, a diet clerk will call your room phone to ask if you have any meal preferences. This information will be documented in the nutrition software. Food substitutions will be made to meet the needs of your prescribed diet, allergies, and individual preferences.

Nutrition Services encourages all guests to visit the Tyson Commons cafeteria 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 per 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 may be available as long as it meets the guidelines of the diet prescribed by your physician.

## Meal Delivery Schedule

7:00 a.m. – 7:00 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.

In addition to the cafeteria you will find our Espresso bar, Apothecary, a coffee cafe, located on the 2nd floor above the lobby.

Weekday Hours: 7:00 a.m. – 9:00 p.m.  
Weekend Hours: 7:00 a.m. – 3:30 p.m.

Our Sandwich Shop, 5 Loaves Café, is located adjacent to registration in the Women and Infants Center.

Weekday Hours: 11:00 a.m. – 1:00 a.m.  
Weekend Hours: Closed

## Therapeutic Diets

Your physician may have ordered a “therapeutic diet” for you. If you would like information on your therapeutic 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 and excludes coffee (caffeinated and decaffeinated), caffeine, chocolate, mint, tea and pepper (black and red).

**RENAL:** This diet may limit potassium, phosphorus, sodium, or fluids.

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

**CARBOHYDRATE CONTROLLED:** This diet provides a consistent amount of carbohydrates at meal times to ensure adequate blood sugar control.

Your nurse may provide you with additional snacks and beverages from the nourishment room on your unit if it is appropriate for your diet. Registered dietitians are available to help you if you have special nutrition 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.

## 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.

Do not provide your personal information to anyone who calls your hospital room unexpectedly. Scammers frequently target patients by randomly calling hospital rooms. If you receive a call you suspect may have been an attempt to illegally collect your private information, please report to Washington Regional Security by calling 479-463-1000 or by dialing "0" from your hospital telephone.

## 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.

Anyone who takes opioids is at risk of developing addiction. Our providers will use their best judgment to treat your pain safely and appropriately. To lower your risk of addiction, overuse and overdose, our providers will look at your health and medicine history to decide how to best treat your pain. Treatment options may include less-addictive pain medications and other nonpharmacological therapies. 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



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**
- **Use your call light for assistance prior to getting out of bed**
- **Sit on the side of the bed for a few minutes before you stand**
- **Wear non-slip footwear (shoes, slippers, or socks) when getting out of bed**
- **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**
- **Talk to your nurse about your risk for falling and what you can do to prevent a fall**

## **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
  - Family and friends who visit you should not touch the surgical wound or dressings
  - Make sure you understand how to care for your wound before you leave the hospital

## Medical Devices

- Take special care with IV lines, urinary catheters, ventilators and all medical devices inserted into the body
- Make sure your hands are clean first before touching any medical devices
- Do not tug or pull on any tubing
- Do not twist or kink any tubing
- If you have wounds or an intravascular device (such as a catheter or dialysis port) make sure you know how to take care of them

In addition, if one of your devices is a urinary catheter:

- Always keep the urine bag below the level of your bladder
- Ask your healthcare provider each day if you still need the catheter

## To help prevent Multi-Drug Resistant Organisms (MDROs)

- Make sure that doctors, nurses, other healthcare providers and visitors clean their hands with soap and water or an alcohol-based hand rub before and after caring for you.

## Disinfect Germ “Hot-Spots” – At Home

- 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
  - Be sure to have clean sheets on your bed and clean towels. Change them at least once a week
  - Wash and dry your clothes and linens in the warmest temperatures recommended on the label
  - Oral Care is an important part of good health. Be sure to brush your teeth at least twice a day and change your toothbrush at least every 3 months

## Hand Hygiene – Clean Hands Save Lives

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

### 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 nickle-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. When restraints are necessary, the need for continued use will be reviewed with you and your family every 24 hours or anytime changes in circumstances require reconsideration. Restraints will be discontinued at the earliest possible time.

## 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 with limited English proficiency, 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
- We recognize the need for certain persons to be accompanied by a service animal. Therefore, patients and visitors are permitted to bring and be accompanied by their service animal while visiting, working, or being treated at any WRMS facility. A service animal is defined as any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability.

### **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

# Antibiotic Stewardship

**Your health is very important into us. When you are prescribed an antibiotic, it is critical that we provide treatment in the best and most effective way possible. For this reason, we have established the Antibiotic Stewardship Program.**

The nationally-recognized Antibiotic Stewardship Program at Washington Regional Medical Center ensures safe, appropriate, cost-effective antibiotic use for patients.

Appropriate antibiotic use has been proven to improve individual patient outcomes, reduce antibiotic resistance, and save healthcare dollars. This program at Washington Regional Medical Center will help ensure that hospitalized patients receive:

- the right antibiotic,
- at the right dose,
- at the right time,
- and for the right duration.

Appropriate Antibiotic Use at Washington Regional Medical Center will:

- Increase good patient outcomes
- Reduce antibiotic resistance
- Decrease healthcare-associated infections
- Decrease costs

If you have any questions regarding your antibiotic use during this hospitalization, please do not hesitate to ask your physician or provider, the pharmacist, or your nurse.



# Patient Satisfaction

Washington Regional is committed to providing high-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 fear of retribution or retaliation, 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
- Compliance Hotline 479.463.7641

We respect your right 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 review and 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  
479.463.5003

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

Additional ways to contact the Joint Commission:

- At [www.jointcommission.org](http://www.jointcommission.org), using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website.
- By fax to 630-792-5636.
- By mail to The Office of Quality and Patient Safety (OQPW), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

### **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 May Contact Us**

- Washington Regional Medical Center Executive Offices  
3215 N. North Hills Blvd.  
Fayetteville, AR 72703
- Call the Compliance Hotline at 479.463.7641 and share your experience. Someone will contact you as soon as possible.

# Patient Rights

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

Each patient shall be respected regardless of race, creed, sex, national origin, religion, age, sexual orientation, gender, disability, diagnosis or ability to pay.

## 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
- to maintain possession of your personal property or send it home with a friend or family member

# Treatment

## Your Rights

- to receive treatment regardless of race, creed, sex, national origin, religion, age, sexual orientation, gender, disability, diagnosis or ability to pay
- to receive a medical screening examination and any stabilizing medical treatment if you are found to have an emergency medical condition regardless of your ability to pay or insurance status
- 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 while balancing risk of potential dependence
- to be free from the use of restraints and/or seclusion unless clinically necessary and to have those restraints removed as soon as reasonably possible

## 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
- 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)
- to inform the hospital if you have An Appointment of Healthcare Agent

## 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 that the hospital ethics committee is available to you to discuss ethical issues related to your care
- to understand that your caregivers might include both teachers and students
- to know the names/titles of your caregivers
- to see your medical records (in accordance with hospital policy and applicable 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

### **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 Notice of Privacy Practices

**This describes how medical information about you may be used and disclosed and how you can get access to this information.**

## Your Rights

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

### Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

### Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

### Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests

### Ask us to limit what we use or 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.
- 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.

### **Get a list of those with whom we've shared information**

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with and why.
- We will include all the disclosures except for those about treatment, payment and healthcare operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

### **Get a copy of this privacy notice**

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

### **Choose someone to act for you**

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action

### **File a complaint if you feel your rights are violated**

- You can complain if you feel we have violated your rights by contacting:  
Kristy Spruell, JD  
Corporate Compliance Officer  
3215 N. North Hills Blvd.  
Fayetteville, AR 72703  
(P) 479.463.7641  
(F) 479.463.5977  
compliance@wregional.com
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complains/](http://www.hhs.gov/ocr/privacy/hipaa/complains/).
- We will not retaliate against you for filing a complaint.

## 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
  - Contact you for fundraising efforts

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 information
  - Most sharing of psychotherapy notes
- In the case of fundraising:
  - The Washington Regional Medical Foundation may use information to notify you about fundraising campaigns or other charitable events. You have the right to opt out of fundraising communications and may do so by calling 479.463.7641 or emailing [compliance@wregional.com](mailto:compliance@wregional.com).

## Our Uses and Disclosures

**How do we typically use or share your health information?** We typically use or share your health information in the following ways.

### Treat you

- We can use your health information and share it with other professionals who are treating you. Example: A doctor treating you for an injury asks another doctor about your overall health condition.

### Run our organization

- We can use and share your health information to run our practice, improve your care and contact you when necessary. Example: We use health information about you to manage your treatment and services.

## **Bill for your services**

- We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan so it will pay for your services.

**How else can we use or share your health information?** We are allowed or required to share your information in other ways – usually in ways that contribute to public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

## **Help with public health safety issues**

- We can share health information about you for certain situations such as:
  - Preventing disease
  - Helping with product recalls
  - Reporting adverse reactions to medications
  - Reporting suspected abuse, neglect or domestic violence
  - Preventing or reducing a serious threat to anyone’s health or safety

## **Do research**

- We can use or share your information for health research

## **Comply with the law**

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.

## **Respond to organ and tissue donation requests**

- We can share health information about you with organ procurement organizations

## **Work with a medical examiner or funeral director**

- We can share health information with a coroner, medical examiner or funeral director when an individual dies.

## **Address workers' compensation, law enforcement and other government requests**

- We can use or share health information about it:
  - For workers' compensation claims
  - For law enforcement purposes or with a law enforcement official
  - With health oversight agencies for activities authorized by law
  - For special government functions such as military, national security and presidential protective services.

## **Respond to lawsuits and legal actions**

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

We may contact you for quality assurance and reporting purposes using auto-dialed and/or artificial or prerecorded message calls or text to your cellular telephone and/or the telephone number you provided during the registration process. We may also contact you for these purposes using the email address you provided during the registration process. You may opt out of these calls and emails by calling (479) 463-7641 or emailing [Compliance@wregional.com](mailto:Compliance@wregional.com).

Washington Regional may participate in certain Health Information Exchanges (HIE) that permit health care providers or other health care entities, such as your health plan or health insurer, to share your health information for treatment, payment and other purposes permitted by law, including those described in this Notice. We currently participate in the following HIEs:

- Washington Regional HIE (more information available at [www.wregional.com](http://www.wregional.com))
- State Health Alliance for Records Exchange (SHARE) – Arkansas Medicaid only (more information available at [www.sharearkansas.com](http://www.sharearkansas.com))

You may request a HIE Opt-Out Form by calling (479) 463-7641, emailing [compliance@wregional.com](mailto:compliance@wregional.com) or writing to the Privacy Office at the address included in this notice. We will use reasonable efforts to limit the sharing of your health information in HIEs if you opt out. Opting out will not recall your health information that has already been shared, nor will it prevent access to health information about you by other means, e.g., request by your individual providers.

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

### Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office and on our website.

## 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
- Not taking photographs or videos where other patients are present

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 pathology, anesthesiology and physicians not employed by Washington Regional.

# 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: \_\_\_\_\_

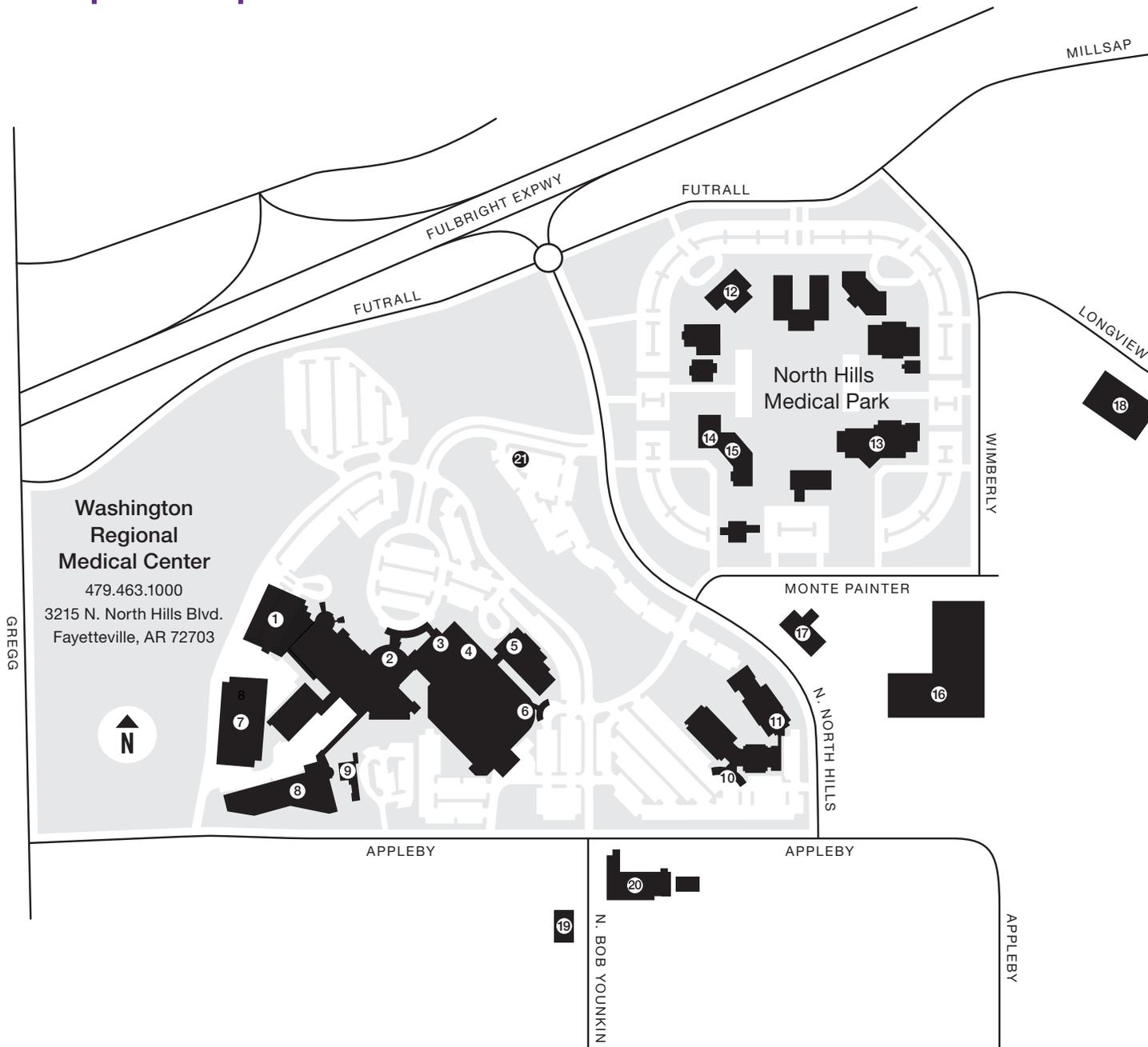
Prescribed by: \_\_\_\_\_

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

\_\_\_\_\_



# Campus Map



- 1 Women and Infants Center
  - HerHealth Women's Clinic
  - Parkhill Clinic for Women
- 2 Main Entrance
- 3 Admissions/Registration Entrance
- 4 Walker Heart Institute Entrance
- 5 Center for Health Services Entrance
  - Cardiovascular Clinic
- 6 Emergency
- 7 Parking Garage
- 8 Center for Support Services
  - Human Resources
  - Marketing
- 9 Foundation (Farmhouse)
- 10 Pat Walker Center for Seniors
  - Memory Clinic
  - Movement Disorders Clinic
  - Senior Health Clinic
- 11 Center for Exercise
- 12 NWA Neuroscience Institute – Neurosurgery and Pain Management
- 13 North Hills Surgery Center
- 14 Walker Heart Institute Cardiovascular and Thoracic Surgery Clinic
- 15 General Surgery
- 16 HealthSouth Rehab
- 17 North Hills Dialysis Center
- 18 Willard Walker Hospice Home
- 19 Washington Regional
  - Balance Disorders Clinic
  - Center for Sleep Disorders
  - Wound Care Clinic & Hyperbarics
- 20 William L. Bradley Medical Plaza
  - Cardiac and Pulmonary Rehabilitation
  - Endocrinology
  - Fayetteville Family Clinic
  - Gynecologic Oncology
  - NWA Neuroscience Institute – Interventional Neuroradiology and Neurology
  - Ozark Urology
  - Plaza Internal Medicine
  - Plaza Imaging
  - Renal Specialists of NWA
  - Sleep Medicine Clinic
  - Urgent Care
- 21 RV Parking, Lot U

# Interpreters Available

You have access to interpretation services 24/7 at no personal cost to you. This chart includes languages commonly spoken in your community; additional languages are available.

English: Do you speak [language]? We will provide an interpreter at no personal cost to you.

---

**Spanish** ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.  
**Español**

---

**German** Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.  
**Deutsch**

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**French** Parlez-vous français ? Nous vous fournirons gratuitement un interprète.  
**Français**

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**Vietnamese** Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.  
**Tiếng Việt**

---

**Lao** ເຈົ້າເວົ້າພາສາລາວບໍ່? ພວກເຮົາຈະຈັດຜູ້ແປພາສາໃຫ້ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າ.  
**ພາສາລາວ**

---

**Mandarin** 您讲国语吗？我们将免费为您提供翻译。  
**中文**

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**Cantonese** 您講粵語嗎？我們將免費為您提供翻譯。  
**粵語**

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**Tagalog** Nakapagsasalita ka ba ng Tagalog?  
**Tagalog** Magbibigay kami ng tagasalin nang wala kang personal na babayaran.

**Korean** 한국어를 사용하십니까?  
**한국어** 무료로 통역 서비스를 제공해  
드리겠습니다.

---

**Japanese** 日本語を話しますか? 個人的な負担  
**日本語** なしで通訳を提供致します。

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**Italian** Parla italiano? Le forniremo  
**Italiano** gratuitamente un interprete.

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**Arabic** هل تتحدث اللغة العربية؟ سوف نوفر لك  
**اللغة العربية** مترجمًا فورًا بدون أي تكلفة عليك.

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**Marshallese** Kwō jeļā ke Kajin Majel? Jenaaj jitōñ juon  
**Kajin Majel** ri-ukok, im kwōjjab aikuj in kōļļā wōņean.

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**Polish** Czy mówisz po polsku? Zapewnimy  
**Polski** bezpłatną pomoc tłumacza.

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**Russian** Вы говорите по-русски? Мы абсолютно  
**Русский** бесплатно предоставим вам переводчика.

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**Yoruba** Nje o nso Yoruba? A o fun o ni ogbufo lai  
**Yoruba** gba owo lowo re.

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**Dutch** Spreek u Nederlands? Wij hebben een  
**Nederlands** tolk beschikbaar zonder dat het u iets kost.

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American Sign Language (ASL) 

 **CYRACOM**  
Language Solutions

# Non-Discrimination Commitment

Washington Regional Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, religion, age, disability or sex. Washington Regional Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Washington Regional Medical Center:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please ask at the front desk.

If you believe that Washington Regional Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, religion, age, disability or sex, you can file a grievance with:

Corporate Compliance Officer

3215 N. North Hills Boulevard, Fayetteville, AR 72703

Phone: 479.463.7641, Fax: 479.463.5977

kspruell@wregional.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Corporate Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building

Washington, DC 20201

1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

# Healthcare Services For You

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

Area code .....	479
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 .....	463-3663
Pastoral Services .....	463-1267
Security .....	463-1000
Volunteer Services .....	463-1085
Washington Regional Medical Foundation .....	463-4483
55PLUS®.....	463-1178



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