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About Greenville Health System

Long recognized for innovation and excellence, Greenville Health System (GHS) is one of the nation’s leading academic health centers. This status is made possible by our affiliation with the University of South Carolina School of Medicine and brings expanded opportunities and improved care to our area.

Academic medical centers provide a hub for medical progress. They train future physicians and other healthcare providers, conduct leading-edge research, set the standards for patient care, and promote growth and change. They make medical advancements that benefit people worldwide.

As the state’s largest healthcare provider, GHS serves patients across the region with an unequaled range of care that includes a medical school, community hospitals, a regional referral and teaching hospital, specialty centers, outpatient services, research facilities, primary care network, and health and wellness centers. Our more than 10,200 employees provide convenient access throughout the Upstate to the latest technology and high-quality care at several outpatient facilities and these five medical campuses:

- Greenville Memorial Medical Campus
- Greer Medical Campus
- North Greenville Medical Campus
- Patewood Medical Campus
- Simpsonville Medical Campus

Vision and Mission

Our Vision: Transform health care for the benefit of the people and communities we serve.

Our Mission: Heal compassionately. Teach innovatively. Improve constantly.
During Your Stay

Tips for Patients

It is our goal to provide excellent care, and we hope your stay in our hospital will be comfortable. For your convenience, we have provided some safety tips and additional information.

• **Valuables:** Send valuables (such as jewelry and money) home with a friend or family member or ask that they be sent to the hospital safe. Never leave valuables unattended as the hospital cannot be responsible for them.

• **Personal Items:** Be aware that it is easy to lose personal items in bed linens and on meal trays. Ask for a denture cup, if you need one, and make sure your name is on it. Keep dentures, glasses and hearing aids in their containers in the bedside table drawer when you are not using them. **Be sure not to leave such items on your meal tray or on the bed as the hospital cannot be responsible for them.**

• **Food Brought From Outside:** Patient food may be kept in the refrigerator located in each patient’s room. Refrigerator temperatures are checked daily.

• **Questions:** Prepare a written list of questions you would like answered, so you will remember all of them when you see your doctor. Ask your Care Partner to help you make this list.

• **Discharge:** Make sure you understand your discharge orders and that you will be able to follow them at home. Know what medications are ordered, what they are for and when you should take them.

• **Concerns:** Share any health-related concerns you have with your healthcare team. The nurse manager and charge nurses will visit you regularly during your stay – please let them know when you have concerns.

**Important Phone Numbers**

*Note: Inside GHS, a five-digit number is all that’s needed. Outside GHS, the full seven-digit number is required.*

Main GHS Number, 455-7000

Chaplain Services, 5-7942 (8:30 a.m. to 5:00 p.m. weekdays); 390-0100 (after hours)

Condition Help, 3-0599 (see page 9) *Note: This is an internal number only.*

Guest Services, 5-5555

Language Services/Interpreters, (864) 455-1584 outside GHS or 5-HOLA (4652) inside GHS

Patient and Family Relations, 5-7975 (complaints or concerns)
Visitor Information

GHS understands that family and friends play an important role in the healing process. Our visiting program enables patients to choose whom they want to visit and when. See page 17 for our complete visitor policy.

GHS recognizes that the following are important to the recovery process:

- Presence of supportive family and loved ones
- A sense of safety and security
- A quiet environment

Our staff members support each patient’s decisions regarding visitation. Please let us know if our help is needed with visitation. General visiting hours are 9:00 a.m. to 9:00 p.m.

Protecting the Health of Our Patients

A person – child or adult – showing any symptoms of illness should not visit a patient in the hospital until the symptoms are gone. For the protection of patients, all family members and visitors are asked not to visit if they have any of the following:

- Runny nose
- Cough
- Sore throat
- Sneezing
- Rash
- Fever (greater than 100.4°F)
- Vomiting
- Diarrhea
- Draining wound
- Rash

Note: Children visiting the hospital must have current immunizations. Any child who has a cold, the flu, chickenpox, measles or mumps within the past week may not visit.

For safety reasons, visitors of all ages must wear shoes and appropriate clothing.

Pet Visitation

Patients who wish to have their pet visit during their hospital stay are encouraged to do so. Animals most suited for hospital visits are small dogs and cats. Inquiries should be made to the patient’s nurse.

Approval must be obtained from the patient’s physician. Patients will be required to show their pet’s immunization record.

With consent, patients may be visited by a pet therapy volunteer and dog during their hospital stay.

Service animals for individuals with disabilities are allowed throughout GHS facilities in accordance with the Americans with Disabilities Act (ADA) and GHS’ Service Animal Policy. To request a copy of GHS’ Service Animal Policy, please contact a member of your care team.

Note: Patwood Memorial Hospital does not allow pet visitation as it is a surgical hospital; however, as set forth in the GHS Service Animal Policy, service animals are permitted in most areas except for the operating room.
**Telephone**

If you would like your family and friends to call your room directly, please tell them to call the following number:

- Greenville Memorial Hospital: 455-7000, then 8 + the room number
- Greer Memorial Hospital: 797 + 8 + the room number
- Hillcrest Memorial Hospital: 454 + 6 + the room number
- North Greenville Hospital: 455-7000, then 89 + the room number
- Patewood Memorial Hospital: 797 + the room number

Press “9” to get an outside line. To remove forwarding to voicemail, enter #1.

A red display light will flash if you have a voicemail. To access your voicemail, call 3-2900 on your phone. For patient safety and confidentiality, all voicemail is erased nightly at 11 and each time a patient is admitted, discharged or transferred.

To allow our patients to rest, incoming call are restricted between 11:00 p.m. and 6:00 a.m. During these hours, all calls will be routed to the operator. Patients may call out anytime.

**Computer and Internet Access**

Patients, family members and visitors may access the Internet from a laptop or tablet PC provided the laptop or tablet device has wireless 802.11B/G capability. This Internet-only access does not connect to the GHS internal network. You may be prompted to enter the following information:

- Network Name or SSID is 701Guest (this is case sensitive)
- Encryption should be set to None or Disabled
- The hospital has several designated areas for visitors and patients to use computers. Please check with your nurse for locations.
# TV Channel Listing

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>2*</td>
<td>Patient Discharge and Partners</td>
</tr>
<tr>
<td>3</td>
<td>Home Shopping Network</td>
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<tr>
<td>4</td>
<td>WYFF – NBC</td>
</tr>
<tr>
<td>5</td>
<td>WMYA – MyTV</td>
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<tr>
<td>6</td>
<td>WGGS – IND</td>
</tr>
<tr>
<td>7</td>
<td>WSPA – CBS</td>
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<tr>
<td>8</td>
<td>WNTV – PBS</td>
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<tr>
<td>9</td>
<td>WYCW – CW</td>
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<td>10</td>
<td>Charter Media</td>
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<td>QVC</td>
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<td>12</td>
<td>WHNS – FOX</td>
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<td>13</td>
<td>WLOS – ABC</td>
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<tr>
<td>14</td>
<td>Latin Channel</td>
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<tr>
<td>15</td>
<td>Latin Channel</td>
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<tr>
<td>16</td>
<td>WUNF – PBS</td>
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<td>22</td>
<td>WGN</td>
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<td>E!</td>
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<td>Style</td>
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<td>The Learning Channel</td>
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<td>28</td>
<td>TBS</td>
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<td>ESPN2</td>
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<td>34</td>
<td>Fox Sports Net South</td>
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<td>SportSouth</td>
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<td>36</td>
<td>Charter Sports Southeast</td>
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<td>Golf Channel</td>
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<td>38</td>
<td>Versus</td>
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<td>39</td>
<td>Speed Channel</td>
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<td>40</td>
<td>The Weather Channel</td>
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<td>41</td>
<td>CNBC</td>
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<td>42</td>
<td>MSNBC</td>
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<td>43</td>
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<td>CNN Headline News</td>
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<td>45</td>
<td>FOX News Channel</td>
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<td>History</td>
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<td>47</td>
<td>TruTV</td>
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<td>48</td>
<td>A &amp; E</td>
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<td>49</td>
<td>The Discovery Channel</td>
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<td>50</td>
<td>National Geographic</td>
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<td>51</td>
<td>Travel Channel</td>
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<tr>
<td>52</td>
<td>Food Network</td>
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<tr>
<td>53</td>
<td>HGTV/Home and Garden Television</td>
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<tr>
<td>54</td>
<td>Animal Planet</td>
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<td>55</td>
<td>ABC Family</td>
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<tr>
<td>57</td>
<td>Nick</td>
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<tr>
<td>56</td>
<td>The Disney Channel</td>
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<tr>
<td>58</td>
<td>Cartoon Network</td>
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<tr>
<td>59</td>
<td>TV Land</td>
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<td>60</td>
<td>AMC</td>
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<tr>
<td>61</td>
<td>Turner Classic Movies</td>
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<tr>
<td>62*</td>
<td>Hallmark Channel</td>
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<tr>
<td>63</td>
<td>Oxygen</td>
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<tr>
<td>64</td>
<td>Bravo – East</td>
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<tr>
<td>65</td>
<td>Syfy</td>
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<td>66</td>
<td>Spike</td>
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<td>67</td>
<td>Comedy Central</td>
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<tr>
<td>68</td>
<td>MTV</td>
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<td>69*</td>
<td>MTV2</td>
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<tr>
<td>70*</td>
<td>VH-1</td>
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<td>71*</td>
<td>CMT</td>
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<tr>
<td>72*</td>
<td>BET</td>
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<tr>
<td>83*</td>
<td>Radio</td>
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<td>84*</td>
<td>Radio</td>
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<td>85*</td>
<td>Radio</td>
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<td>86*</td>
<td>Radio</td>
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<tr>
<td>87*</td>
<td>Radio – Latin</td>
</tr>
<tr>
<td>92*</td>
<td>Patient Channel</td>
</tr>
<tr>
<td>95</td>
<td>C-SPAN</td>
</tr>
<tr>
<td>99*</td>
<td>TSU</td>
</tr>
</tbody>
</table>

*At Patewood Memorial Hospital (PMH), these channels are …

2  Movie Channel
62  off
69-73  PMH Info Channels
73-94  blank

*Channel listings are subject to change.*
Language and Communication Services

The GHS Language Services team addresses the need of patients and family members who are not fluent in English or who are deaf or hard of hearing by providing qualified medical interpreters as well as translations of key documents. The department provides interpretations through various methods, including the following:

- Phone
- Video teleconferencing
- In-person

If you or a family member would prefer to communicate with GHS staff members through an interpreter, please let a member of the GHS care team know.

Interpreters are available throughout the system 24 hours a day. On average, the Language Services staff provides interpreters (primarily Spanish) for more than 65,000 patient encounters each year. In addition to Spanish, other commonly requested languages are Arabic, Vietnamese, Chinese (Mandarin), Russian, Japanese, Chuj and Gujarati.

Telephonic interpreters can be accessed anytime from any GHS campus or clinic by calling 5-HOLA (4652).

Services for the Deaf and Hard of Hearing

GHS provides interpreting services for deaf or hard-of-hearing patients. We employ the services of outside agencies to provide both in-person and video-remote interpreters.

Deaf Talk is a telephonic and computerized device that provides the patient with a view of the interpreter through a computer screen. It helps hospital staff communicate with patients while waiting for an interpreter or in those situations when Language Services cannot provide a live interpreter.

For more information, call (864) 455-1584 outside greenville health system or 5-HOLA (4652) inside the system.

Food Service

Each facility has a cafeteria and vending machines located on the first floor. Current hours for breakfast, lunch and dinner are posted at each cafeteria entrance. Hours are subject to change.

In Greenville Memorial Hospital, the following options are available in addition to the cafeteria:

- Au Bon Pain®
- Chick-fil-A®
- Starbucks®
- Subway®
Pastoral Care

Caring for a patient at GHS goes beyond meeting physical needs. When facing changes in your life that involve illness, injury or medical procedures, you also may desire spiritual and emotional support to aid the healing process.

Pastoral Care Services is here to help meet those needs. Chaplains are an important part of our healthcare team. They serve people of all faiths and are clinically trained. Chaplains can help contact your religious community and can provide spiritual and emotional support for you and your loved ones during your hospital stay.

A chapel is available in every GHS hospital. Our hospital chapels are open around the clock for meditation and prayer. If you need to know the location of a chapel at a particular hospital, please ask a member of the GHS staff at that facility.

Each Monday through Thursday from noon to 12:15 p.m., a brief prayer service takes place in the chapel at Greenville Memorial Hospital. This service is open to all patients, their families and friends. On Fridays, a Roman Catholic Mass is offered at the Greenville Memorial Hospital chapel from noon until 12:35 p.m.

If you wish to see a chaplain, please tell your nurse or call Pastoral Care Services at 455-7942 (8:30 a.m. to 5:00 p.m. weekdays). After hours, your nurse will be happy to contact the on-call chaplain for you.

ATM

An ATM is located on the first floor at each hospital.

Hospitality Shop

All GHS hospitals have a Hospitality Shop (except for North Greenville Hospital), which is located on the first floor. Gift items, magazines, greeting cards, paperback books, stationery supplies, postage stamps, candy and toiletries may be purchased.

Tobacco-free Campus

GHS and all of its facilities prohibit tobacco use anywhere on GHS property. Please inform your nurse if you would like help to become tobacco-free.

Lodging

GHS has made arrangements with local hotels to provide our patients and their family members discounted rates. Visit the Information/Guest Service Desk in the hospital lobby for a current list. Please check with the individual hotels to find out about these special GHS rates.

The Ronald McDonald House provides a “home-away-from-home” for families of seriously ill children who are receiving treatment at nearby hospitals. It is located across the street from Greenville Memorial Hospital. Families must be referred by hospital staff, and rooms are provided on a first-come, first-served basis.
Infection Control

Speak Up™: Five Things You Can Do to Prevent Infection

Avoiding contagious diseases such as the common cold, strep throat and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

1. Clean your hands.
   • Use soap and warm water. Rub your hands really well at least 15 seconds. Rub your palms, fingernails, between your fingers and the backs of your hands.
   • Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
   • Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill or play with a pet.

2. Make sure healthcare providers clean their hands (and wear gloves when needed).
   • Doctors, nurses, dentists and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they’ve cleaned their hands.
   • Healthcare providers should wear clean gloves when they perform tasks such as touching wounds or body fluids and examining your mouth or private parts. Don’t be afraid to ask them if they should wear gloves.

3. Cover your mouth and nose.
   • Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more! Cover your mouth and nose to prevent the spread of infection to others.
   • Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues, and clean your hands after coughing or sneezing.
   • If you don’t have a tissue, cover your mouth and nose with the bend of your elbow. Don’t forget to clean your hands!

4. If you are sick, avoid close contact with others.
   • If you are sick, stay away from other people or stay home. Don’t shake hands or touch others.
   • When you go for medical treatment, call ahead and ask if there’s anything you can do to avoid infecting people in the waiting room.

5. Get shots to avoid disease and fight the spread of infection. Make sure that your vaccinations are current – even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases.

   • Chickenpox
   • Diphtheria
   • Flu (also known as influenza)
   • German measles (also known as rubella)
   • Hepatitis
   • Human papillomavirus (HPV)
   • Measles
   • Meningitis
   • Mumps
   • Pneumonia (Streptococcus pneumoniae)
   • Shingles
   • Tetanus
   • Whooping cough (also known as pertussis)

Speak Up™ is a program of The Joint Commission, American Hospital Association, Association for Professionals in Infection Control and Epidemiology Inc., CDC; Infectious Diseases Society of America and Society for Healthcare Epidemiology of America.
Your Care Team

You will see many staff members during your stay. Here is an explanation of team members and their role.

**Physician Team**

*Attending Physician/Admitting Physician/Hospitalist* – For many reasons, your regular physician may not be able to directly oversee your treatment while you are in the hospital. In this case, you will be admitted to the hospital by an attending physician. You also may hear this physician referred to as an admitting physician or hospitalist. This physician is responsible for directing your treatment plan, monitoring your progress and communicating information to your regular physician.

*Specialist* – Your healthcare treatment may need to be reviewed by a physician specialist. Specialists have extensive training in their specialty field.

*Resident* – You may be seen and receive treatment by a resident physician. A resident physician has a medical degree and is a physician who is completing a course of study to specialize in a certain field of medicine. Resident physicians work under the supervision of an attending physician.

*Medical Student* – You may be visited by medical students. A medical student is studying to become a physician. A medical student may ask you questions about your condition and may ask to examine you. Medical students will be under the direction of a supervising physician.

*Physician Assistant (PA)* – PAs practice medicine as part of a specialized physician/PA team. They are trained under the physician model and assist in all areas of medicine and surgery.

**Nursing Team**

*Nurse Practitioner (NP)* – NPs are registered nurses (RNs) who have received additional specialized training and are capable of providing more intensive services. They work under the supervision of a physician specialist.

*Registered Nurse (RN)* – You will have an RN assigned during your stay in the hospital. RNs are responsible for assessing your healthcare needs and progress while in the hospital. RNs provide care as directed by your physician, including administering medication, changing wound dressings, obtaining samples for lab tests and administering intravenous (IV) therapy. RNs oversee other healthcare team members who also may be involved in your treatment.

*Patient Care Technician/Certified Nursing Assistant (CNA)* – PCTs and CNAs assist the nursing team with your daily needs. They obtain information regarding your health, monitor blood pressure and temperature, and obtain samples for lab tests.

*Nursing Student* – A nursing student may provide part of your care. A nursing student is studying to become a registered nurse (RN). Nursing students are under the direction of a registered nurse. Providing care may include asking questions about your condition, examining you, providing certain treatments and giving medication under the supervision of an RN.

**Therapy Team**

*Physical Therapist (PT)/Occupational Therapist (OT)* – As directed by your physician, physical and occupational therapists help patients with walking and improving mobility, motor function and other activities of daily living.

*Respiratory Therapist (RT)* – Respiratory therapists are responsible for administering breathing treatments, chest physiotherapy and other treatments related to the respiratory system as directed by your doctor.
Speech Therapist (ST) – As directed by your physician, speech therapists work with patients to assess and assist with the ability to swallow.

Certified Therapeutic Recreational Specialist (CTRS) – CTRS personnel use various recreation and leisure activities as a form of treatment to restore or improve physical, cognitive, social and emotional functioning. Activities address the goals that the therapist has in place through leisure participation, education and community re-integration. Therapeutic interventions may address one goal or attend to numerous goals simultaneously.

Hospital Case Management

Nurse case managers and social workers are available to help you in these areas:

- Discharge and post-hospital planning for care
- Concerns about insurance coverage
- Concerns brought on or made worse by your illness or injury
- Problems caused by being in the hospital
- Financial needs resulting from your illness and/or hospitalization
- Personal and family issues

Case Manager – A case manager works with your healthcare team to assess your medical needs and also works with your insurance company to determine an effective discharge plan. Your case manager can help you with financial aid during your stay and after discharge.

Social Worker – A social worker works with the physician team and nursing team to coordinate services for you while you are in the hospital and to help plan for services that may be necessary after you are discharged.

To speak with a social worker or case manager, please talk to your nurse.

Non-clinical Support to Other Hospital Support Team Members

Registered Dietitian (RD) – RDs provides clinical diet assessments for patients on an as-needed basis or as prescribed by their physician. These assessments include caloric intake, nutrition needs and other dietary requirements. RDs provide nutrition education and work with patients and families to help maintain a healthy diet. They also consult with doctors to choose appropriate supplements for patients who may have dietary restrictions because of illness or a weakened immune system.

Patient Transport – When your discharge orders have been written and your nurse has reviewed your discharge instructions, it will be time for you to go home. Patient Transport will be called to help you (and your belongings) to your car. Hospital policy states that all patients must be taken out in a wheelchair. Patient Transport also will bring a cart for your belongings.

Housekeeping – Housekeepers wear dark purple scrubs. They will clean your room and empty your trash.

Nutrition Hostess – Each day, a nutrition hostess will come to your room and tell you about meal selection for the following day.

Volunteers – Volunteers wear a light peach or burgundy top. They may visit you to see if you have any needs such as juice, ice, water, etc. During the summer, our student volunteers wear red polo shirts.

NOTE: To deliver special recognition for a member of our team, call a Patient Representative at 5-7975 (455-7975 outside the hospital). This is a direct line to our Patient and Family Relations Department. You also may complete a Stellar Service form found throughout the hospital, which you can mail internally or send through U.S. mail at no cost.
Lewis Blackman Information Regarding Patient Safety

You will be receiving services provided by many people within Greenville Health System. For your information and comfort, we would like to acquaint you with who some of these persons are and the role they fill in your care.

If you are to stay in the hospital, you will be admitted to a doctor considered to be your “attending physician.” If this doctor is unable to see you on a particular day, he or she will designate another doctor to see you. Your doctor also may ask other doctors to help with your case. Please ask your doctor or nurse to explain to you who the other persons involved in your care are, if you are not sure.

Greenville Health System is a teaching hospital and, therefore, provides education to many people in several areas of health care. Resident physicians are licensed physicians who are being trained in GHS facilities. One or more of these resident physicians may help take care of you during your stay. They also will help make decisions about your care and perform or assist in procedures.

In addition, other students or trainees are receiving training experiences at Greenville Health System. Examples are nursing, medical, physical therapy, social work and pharmacy students. Resident physicians and other students and trainees are under the supervision of a properly appointed and hospital-approved person. All staff members of the hospital, people in training and doctors on the GHS Medical Staff will wear badges clearly stating their name, department and job or title. This protocol is so that you know who is involved in your health care, treatment decisions and/or procedures.

The nursing staff frequently is in contact with the physicians and others involved with your care. If, at any time, you have questions, please contact your nurse. If you want your nurse to contact your attending physician or any other doctor helping with your case, a call will be placed to that doctor or to another doctor that he or she has designated to cover your care for him or her. The nurse, if requested, also will provide you with a telephone number for your attending physician. Your nurse can assist you if you wish to call your attending physician.

Concerns About Your Care

During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don’t be afraid to raise issues relating not only to your care and treatment but also to overall hospital services.

If you have questions regarding the quality or safety of your care in the hospital, call a Patient Representative at 5-7975 (455-7975 outside the hospital). This is a direct line to our Patient and Family Relations Department.

If you continue to have concerns, you may contact The Joint Commission at 1-800-944-6610 or complaint@jointcommission.org or call the Centers for Medicare and Medicaid Services/South Carolina Department of Health and Environmental Control (DHEC) at 1-803-545-4370.

We know you expect very good care and high-quality services, and we want to make sure you receive them.

Condition H (Condition HELP)

A HELP line for patients and families

At GHS, we are committed to patient safety and high-quality care. We consider our patients and families to be a vital part of our healthcare team. That is why we provide Condition H. HELP is just a phone call away.
What is Condition H?

Condition H is a help line for patients and families to call with concerns about a patient's medical condition. The line is available around the clock. A Condition H call will initiate an immediate response to the patient's bedside when the patient is in need of medical attention.

When should I call Condition H?

Better than anyone, you know how you feel – and you may feel that something is not right. Family members and friends also may notice a change in your condition that concerns them.

If a change is noticed, tell your nurse immediately. Tell him or her what you are noticing, what is out of the ordinary or unusual and what has you concerned. Talking with the staff caring for the patient is the first step to ensure the best care.

If you still have concerns and you believe the patient needs immediate medical attention, call Condition H.

How do I call Condition H?

Call 3-0599 from any hospital phone.

A trained operator will ask for caller identification, room number and patient concern. The operator immediately will notify the Rapid Response Team for medical conditions. This team includes a critical care nurse and a respiratory therapist who will arrive in the room to help address your concerns.

Preparing for Discharge

Before you leave the hospital, please review this checklist:

• Instructions: Review any written instruction from your doctor or nurse, and ask any questions you have about medications, activities, treatments or care

• Medications: Review the list of medications that you should take after discharge; give the list to your doctor to review at the next visit; keep the list current by adding, removing or changing medications as directed by your doctor; and carry the updated list with you at all times in the case of an emergency

• Appointments: Make sure you have scheduled any necessary follow-up appointments

• Personal Items: Check to see that you have packed everything you brought with you

Advance Directives

You have the right to make decisions about your medical care, including the right to accept or refuse treatment. There could be a time where you are not able to communicate with your physician to make your decisions. The best way to express your wishes, if you are unable at the time, is with advance directives.

A Living Will is one type of advance directive. It is a document that allows you to express your wishes regarding the use or withholding of life-sustaining treatments and procedures, including artificial nutrition and hydration, in the event you are diagnosed with a terminal condition or are in a state of permanent unconsciousness and in the further event that you are incapacitated or otherwise unable to express your desires.
A Health Care Power of Attorney is another type of advance directive. It allows you to designate another person to make medical (or mental health) care decisions of your behalf in the event you cannot make those decisions yourself.

If you do not have an advance directive and are unable to make your healthcare decisions, GHS will follow the South Carolina Adult Health Care Consent Act, which provides for surrogate decision-making in a healthcare setting. Under the Act, possible decision makers are prioritized according to their relationship to the patient, but it will be a person(s) related to the patient by blood or marriage.

If you are interested in learning more about advance directives, please contact your nurse. GHS has forms available for you to complete, as well as knowledgeable staff members who can answer your questions.

Patient Rights and Responsibilities

Patient Rights

As a patient in our hospital, you have many rights that we are committed to protect and promote.

Your rights include the following:

1. Having access to care within the capacity and capability of the hospital regardless of gender; sexual orientation; gender identity; gender expression; social, cultural, educational or religious background; language; age; ancestry; citizenship; color; national origin; race; medical condition; presence of mental or physical disability; marital status; or the source of payment for care.

2. Having the hospital, after consultation with you, promptly notify a family member, or other representative of your choice, and your physician of your admission to the hospital.

3. Receiving considerate and respectful care, and giving us feedback about your care.

4. Wearing appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with your treatment or procedures.

5. Participating in the development and implementation of your inpatient and/or outpatient treatment/care plan, your discharge plan, and your pain management plan.

6. Knowing the identity and professional status of those involved in your care, including whether the caregiver is a student or trainee or is professionally associated with other individuals or healthcare institutions involved in your care.

7. Making informed decisions about your care, including being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment. However, this right does not entitle you to the provision of treatment or services deemed medically unnecessary or inappropriate.

8. Formulating advance directives (such as a living will or durable power of attorney for health care) with the hospital policy.

9. Contacting The Joint Commission at 1-800-944-6610 or complaint@jointcommission.org or calling the Centers for Medicare and Medicaid Services/South Carolina Department of Health and Environmental Control (DHEC) at 1-803-545-4370 to report a grievance, regardless of whether or not you have first utilized the hospital's grievance procedure. A “patient grievance” is a formal or informal written or verbal complaint regarding the patient’s care (when the complaint is not resolved at the time of the complaint by staff present), abuse or neglect, issues related to the hospital's compliance with the CMS Hospital Conditions of Participation (CoPs), or a Medicare beneficiary billing complaint related to rights and limitations provided by 42 CFR 489.
10. Receiving visitors in accordance with the visitor policy contained in this admission packet.
11. Receiving care in a safe setting, free from all forms of abuse or harassment.
12. Enjoying personal privacy, including privacy during toileting, bathing or being examined. Unless you consent, people not involved in your care will not be present during your examination or treatment.
13. Accessing an interpreter if you do not speak or understand English.
14. Being free from restraints of any form unless they are medically necessary or unless needed to ensure your physical safety and less restrictive interventions are determined to be ineffective.
15. Being made aware of any relationships this hospital has with other healthcare facilities, educational institutions or other outside parties that may influence your care.
16. Being free to consent or decline to take part in clinical research without your decision otherwise affecting your care.
17. Examining and receiving an explanation of your bill, regardless of your source of payment.
18. Receiving a “Notice of Beneficiary Discharge Rights,” “Notice of Non-coverage Rights” and “Notice of the Beneficiary Right to Appeal a Premature Discharge” if you are a Medicare patient.
19. Being confident that your clinical record is confidential.
20. Accessing information contained in your clinical records within a reasonable time frame.

**Patient Responsibilities**

1. You are responsible for providing accurate information about your health, including past illnesses, hospital stays and the use of medicine.
2. You are responsible for asking questions when you do not understand information or instructions.
3. You are responsible for telling your doctor if you believe you cannot follow through with your treatment.
4. You and your visitors are responsible for being considerate and respectful of the needs and the property of others and of the hospital.
5. You are responsible for providing information for insurance and for working with the hospital to obtain payment when needed.
6. You are responsible for letting your healthcare team know if you have an advance directive, such as a living will or durable power of attorney for healthcare decisions.
7. You are responsible for following hospital rules and regulations about patient care and conduct.
8. You are responsible for the consequences of refusing treatment or failing to follow the instructions of your healthcare team.

A hospital serves many purposes. Hospitals work to improve people’s health; treat people with injury and disease; educate donors, health professionals, patients and community members; and improve understanding of health and disease. In carrying out these activities, this institution works to respect your values and dignity.
Patient Safety

Patient safety is important to us, but we need your help in making safety a priority. Read this section carefully.

Prohibited items for any patient or visitor include the following:

• Tobacco products
• Firearms or weapons
• Alcoholic beverages
• Illegal drugs

Oxygen

Electrically operated equipment and aerosol products are not allowed where patients are receiving oxygen. Smoking is not permitted anywhere in the hospital or on hospital property.

Fire Drills

The hospital conducts fire and other drills regularly. If a drill occurs, please remain calm and stay in your room.

Safe Patient Handling

The Safe Patient Handling Program provides a way for staff to move, lift and transfer patients safely. Watch our video to learn more by scanning this code with your smartphone or visit www.ghs.org/uplift.

Medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse or therapist. Patients may not take their own drugs or keep personal medication at their bedside, unless approved to do so by their doctor.

Before taking medications, please notify your physician of any drug allergies you may have. Also, tell the doctor about any vitamins, supplements, antioxidants, etc., that you have taken recently because such items may interfere with prescribed drugs.

Be sure you know why you are receiving a prescribed medication and how and when you should take it (with water, during a meal, twice a day, etc.). Tell your nurse if you do not receive medication when you should. Also make sure the doctor or nurse checks your wristband or asks you your name before giving you any drug.

Many medications have been found to interact with grapefruit juice. Please notify your nurse if you have consumed grapefruit juice three days or fewer before being admitted.

The system is aware of growing patient interest in alternative therapies, which include herbal medicines. Always tell your doctor, pharmacist, nurse or other healthcare professional if you are using alternative medicines, especially if you take prescription medication, plan to have surgery or have chronic health problems. Taking these products during your hospital stay may interfere with your care. Therefore, you are discouraged from using alternative therapies while a patient in the Greenville Health System.

For more information on alternative therapies or the health system’s alternative medicine policy, call the Pharmacy Department at 5-8815 or speak with your nurse.
Visitor Policy

GREENVILLE HEALTH SYSTEM MANUAL OF POLICY DIRECTIVES

POLICY: S-050-40
TITLE: Visitors Policy
DATE: January 10, 2011 (Revised)

I. Purpose. Greenville Health System welcomes patient families and visitors as an integral part of the healing process, and has established visiting guidelines to assure an environment that facilitates quality care, patient privacy, support and comfort, and a quiet and safe environment for all. GHS will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, age, sex, physical, mental or other disability, medical condition, sexual orientation, gender identity, gender expression, pregnancy, ancestry, marital status, citizenship, status as a veteran, or other non-medically relevant factors.

II. GHS values the rights of patients to instruct the hospital as to wanted visitors and to protect patients from unwanted visitors.

III. Definitions

A. A Care Partner is an individual selected by the patient who is 18 or older and who is there to support the patient during the course of the patient’s hospital stay. The designation of the Care Partner may be an oral designation by the patient. The Care Partner may exercise the patient’s visitation rights on his/her behalf in the event the patient is unable to do so.

IV. Visiting Hours

A. General visiting times are 9:00 a.m. to 9:00 p.m. However, certain nursing areas have special visiting times.

B. The Care Partner will be allowed to visit at all times (unless patient desires otherwise) and will have a badge to facilitate 24-hour visitation. Other visitors should observe the 9:00 a.m. to 9:00 p.m. visiting times.

C. Patients are encouraged to determine whom they wish to visit. Patients will be provided with visitation signs designating the allowed visitor, or no visitors, to post as desired. All visitors will enjoy full and equal visitation privileges consistent with patient preferences.

D. Clinicians caring for patients may need to restrict the number and frequency of visitors when visitation would interfere with the care of the patient and/or the care of other patients. The reasons for any restrictions should be clearly communicated to the patient and/or Care Partner.

E. Clinicians may ask visitors to leave the room during the performance of a procedure. However, GHS will, if the clinical situation allows, and at the request of the patient, allow one visitor to remain in the room during a procedure in order to provide comfort and support to the patient.

F. Disruptive visitors may be asked to leave the room, unit and/or facility.

V. Children Visitors

A. At Greenville Memorial Medical Campus, the Child Life Department shall be available to provide support to parents and their children to prepare for patient visits that might be particularly stressful to children.

B. An adult, other than the patient, should accompany children at all times.

VI. Infection Control

A. A person exhibiting any of the following symptoms should not visit until symptoms are gone: runny nose, cough, sore throat, sneezing, cold, flu, measles, mumps, rashes, draining wound, fever greater than 100.4°, vomiting and diarrhea.
B. Visitors with airborne/droplet-transmitted (e.g., influenza, TB, chickenpox) communicable diseases or any other condition as recommended by the Infection Control Department (e.g., lice, scabies) should not be permitted to visit.

C. Visitors are encouraged to utilize the checklist included in the General Visitation Information brochure to determine the appropriateness of visits.

D. As appropriate, nursing staff will provide directions to visitors regarding special precautions including hand cleaning and the use of personal protective equipment, such as gloves, gowns and masks.

E. During high levels of community illness, the health system epidemiologist or his/her designee has the authority to restrict community visitation to prevent further transmission within a GHS facility.

F. Visitors must wear appropriate footwear and attire while in a GHS facility.

VII. Late Visiting and Overnight Stays

A. All Greenville Health System facilities will be secured between 9:00 p.m. and 6:00 a.m. All visitors, patients and staff must enter through controlled access points during these times.

B. All persons (visitors, including clergy, physicians, employees) should display a hospital-approved visitor badge between the hours of 9:00 p.m. and 6:00 a.m. Late-night visitors may be photographed according to security guidelines.

C. Visitors arriving to visit after 9:00 p.m. without a Care Partner badge will be stopped by the security officer or GHS police officer on duty at the after-hours entrance.

D. Visitation in exceptional situations (such as critical care or labor/delivery admissions, critical patient condition, out-of-town visitors) should be reviewed for appropriateness and all approved visitors allowed to proceed to the patient care area after signing in at the security post and receiving a temporary visitor badge. In such a case, when an exception to the policy is allowed, the administrative supervisor and/or the administrator on call should be notified.

E. One Care Partner per patient is permitted to stay overnight. Two Care Partners per patient are permitted overnight stays in critical care areas and pediatrics.

VIII. Staff Responsibilities

A. Staff members should respect the privacy of fellow employees who are hospitalized by observing all visitation guidelines.

B. Staff members should communicate to the patient the reasons for any limitation or restriction of the patient’s visitation rights.

IX. Communication

A. The visitor policy should be explained to each patient upon admission by Admitting personnel or nursing staff.

B. A General Visitation Information brochure should be distributed to all patients and also will be available in waiting rooms and reception desks. Information related to critical care or specialty areas will be distributed as pertinent.

C. Information regarding visitation at Greenville Health System facilities, including alternatives to visitation, will be available to the general public and employees.

D. This policy will be administered using a patient- and family-centered care philosophy, Greenville Health System’s Stellar Service Standards, and with sufficient flexibility to meet the needs of the patients and their families.
Greenville Health System Campuses

Greenville Memorial Medical Campus
701 Grove Road
Greenville, SC 29605
(864) 455-7000

Greer Medical Campus
830 S. Buncombe Road
Greer, SC 29650
(864) 797-8000

North Greenville Medical Campus
807 N. Main St.
Travelers Rest, SC 29690
(864) 455-9206

Patewood Medical Campus
200 Patewood Drive
Greenville, SC 29615
(864) 797-1000

Simpsonville Medical Campus
729 S.E. Main St.
Simpsonville, SC 29681
(864) 454-6100