

# A GUIDE TO YOUR STAY

Mitchell County Hospital



**ARCHBOLD**



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# SIX THINGS YOU NEED TO KNOW ABOUT YOUR STAY

## 1 Your Room

Bedside rails contain controls for the bed, TV and nurse call button. You may also use the control box for all these activities. If you'd like the room temperature adjusted, ask any member of your health care team. We urge you to leave valuables and credit cards at home, but there is a safe in the majority of rooms, should you wish to protect any belongings of value.

*Learn more on page 12.*

## 2 Need Immediate Attention

At any time during your hospital stay, if you or your family has a safety concern or detect a medical change in your condition and the health care team is not recognizing the concern, please alert the Charge Nurse by requesting bedside assistance. *Learn more on page 10.*

## 3 Patient Meals

Meals may be ordered between 7 a.m. and 6:30 p.m.

Guest meals are available for an additional fee and charged to your hospital bill. *Learn more on page 9.*

## 4 Visiting Hours

Your care partner or family member is welcome 24 hours a day. Others are welcome from 9 a.m. to 9 p.m. as long as they don't have a cough, fever or sore throat. But if you're not up for company, let your health care partner or nurse know. *Learn more on page 9.*

## 5 WiFi

Complimentary wireless internet access is available to patients and visitors for cell phones, tablets and laptops. *Learn more on page 11.*

## 6 Communication

A room phone with instructions is on the table near your bed. To reach the nurses' station and for the names of the people on your care team, check your whiteboard. *Learn more on page 8.*

*We depend on you and your loved ones to tell us about how you're feeling. Ask questions as often as you need to. Write down concerns as you think of them.*



## SPEAK UP!

Speak Up is a collaborative effort between Mitchell County Hospital and the Joint Commission, a nonprofit organization that accredits and certifies health care organizations, to encourage you to help us prevent medical errors in the delivery of your care.

**S**peak up if you have any questions.

If you don't understand, ask again.

**P**ay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines. Don't assume anything.

**E**ducate yourself so you fully understand your diagnosis and treatment.

**A**sk a trusted family member or friend to be your advocate ("health care partner").

**K**now what medicines you take and why you take them. Medication errors are among the most common health care mistake.

**U**se an accredited health care facility, like Mitchell County Hospital, which has completed a rigorous survey to ensure safety and quality.

**P**articipate in all decisions about your treatment plan. You are the center of the health care team.

For more information on this initiative, please visit [jointcommission.org/speakup](https://www.jointcommission.org/speakup).

# GUEST SERVICES

## Cafeteria and Snack Shop

Our cafeteria offers a hot food line. Visitors and guests are welcome to join our staff during service hours.

### *Cafeteria Hours of Operation*

Breakfast	8:00a–8:30a
Lunch	12:00a–1:00p
Dinner	5:00p–5:30p

Out of respect for the patient's diet, we ask that food and drinks from outside sources not be given to our patients.

## Chapel/Ministers

A chapel for use by patients and visitors is provided in the hospital. Your minister may visit you regularly and will be called when needed. The hospital has a volunteer chaplain on call, available to patients and/or families upon request. The volunteer chaplain can be reached by contacting the med-surg charge nurse or Administration. Dial "0" and request assistance in contacting the volunteer chaplain on call.

## Flowers, Mail and Packages

Flowers and packages are delivered as they are received. Mail is delivered once daily on weekdays by volunteers. There is no delivery on weekends. Mail received at the hospital after you have been dismissed will be forwarded to you at home.

To receive mail or a package while admitted to the hospital, use the following address:

Patient's Name  
 Mitchell County Hospital  
 90 E Stephens St  
 Camilla, GA 31730

## Parking

Parking is provided free in the visitor parking lot located in front of the hospital. You are asked to refrain from parking in other lots marked for hospital employees or doctors. We ask you not to park in the Emergency Department lot unless you are visiting the Emergency Department so that space is available for patients needing emergency care.

## Transportation

Patients requiring assistance with transportation either to or from a healthcare facility may use the services of Mitchell County Hospital's nonemergency transport system, MCH Archtrans. Patient transportation vehicles are specially equipped to handle patients in wheelchairs and stretchers, as well as those who are ambulatory. MCH Archtrans serves area hospitals, nursing homes and individuals and is available for out-of-area trips. Patients transported by Archtrans will be billed separately from their hospital bill.

For more information or to schedule transportation, contact the unit nurse, social worker, discharge planner or call MCH Archtrans at 229.336.4601.

# QUICK GUIDE TO YOUR VISIT

## Important Phone Numbers

Administration . . . . .	.229.336.4601
Archbold Northside Center for Behavioral and Psychiatric Care . . . . .	.229.228.8120
Archbold Archtrans . . . . .	.229.228.2800
MCH Archtrans. . . . .	.229.336.4601
Discharge Planning Services/ Social Services . . . . .	229.336.4608 or 229.336.4609
Home Health Services . . . . .	.229.228.2200
Hospice . . . . .	229.584.5500 or toll-free 1.800.290.6567
Medical Records . . . . .	.229.227.5050
Nursing Office . . . . .	.229.336.4603
Patient Experience . . . . .	.229.336.4601
Patient Financial Services. . . . .	.229.228.8870
Patient Representative. . . . .	.229.228.8086
Volunteer Services . . . . .	.229.228.2742



## Telephones

Telephones are located in patient rooms. Instructions for using the phones are located on the telephone.

You may make outside calls by dialing "9" plus the number for local calls. For regional calls dial 9-1-229-(number), there is no cost for regional phone calls.

For long distance, dial 9-1-(area code)-(number) and you will be directed to an operator to place those calls. Long distance charges must be billed to your home number, your phone credit card or by calling collect. Phone charges cannot be billed to your room.

Family and friends may call you directly by dialing 522-2 plus your room number. Please encourage them to do this as it will allow them to get through to you much quicker than by calling the hospital operator. Please limit calls from 7am to 9pm.

## Patient Meals

Diet is an important part of your treatment while in the hospital and is prescribed by your physician. A catering

associate will be checking with you throughout your hospital stay regarding your meal choices. If your physician has prescribed a modified diet, options on the menu may be limited. Please refrain from eating foods that are not within your prescribed diet.

## Visiting Hours and Guidelines

Patients within the Archbold health system have the right to receive visitors whom he or she designates. We do not restrict or deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or disability. It is our desire that all visitors enjoy full and equal visitation privileges consistent with patient preferences. Justified clinical restrictions and visitation limitations may be set for areas within the health care system where the safety or privacy of patients may be compromised. Please ask at each unit for visitation times. Visitation times may vary based on individual patient condition.

General visiting hours are from 9:00a–9:00p. Please limit two visitors per patient. We wish for our patients to get the rest they need to get well as soon as possible. Any person with a cold, sore throat or other contagious illness should not visit patients.

Well children are permitted to visit patients as long as they are at all times accompanied by an adult other than the patients. Disruptive visitors will be asked to leave. No children should be left unattended. At times, it may be inappropriate for children to visit due to disease or isolation, so please consult with the patient's nurse.

A chair-bed is furnished upon request. Any overnight stay must be approved by the charge nurse on the unit and is limited to two visitors per patient. For security reasons, visitors are requested not to spend the night in the main lobby or other waiting areas. Overnight stays in waiting rooms are not permissible from 8:30p–7:30a; exceptions must be approved by the charge nurse on the unit.

## Interpretive Services

The hospital provides the following:

- Language interpreting services
- Sign language and TTY telephone communications for the hearing impaired
- Visual assistive devices in the communication tool kit

## When You Need Immediate Attention

If at any time during your hospital stay, you or your family has a safety concern or detect a medical change in your condition and the health care team is not recognizing the concern, please alert the Charge Nurse by requesting bedside assistance. You may also use this process if there is a question regarding the care that you are being provided. We want patients and their families to be involved in quality patient care. Please be aware that you have the right to alert other staff if necessary. Please don't hesitate to contact us.

## Patient/Family Concerns

At any time, should you or your family have any concerns or problems, please contact

at patient advocate at 229.228.8086 and ask to speak to one of our representatives.

### **Smoke-Free Campus**

Mitchell County Hospital is a smoke-free campus. Smoking is not allowed on Archbold Memorial Hospital property.

### **WiFi**

Complimentary wireless internet access is available to patients and visitors for cell phones, tablets and laptops. To access WiFi connect your device to 'Arch\_Guest' and accept the terms of WiFi usage.

# A GUIDE TO YOUR PATIENT ROOM

## Your Bed

Beds can be fully adjusted for sitting up or reclining. Bedside rails have controls for the bed, TV and a nurse call button. You may also use the control box to control all these activities. If you'd like the room temperature adjusted, ask any member of your health care team.

## Alarms



Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms or medicine pumps. If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team. For your own safety, be careful not to touch other equipment.

## Communication Board

Your room has a communication board that you can see from your bed.

On it, your nurse writes the names of staff members who will be working with you each shift, each day. Your nurse will also list your goals and activities for each day.

Please review your board with your nurse.

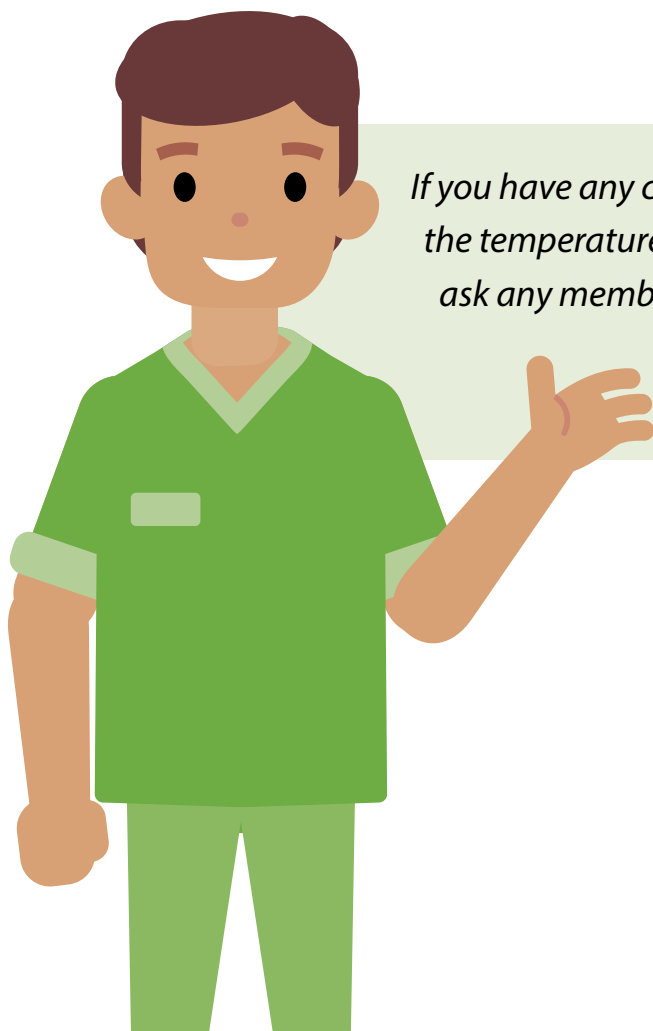
Primary Nurse _____ Tech _____ Charge Nurse _____ Respiratory _____ Physician _____	Today's Date: / / Sun Mon Tue Wed Thur Fri Sat Medication Communication <b>M</b>	 <b>HOURLY ROUNDING</b> 7am _____ 7pm _____ 8am _____ 8pm _____ 9am _____ 9pm _____ 10am _____ 10pm _____ 11am _____ 11pm _____ Noon _____ 12midnight _____ 1pm _____ 1am _____ 2pm _____ 2am _____ 3pm _____ 3am _____ 4pm _____ 4am _____ 5pm _____ 5am _____ 6pm _____ 6am _____ <b>Family Contact Info</b> _____ _____
Scheduled Tests _____ Appointments _____ Therapy _____ Time _____ Goals _____ _____ Precautions: _____	<b>PAIN MANAGEMENT IS OUR GOAL!</b> 0 1 2 3 4 5 6 7 8 9 10  Your Pain Goal: _____ Last Pain Meds Given: _____ Next Pain Meds Due: _____ <b>Discharge Planning</b> Anticipated Discharge Date: _____ Discharge Needs: _____ _____ _____	

## Room Cleaning

We try to keep our rooms and hallways clean, neat and attractive. If there is anything you feel that needs the attention of our housekeeping department, please contact your nurse. You can help us with good housekeeping practices by not bringing food or drinks into the hospital and by placing all trash in appropriate receptacles.

## Personal Items and Valuables

Amazingly, the loss of dentures, hearing aids and partials is a very common problem in all hospitals. You can help prevent this loss by making sure your nurse knows you have removed your dentures or partials. Please avoid wrapping them in paper towels, tissue, washcloths or anything else that might



*If you have any concerns about the temperature of your room, ask any member of our team to adjust the thermostat.*

accidentally be thrown away as trash or sent to the hospital laundry as soiled linen. Like other valuables, the hospital cannot be responsible for these items. Ask for a container in which to keep dentures.

You are strongly urged to send home any valuables you may have had with you such as rings, watches, wallets, credit cards or cash. If you didn't send them home, please give them to the nurse to put into the hospital vault. The hospital will not be responsible for any valuables, personal items, cases or containers that are lost while you are a patient.

### **TV and Entertainment**

Patients and families who are more informed and comfortable during their hospital stay are more likely to have a great experience.

### **Nursing Care**

Archbold Memorial Hospital's Nursing department is composed of professionals who are available to you 24-hours a day.

The nursing personnel carry out your physician's orders and other assigned tasks.

Questions about nursing service may be answered by the charge nurse or nurse manager on your unit or administration.

The nurse call button is an intercom. If you have a problem or need assistance, push the button and let the nurse know you need help.

To arrange for a private duty nurse or sitter in the hospital, call ResCare Home Care 229.227.1485 or 1.800.371.1992.

For more information on the home nurse assistants, sitter service or other services you may need following discharge, call 229.336.4608 or 229.336.4609.

# YOUR HEALTH AND SAFETY

## Patient ID

Your identification bracelet must be worn at all times during your hospitalization. Staff members will always check your safety band before giving you any medicine or performing any test or procedure. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified often—it's for your own safety. We use bar code technology to help make sure medicine is matched to the patient.

## Preventing Infections

Because of necessary infection control measures, you are asked not to bring any pillows or bed linens. Hospital gowns are provided or you may use your own pajamas or nightgown.

Avoiding contagious diseases like 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 well for at least 15 seconds. Rub your palms, fingernails, in 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,*

*Prevent infection by washing your hands or using hand sanitizer often.*

*And don't hesitate to remind your care team members to do the same.*



change a diaper, visit someone who is ill or play with a pet.

2. **Make sure health care providers clean their hands or wear gloves.**

*Doctors, nurses and other health care providers come into contact with bacteria and viruses. So, before they treat you, ask them if they've cleaned their hands.*

*Healthcare providers should wear clean gloves when they perform tasks such as taking throat cultures, taking blood, 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 when sneezing or coughing.**

*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 or hands. If you use your hands, clean them right away.*

4. **If you are sick, avoid close contact with others.**

*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.*



*If your health care team has asked you not get up without staff help, use the call light to get assistance before you get up.*

- Chicken pox
- Mumps
- Measles
- Diphtheria
- Tetanus
- Hepatitis
- Shingles
- Meningitis
- Flu: *also known as influenza*

These methods of preventing infection are supported by the:

- American Hospital Association
- Association to Professionals in Infection Control and Epidemiology, Inc.
- Centers for Disease Control and Prevention
- Infectious Diseases Society of America
- The Joint Commission
- Society for Healthcare Epidemiology of America

## Preventing Falls

In the hospital, patients are at a higher risk of falling. Illness, surgery and medicines can weaken muscles and/or affect

your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult.

During your stay, we will ask you about your history of falls, and assess your risk of falling when admitted and as your condition changes. Ask your nurse about your assessed risk of falling and what preventive measures are being taken to reduce the risk. To improve the odds of not falling, follow these guidelines:

- If you feel dizzy or weak, use the call light to get assistance before you get up.
- Always wear your nonslip socks.
- Prevent falls by getting up slowly.
- Before standing, sit on the edge of the bed for a few minutes.
- Make sure you have a clear path to your chair or the bathroom before getting up.

### Fire Safety

Unannounced fire drills are held to test our staff preparedness and the hospital's fire alarm system. When drills are conducted, the fire alarm will sound in all parts of the hospital. Don't be alarmed. Please stay in your room (or wherever you are in the hospital) until the drill is over or until you are given other instructions.

### Security

While you are a patient in our hospital, we want you to have a safe and secure stay. Mitchell County Hospital provides a security service that routinely patrols the hospital and hospital grounds for the safety of our patients and visitors. In

addition, many areas of the hospital and parking lots are monitored and recorded by video cameras.

For security purposes, the front doors to the hospital are locked at 9:00pm every night, reopening at 6:00am every morning. Under no conditions will patients, family members or visitors bring into the hospital firearms, knives or any other weapons or objects that could cause bodily harm in an assault situation. To better assure the safety of your vehicle and its contents, please lock your car while it is unattended. If you should need the assistance of security for any reason, call your nurse or the hospital operator by dialing "0".



*Visitors who desire an escort to their cars at night may dial "0" and ask the switchboard operator to call the Security department.*

# YOUR CARE AND TREATMENTS

## Your Care Team

Members of your care team wear different-colored uniforms.

To help you understand who's who, refer to the color-coded illustrations and descriptions on the next page/below. But if you have any questions about your care team, please talk to your nurse or doctor.

## Staff Color-Coded Attire



**Nursing**  
*Royal Blue*



**Radiology**  
*Black*



**Respiratory**  
*Red*



**Nursing Support Staff**  
*Burgundy/Wine*



**Therapy**  
*Navy Blue*



**Phlebotomy**  
*Charcoal Grey*



**EVS**  
*Light Green*

## Your Caregiver Identifier

### You and Your Family

---

You, the patient and your immediate family are the center of your health care team.

### Hospitalists

---

These board-certified physicians manage your care.

### Nurse Practitioners/Physician Assistants

---

white coat

These licensed professionals work closely with your physician to provide your care 24/7.

### Registered Nurses

---

blue uniform

These licensed professionals have primary responsibility for your care and direct the care provided by other members of the nursing team. They may be assisted by nursing students.

### Care Coordination Team

---

Social workers and care managers help you and your hospital team create a discharge plan for your care after you leave the hospital. We start making this plan with you and your hospital team as soon as you are admitted or placed in observation. Plans may include assistance with the activities of daily living, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs.

### Therapy

---

navy blue uniform

Physical, speech and occupational therapists may work with you.

### Patient Care Technicians/ Certified Nursing Assistants

---

burgundy/wine uniform

These assistants support the nurse in taking care of you.

**EVS Associates**

light green top/navy pants

These team members clean and disinfect your room.

**Nutrition Associates**

light blue top

These dietary staff members deliver your food to you at mealtimes.

**Radiology Technologists**

black uniform

These professionals perform diagnostic imaging examinations.

**Phlebotomists**

charcoal grey uniform

These staff members are authorized to draw your blood for various laboratory tests.

**Respiratory**

red uniform

These professionals typically interview and examine patients with breathing or cardiopulmonary disorders.

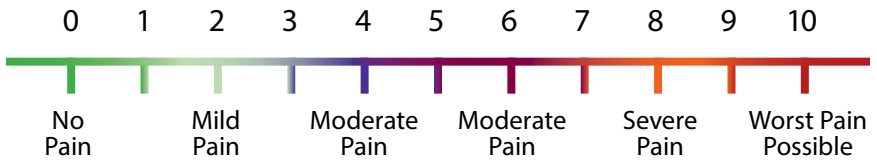
*Our staff is using specialized smartphones to coordinate your patient care with less noise and more efficiency.*



## Pain Management

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart (below). A rating of 0 means no pain. A rating of 10 means the worst pain you've ever had. There are many ways to control pain beyond taking medicines. Discuss your pain and options for reducing it with your health care team.

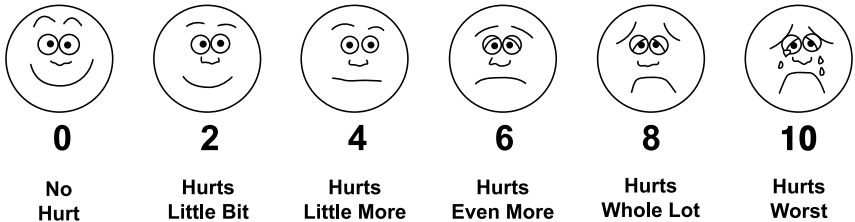
### Verbal Descriptor Scale



### Activity Tolerance

No Pain	Can Be Ignored	Interferes with Tasks/Sleep	Interferes with Concentration	Interferes with Basic Needs	Bedrest Required
---------	----------------	-----------------------------	-------------------------------	-----------------------------	------------------

### Wong-Baker FACES® Pain Rating Scale



©1983 Wong-Baker FACES Foundation, [www.WongBakerFACES.org](http://www.WongBakerFACES.org)  
Used with permission.

## Surgery and Procedures

You can make your care safer by being an active and informed member of your health care team. You will be asked to sign an informed consent form before any surgery or procedure. Read it carefully and make sure it has your correct identification information as well as the kind of surgery/procedure you will have.

## Bedside Shift Report

To promote good communication, our nurses participate in bedside shift reports. This means that the nurse going off duty shares important information at your bedside with you and your family or health care partner, and with the nurse who is coming on duty. If you have any questions during this bedside shift report, don't hesitate to ask them.

## Palliative Care Team

The palliative care team supports patients with a serious illness. Palliative care can begin at any stage of illness. The goals are to relieve pain, symptoms and stress,

and provide the best quality of life for you and your family. Palliative care is not the same as hospice care. You receive palliative care to help you recover from serious illness or manage a chronic condition. Learn more at [archbold.org/palliativecare](http://archbold.org/palliativecare).

## Understanding Your Medications

If you brought any medications into the hospital, they should be given to the nurse so they can be identified by a pharmacist, reviewed for present needs and returned to a family member or stored until your departure.

Please assist with your care by making sure the nurse has a current list of your home medications. When receiving medications from your nurse, ask about the name of the medicine, the reason you are taking the medicine and possible reactions to report. Please refrain from taking medicine until a nurse has checked your name bracelet and answered any questions. If you're unable to afford your medication, please let your nurse or case manager know.

## Important Information About Antibiotics

Antibiotics are medicines that treat or prevent infections caused by bacteria and some other germs. Your health care team may start you on antibiotics if they think you might have an infection caused by a bacteria. You may also need an antibiotic to prevent an infection after you have surgery or if your immune system doesn't work well.

Some things your health care team thinks about before prescribing an antibiotic include:

- the kind of infection
- the kind of bacteria
- how well your liver and kidneys work
- other medications you are taking
- any antibiotic allergies you may have
- potential side effects

Talk with your health care team to find out why you are receiving antibiotics and how you should take them.



*Always ask about any medicine you don't recognize before you take it.*



# PREPARING TO LEAVE THE HOSPITAL

## Going Home

Your discharge from the hospital is ordered by your physician. If you are able to leave without assistance, you may do so after you receive the discharge instructions from your nurse. A hospital volunteer or transporter will escort you to your transportation. Please remember to take your personal belongings with you.

As a courtesy to our patients, your insurance is filed on your behalf. You, as the guarantor, are ultimately responsible for your hospital bill. You are responsible for the portion not covered by insurance. You need to communicate with your insurance company when their payment is slow or delinquent. If you did not present proof of insurance before or upon admission, a family member must visit the admitting office located on the first floor of the hospital near the lobby.

Within five days after your dismissal, you should receive a financial statement from the hospital. This will include all hospital charges, some of which might not have reached the business office by the date you were ready to leave the hospital. For questions or problems regarding your hospital bill, please contact Account Management Services at 229.228.8870.

## Understanding Your Discharge Information

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

If you need home health care or special equipment to help you recover, your care coordinator can help you. Archbold Health Services offers a full range of services. Learn more at [archbold.org/healthservices](http://archbold.org/healthservices).

### **Follow-Up Care After Leaving the Hospital**

Arrangements can be made for the transition from hospital care to self care, care by family members or to another healthcare setting. Referrals are also available for nursing home placement, financial counseling and information, and community social services. You may contact the Social Workers/ Discharge Planners by calling 229.336.4608 or 229.336.4609.

### **Patient Survey**

We welcome your feedback!

A vital part of our quality improvement plan is our patient survey program. Following your discharge, you may receive a survey in the mail from our patient satisfaction survey vendor regarding your hospital experience. We encourage you to complete the survey

and return it in the postage paid envelope so that we may know of opportunities to improve our patient services and also of any compliments we need to pass on to staff. If you did not receive a survey in the mail you may receive a e-mail survey to complete.

# PATIENT CHOICE STATEMENT

Your doctor may prescribe facility or home care services or equipment to assist you in the transition from hospital to home. Should your physician order such services, we will arrange all referrals to meet your facility or home care needs, according to your choices. By federal law, you have the right to select your post-hospital care providers.

- Your insurance company may have preferred providers with whom they have a contract. **If you choose another care provider, this may affect your insurance coverage.**
- We can make arrangements for you with the Archbold Health Services, a full-service provider of home health services, hospice services, infusion therapy, medical equipment and respiratory services.
- You may be familiar with an area provider through previous experience.

We maintain a full list of area providers and will provide that for your review.

Our intent and desire is to provide you with a smooth, safe transition back to your own home, secure in the knowledge of your follow-up care. If you have any questions, please contact your doctor, nurse, case manager or social worker.

## Our Services Continue After Your Hospital Stay

Many times, patients need follow-up therapies to fully recover after their hospital stay. Proper care, like therapy, benefits patients by reducing their risk of readmission, thereby saving them money on medical expenses and helping them stay healthier.

Archbold offers many different types of therapies to give patients complete, quality care, even after they leave the hospital.

### OUTPATIENT REHABILITATION

**Location:** Home

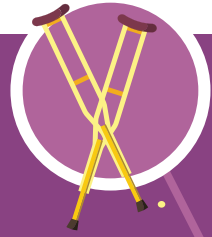
**Availability/Length of stay:** By appointment Monday through Friday.

**Patient requirements:** Recovering from injury, surgery or illness.

Patient is not homebound. Improve outcome with use of specialized equipment modalities and manual intervention.

**Services/Requirements:** Goal-directed treatments to help patients return to daily activity levels—physical therapy, speech therapy and occupational therapy. More hands-on therapy services and options.

**How we can serve you:** Archbold Outpatient Rehabilitation and Sports Medicine (229.228.8050)



### HOSPICE

**Location:** Home/Facility

**Availability/Length of stay:**

RN available—24/7 on-call availability.

**Patient requirements:** Life-limiting (terminal) illness of six months, resides in the hospice service area.

**Services/Requirements:** End-of-life care: RN case management, emotional and spiritual support, personal care, volunteer assistance, medications, DME, massage therapy, pet therapy, weekly flower delivery, bereavement.

**How we can serve you:** Hospice of Southwest Georgia (229.584.5500)



### INPATIENT REHABILITATION

**Location:** Facility

**Availability/Length of stay:** Average length of stay: 14 days.

**Patient requirements:** Recovering from injury, surgery or serious illness. An intensive level of rehabilitation service with complex nursing and medical management.

**Services/Requirements:** Must be able to tolerate three hours of therapy five to seven days a week. Requires at least two therapy disciplines, one of which must be physical therapy or occupational therapy.

**How we can serve you:** Archbold Memorial Hospital Inpatient Rehabilitation (229.228.8063)



After  
HOS



## HOME HEALTH

**Location:** Home

**Availability/Length of stay:** Nursing available seven days a week.

Therapy available Monday through Friday.

**Patient requirements:** Recovering from illness and transferring from hospital to a home setting. Patient is homebound; considerable taxing effort or unsafe to leave home. Trouble leaving home without help.

**Services/Requirements:** Skilled nursing; nursing aide services; disease management; wound care; medication management; and physical, occupational and speech therapy.

**How we can serve you:** Archbold Home Health Services (**229.228.2200**)

# a PITAL stay



## SKILLED NURSING

**Location:** Facility

**Availability/Length of stay:** Average length of stay is 30 days.

**Patient requirements:** Unable to tolerate an intensive rehabilitation program.

Skilled rehabilitation services in a skilled nursing level facility.

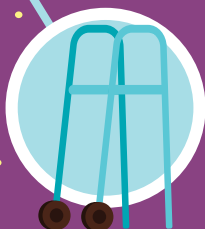
**Services/Requirements:** Physical therapy, occupational therapy, speech-language pathology one to two hours a day at least five days per week.

**How we can serve you:**

Glenn-Mor Nursing Home (**229.226.8942**),

Pelham Parkway Nursing Home (**229.294.8602**),

Mitchell Convalescent Center (**229.336.8377**)



## SWINGBED REHABILITATION

**Location:** Facility

**Availability/Length of stay:** Average length of stay is two to four weeks

**Patient requirements:** Skilled nursing care and rehabilitation needs provided. May require wound care or IV antibiotics.

**Services/Requirements:** Therapy services one to two hours a day at least five days per week. Physical therapy, occupational therapy, speech-language pathology: one to two times a day, five days a week.

**How we can serve you:** Brooks County Hospital (**229.263.6328**), Grady General Hospital (**229.377.2247**), Mitchell County Hospital (**229.336.4609**)

# OUR COMMITMENT TO YOU

## Patient Advocate

Our Patient Advocate offers patients, family, staff and the community a central location for voicing concerns or for obtaining vital information necessary in making important healthcare decisions. The Patient Representative is available to assist with any problems or concerns that you may have during your stay. You may contact the Patient Advocate by dialing 229.228.8086.

## Ethics

Most decisions in regard to healthcare, although difficult, are made without problem. An ethical dilemma occurs when there is a conflict with the choices of what should be done. The Ethics Committee is a group of professionals appointed by the Chief of the Medical Staff. Members include representatives from the medical staff, Nursing department, and Quality Improvement. On occasion, other professionals may be consulted. The Ethics Committee is not a substitute

for the relationship between patients and doctors. Decisions or resolutions of an ethical dilemma are not made by the Ethics Committee. When requested, the committee will review a case and encourage open communication and reasoning by all persons involved. When an ethical conflict cannot be resolved, please ask any member of the hospital staff or your doctor for help.

## Grievance

Patients have the right to file a grievance with the following state or accreditation agency:

DCH/Healthcare Facility  
Regulation Division  
#2 Peachtree St. NW  
Atlanta, GA 30303  
404.657.5700

The Joint Commission  
Office of Quality Monitoring  
1 Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
1.800.944.6610

## Discrimination Notice

It is the policy of Mitchell County Hospital to provide services to all people,

regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state and local laws, regulations or statutes.

Mitchell County Hospital does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

# SPECIAL SERVICES

## Organ/Tissue Donation

Gifts of organs and tissue can help sustain or improve the quality of life for many people, especially those who are seriously ill. Mitchell County Hospital participates with LifeLink Georgia to manage organ and tissue donations. If you have a donor card, it is important that your family be aware of your wishes. Learn more at [lifelinkfoundation.org](http://lifelinkfoundation.org).

## Advance Directives

Have you thought about the care you would want if you became seriously ill, were in a coma or couldn't do things for yourself? What quality of life would be important to you? Who would speak for you if you were unable to speak for yourself (i.e., who would act as your agent for durable power of attorney)? We recommend that you discuss your wishes with your loved ones and your doctors, appoint someone to speak for you, and then document your decisions in an advance directive. Always bring a copy of your advance

directive to the hospital any time you are admitted.

Learn more about advance directives and obtain the necessary forms by calling Utilization Review at 229.336.4608.

## Health Information Exchange

As permitted by law, we may share information that we gather or create about you with other health care providers through ArchHIE for our internet-based health information exchange (HIE). It allows for instant sharing of health information among doctors' offices, hospitals, labs and radiology centers to assist our doctors in making decisions about your care. You may opt out, but HIE will still allow your doctor to see results. Learn more at [archbold.org/ArchHIE](http://archbold.org/ArchHIE).



# YOUR MEDICAL BILL AND INSURANCE

## Understanding Your Hospital Bill

Thank you for choosing Mitchell County Hospital and allowing us to meet the healthcare needs of you and your family. We want you to be informed about our billing processes so we can coordinate our efforts with yours in resolving your patient account. We trust the information presented below will give you a better understanding of our billing cycle and serve to answer some of the most frequently asked questions we receive regarding the services we provide.

## Account Management Services

Account Management Services (AMS), a department of Archbold Memorial Hospital's Patient Financial Services, is responsible for billing all patient balances. This includes self-pay balances (where no insurance was presented at the time of service) and deductibles,

coinsurance, co-payments and/or non-covered services due in accordance with the terms of your insurance policy. In the event you should have any questions about your account, the customer service representatives of AMS are available Monday through Friday from 9am to 5pm to assist you. To ensure the highest level of service, please make sure you have your account number ready when you call.

## Charges Included in Your Bill

The bill you receive from us includes all charges for services provided to you by Mitchell County Hospital. This could be from any one of our affiliated hospitals or outpatient facilities. It is important to remember that your bill does not include certain charges for physicians involved in your plan of care such as: private practice physicians, surgeons, anesthesiologists,

pathologists, radiologists and other consulting physicians. Please know you will receive separate bills for services provided by these physicians.

### **Daily Room Charge**

Your daily room charge includes your room, 24-hour nursing care, regular diet and nourishments as ordered by your doctor, telephone, television, maintenance, housekeeping, medical records, business office and other routine services required to care for you.

### **Point of Service Collections**

Remember, as guarantor of the charges associated with the care provided to you or your family member, you are ultimately responsible for the bill. Please be prepared, at the time of registration or discharge, to pay for a portion of the charges associated with services provided by Mitchell County Hospital. Such payments are expected from all of our patients whether or not insurance is verified at the time of registration. In the event insurance is presented, you may be requested to

pay the amount of any applicable policy deductibles, coinsurance and co-pays in accordance with the terms of your insurance coverage.

### **Insurance Identification Cards**

Most insurance companies, including Medicare and Medicaid, provide you with an identification card, which contains information essential for filing your insurance. You are required to present your insurance card(s) at the time of service. Our registration officers will make a photocopy of each card presented, in the event they are needed for reference purposes during the claim filing process. In the event insurance is not presented at the time of service or within 24 hours of emergency services, you will need to contact Patient Financial Services at 229.228.8870 or toll free at 877.269.8182 as quickly as possible to ensure your claims can be filed within the time limit established by your insurance carrier. Please note: In the event your insurance information is presented after the time limit set by your

insurance carrier for filing your claims has lapsed, you will be held responsible for the entire bill.

### **Deductibles, Coinsurance and Co-payments**

Most Federal, State, private and group insurance plans provide only partial coverage of your medical expenses. You should contact your member representative, insurance agent or group benefits coordinator to determine any applicable co-payment amounts, find out what your deductible is and to determine how much of the bill you will be responsible for after your insurance carrier pays their portion.

### **Insurance Filing**

As a service to our patients, Patient Financial Services, a department of Archbold Memorial Hospital files your insurance claims approximately 10 days after the date of service or discharge. When payment is received from your primary insurance, any secondary or supplemental policies (if applicable) will be filed. Once all insurance payments

have been received, you will be billed for any remaining balance. Keep in mind that if the payment process takes more than 90 days, you may be requested to pay the bill.

### **Pre-Certification, Prior Authorization and Notice of Admission**

Most health insurance carriers now require pre-certification, prior authorization, and/or notification for various services provided in outpatient and inpatient settings. You or your doctor's office should contact the insurance company or their designated review organization prior to making arrangements for services provided by Mitchell County Hospital. Please understand that if prior authorization is not obtained, your insurance company may reduce the amount of the bill they are responsible for or, in some cases, deny your insurance claim in total. In the case of an emergency admission, most insurance companies require notification within 24 hours that you have been admitted to the hospital. Our Admitting Office will make every effort

to confirm that a notification is provided within the specified time limit; however, it is ultimately the patient's responsibility to ensure the notification has been provided to your insurance company.

### Medicare

Medicare does not cover all charges and drugs related to your outpatient services or observation stay in the hospital. For those charges, you will receive a bill and are responsible for payment.

Medicare Part B does not cover drugs that are usually self-administered by the patient. Examples of self-administered drugs are:

- Tablets taken by mouth
- Drops
- Suppositories
- Insulin
- Topical ointments

Medicare expects the hospital to bill you for self-administered drugs. If you have Medicare Part D prescription drug coverage, you might be able to receive reimbursement for your out-of-pocket cost for the self-administered drug; however, you are responsible for the

amount the hospital charges for these drugs.

If you are dissatisfied with Medicare's coverage position for self-administered drugs, you may discuss the matter with Medicare. If you need more information about patient responsibility for self-administered drugs, please contact:

John D. Archbold  
Memorial Hospital  
Gordon Ave. at Mimosa Dr.  
Thomasville, GA 31792  
229.228.2770

The Medicare Helpline can assist by providing information or answering questions regarding:

- General Medicare information
- Medicare parts A and B
- Medicare health coverage choices including cost, benefits, quality and more
- Medicare prescription drug plans
- Area nursing homes
- "Medicare and You" handbook
- Area Medicare events and activities
- Current contact information

## Financial Services

It is the patient's responsibility to provide accurate and complete medical insurance coverage information prior to or at the time of services for elective care and within 24 hours of the time of service for emergency care. Please remember to present your insurance cards each time you come for services. Co-payments are expected at the time of service, and you will be billed for any unpaid deductible amounts, co-insurance and charges approved, but not paid, by your policy. If you do not have health insurance, you are considered a Self Pay patient. The hospital offers a Financial Assistance Program to assist qualified patients with their outstanding bill—please review the section in this handbook titled “Financial Assistance” for more information.

When the insurance payment is assigned to the hospital, a counselor processes the claim. If the insurance payment leaves a balance due (or if you have no insurance) you will be contacted by Account

Management Services (AMS) to establish payment arrangements. AMS is a department of the hospital responsible for collections of self pay balances due from patients. If you have any questions, please contact our office at 229.228.8870 or 1.877.269.8182 or write to:

Archbold Medical Center  
ATTN: Patient Financial Services  
920 Cairo Rd.  
Thomasville, GA 31792

## Financial Assistance Program

As your community healthcare provider, Archbold Medical Center provides the Financial Assistance Program to assist eligible uninsured and/or underinsured patients and their families with medical bills beyond their ability to pay, as part of our participation in the Georgia Indigent Care Trust Fund. As our patient, you receive certain benefits under the Trust Fund and we offer a certain amount of free and reduced-charge care each year. If you meet the requirement for the Financial Assistance Program, all or

a portion of your hospital charges may be covered. You will not be required to pay for hospital charges covered under the Financial Assistance Program.

To apply for this program, you must complete the Financial Assistance Program application form, sign, and return it to our Patient Financial Services office. The information provided will remain confidential and will be used only to determine your eligibility for financial assistance.

Application forms for the Financial Assistance Program are available online at [www.archbold.org](http://www.archbold.org), at all registration offices, or a copy will be mailed to your home if you indicated at registration that you might qualify for the program. Complete the application form and the family size and income worksheet and return to:

Archbold Medical Center  
ATTN: Financial Assistance  
920 Cairo Rd.  
Thomasville, GA 31792

The Financial Assistance Program Manager will

review your application and determine your eligibility. You will be notified by mail regarding your eligibility and the amount of charges covered under the program if your application is approved.

If a discount is awarded, you will be subject to an interest-free monthly payment plan established by the balance of your accounts after all discounts are applied.

If you have any questions about your eligibility, please call our Financial Assistance Program Manager at 229.228.8840 or toll free at 877.269.8182, ext. 8840. You may also fax your questions to 229.228.8893. Archbold Medical Center's Patient Financial Services is located at 920 Cairo Road, Thomasville, Georgia.

If you receive a bill from Archbold Medical Group, you may still apply for financial assistance by contacting the billing department to request the Financial Assistance Program Application Form. You may reach the Case Manager at 229.228.8826 or toll free at 877.785.1112.

Complete the application form and return to:

Archbold Medical Group  
900 Cairo Rd.  
Thomasville, GA  
31792-4255

If you have any questions or concerns about how we operate programs under the Indigent Care Trust Fund rules, please let us try to work with you to resolve them. You may reach Archbold Medical Center's Patient Financial Services management at 229.228.8872.

However, if you are not satisfied with our handling of your situation, you may call the Department of Community Health toll-free at 877.261.3117 or write to:

Indigent Care Trust Fund  
Hospital Policy Section  
Division of Medical Assistance  
2 Peachtree St. NW Fl. 37  
Atlanta, GA 30303-3159

### **Authorization for Extended Stay**

If your insurance policy requires prior authorization or notification of admission, most likely the insurance

company or designated review organization will specify the number of days stay for which the authorization is valid. Your doctor's office should notify you or your family of the number of days authorized. If your doctor determines that you must remain in the hospital longer than the number of days authorized, you should request that he/she contact your insurance company or their designated review organization to obtain an extension of the authorized days stay. Only your physician and his/her office staff can provide the required information regarding your plan of care necessary to obtain an extension.

### **Workers' Compensation**

Please ensure you or your family member notifies us that the injury requiring services was the result of an accident which occurred while you were on the job. Your employer will be called to verify Workers' Compensation coverage and the details of the work-related accident.

## Payment Arrangements

Archbold Memorial Hospital offers an interest free payment plan provided your account balance is paid according to the terms of our payment schedule. Please call one of our AMS counselors to establish a payment plan that works for you and/or your family.

*AMS Payment Schedule:*

Account Balance	Payment Schedule	Amount Due
Less than \$50	Payment in Full	Balance
\$50-\$99	2 months	\$25 to \$50
\$100-\$299	4 months	\$25 to \$75
\$300-\$499	6 months	\$50 to \$83
\$500-\$749	8 months	\$63 to \$94
\$750-\$999	12 months	\$63 to \$84
\$1000-\$2499	18 months	\$56 to \$139
\$2500-\$4999	24 months	\$104 to \$208
\$5000 or more	36 months	\$140+

## Automobile Accidents

In order to assist us in resolving your auto liability claims, please ensure you or your family provides the names and addresses of all insurance agents for each person involved in the accident. A copy of the accident report from the State Highway Patrol, Sheriff's Office or Police Department should be presented as well.



# MEDICAL RECORDS: ARCHHIE

Archbold's patient portal, ArchHIE, is a convenient and secure health-management tool that offers patients instant access to their personal health information.

Using your secure password, you can log into the ArchHIE Patient Portal 24 hours a day, 7 days a week from the comfort and privacy of your home or office.

When you sign up for ArchHIE, you will have secure and convenient access to:

- View your lab results
- View your radiology results
- Request your medical record
- Review educational materials

For more information about ArchHIE, please visit [archbold.org/archhie](http://archbold.org/archhie). If you don't see the answer to your question, contact the Archbold Health Information Management Department at 229.227.5050

# PATIENT RIGHTS AND RESPONSIBILITIES

As a hospital patient, there are certain rights to which you are entitled and certain obligations which you assume as your responsibility. The right of every individual to independence of expression, to have a part in decisions and actions which affect him/her, and to expect proper regard for his personal dignity and human relationships is intensified when that individual is a patient in the hospital. The following patient rights are affirmed by the Board of Trustees as being applicable to any and all patients in a manner free from discrimination of Archbold Medical Center.

At Mitchell CountyHospital, we believe that:

- The patient has the right to reasonable access to care.
- The patient has the right to respectful and considerate care that is considerate of his or her personal values and beliefs.
- The patient has the right to respectfully obtain from his or her physician current information concerning his or her diagnosis, treatment, prognosis, and outcome of care, including unanticipated outcomes, in terms the patient can be reasonably expected to understand.
- The patient has the right to receive from his or her physician information necessary to give informed consent prior to the start of any treatment or procedure. The patient's family or healthcare surrogate decision maker will be involved to facilitate proper care when appropriate.
- The patient has the right to expect reasonable and appropriate pain management and to be involved in care decisions involving managing pain effectively.
- The patient has the right to refuse treatment to the

extent permitted by law and to be informed of the medical consequences of his or her action.

- The patient has the right to every consideration of his or her privacy concerning his/her own medical care. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly.
  - The patient has the right to security and personal privacy
  - The patient has the right to formally designate a surrogate decision maker of his or her choice
  - The patient has the right to participate in the development and implementation of his or her own plan of care.
  - The patient has the right to be free from physical or mental abuse, and corporal punishment.
  - The patient has the right to be free from restraint or seclusion, of any form, imposed by staff as a means of coercion, discipline, convenience, or retaliation.
- Restraints or seclusion may only be used to ensure the immediate physical safety of the patient, staff or others and must be discontinued at the earliest possible time.
- The patient has the right to expect that all communications and records pertaining to his or her care should be treated as confidential and information related to his or her care will only be released in accordance with hospital policy.
  - The patient has the right to expect that within its capability, and in accordance with the mission and applicable law, a hospital Patient's Rights and Responsibilities must make a reasonable response to the request of a patient for services. The patient has the right to expect that prompt and safe transfer will occur when the hospital cannot meet the patient's request or need for treatment or service.
  - The patient has the right to examine and receive an explanation of his or her bill

- regardless of the source of payment.
  - The patient has the right to know what hospital rules and regulations apply to his/her conduct.
  - The patient has the right of access to people outside the hospital by means of visitors, and by verbal and written communication.
  - The patient has the right to designate a support person via their Advance Directive and the right to formulate advance directives as described in the Advance Directives Policy 101.10.
  - The patient has the right to participate in the consideration of ethical issues that may arise during the course of his or her care. Any such ethical issues may be addressed through the Ethics Committee of the medical staff (See Administrative Policy 101.13).
  - The patient has the right to be informed of any human experimentation or other research/educational projects that affect his/ her care.
  - The patient has the right to access protective services through community resources.
  - The hospital accommodates the patient's rights to religious and other spiritual service to the best of its capability.
  - The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital. In keeping with these rights, which the hospital honors, the patient has certain obligations to meet.
- The following patient responsibilities are also applicable to any and all patients:
- The patient and family are responsible for providing, to the best of his/her knowledge, accurate and complete information about his or her present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health and making it

- known whether he/she clearly comprehends a contemplated course of action and what is expected.
- The patient and family are responsible for reporting perceived risks in his/her care and unexpected changes in the patient's condition.
  - The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
  - The patient has the right to receive from his or her physician information necessary to give informed consent prior to the start of any treatment or procedure. The patient's family or healthcare surrogate decision maker will be involved to facilitate proper care when appropriate.
  - The patient and family are responsible for following the treatment plan recommended by medical and hospital personnel for his/her care.
  - If the patient or family refuses treatment or fails to follow the practitioner's instructions, they are responsible for the outcomes.
  - The patient and family are responsible for assuring that the financial obligations of his or her healthcare are fulfilled promptly.
  - The patient and family are responsible for following hospital rules and regulations affecting patient care and conduct including safe keeping of personal items (See Patient Safety and Security Brochure).
  - The patient is responsible for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, the number of visitors, and complying with the policy on smoking and the use of tobacco products (See Administrative Policy 100.03).
  - The patient and family are responsible for being respectful of the property of other persons and of the hospital.

Archbold provides its patients with the necessary channels to express a concern or a complaint and to have questions answered. Each unit has a nurse manager or charge nurse who can address questions or problems with nursing care. Concerns may also be expressed to Hospital Administration at 229.336.4601.

# CREDENTIALS

Mitchell County Hospital is fully accredited by The Joint Commission and is certified as a participating hospital for health insurance under the Social Security program. Mitchell County Hospital meets all federal and state regulations governing hospital operations.

Approval by the Joint Commission assures that you are protected by the highest standards of hospital care, that medical and hospital personnel are worthy guardians of your health and that Mitchell County Hospital is well run, carefully organized, completely and fully equipped, capably staffed and truly concerned about your wellbeing.

The hospital is affiliated with:

- American Hospital Association
- Shared Services for Southern Hospitals
- Georgia Hospital Association
- The Association of Community Cancer Centers
- Vizient-Midsouth
- Georgia Nursing Home Association
- Georgia Alliance of Community Hospitals
- Southeastern Community Blood Center

The hospital is licensed by Georgia Department of Human Resources.

The hospital is accredited by The Joint Commission.

The Clinical Laboratory is certified by College of American Pathologists.

The Lewis Hall Singletary Oncology Center is approved by The American College of Surgeons as a Comprehensive Community Cancer Center

The Mammography Program is accredited by The American College of Radiology.

# NON-DISCRIMINATION NOTICE AND ACCESSIBILITY REQUIREMENTS

We are committed to protecting your health information. Our privacy practices are described in the Archbold Memorial Hospital Notice of Privacy Practices, a booklet that explains how this obligation will be followed by all Archbold healthcare professionals. To obtain a copy of the booklet, call the Admitting Office at 229.228.8016. To see this booklet online, visit [archbold.org/privacy](http://archbold.org/privacy).

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

Archbold 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, contact our Patient Advocate.

If you believe that Archbold Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail with: Patient Advocate, 915 Gordon Avenue, Thomasville, GA, 31799, or call 229.228.8086, or email [patientadvocate@archbold.org](mailto:patientadvocate@archbold.org). If you need help filing a grievance, a Patient Advocate 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 Ave, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019  
1-800-537-7697 (TDD)



**Individuals With Limited English Proficiency of Language Assistance Services**

ATTENTION: Language assistance services, free of charge, are available to you. Call 229.228.8086.

**Spanish:**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 229.228.8086.

**Vietnamese:**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 229.228.8086.

**Korean:**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 229.228.8086 번으로 전화해 주십시오.

**Chinese:**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 229.228.8086。

**Gujarati:**

જાન્યૂના: જો તમે જાજરાતી બોલતા હો, તો િન:જીલ્લુ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 229.228.8086.

**French:**

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 229.228.8086.

**Amharic:**

ማስታወሻ: የግናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ማከተለው ቁጥር ይደውሉ 229.228.8086.

**Hindi:**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 229.228.8086 पर कॉल करें।

**French Creole:**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 229.228.8086.

**Russian:**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 229.228.8086.

**Arabic:**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 229.228.8086

**Portuguese:**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 229.228.8086.

**Farsi Persian:**

اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما موجود است. با تماس بگیرید. فراهم می باشد 229.228.8086

**German:**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 229.228.8086.

**Japanese:**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。229.228.8086まで、お電話にてご連絡ください







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