

**W**elcome to University Health Care System. We are honored that you have entrusted us with your care, and we will do everything we can to make your stay as comfortable as possible.

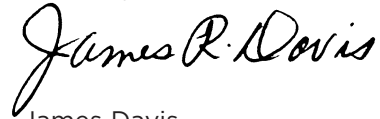
We are always looking for ways to exceed patients' expectations, and we hope you will give us that opportunity while you are at any of University Health Care System's facilities. If you know of a way for us to improve, we want to hear about it since our primary goal is to ensure you receive high-quality, compassionate care.

If you would like to share your thoughts regarding your care, you can call our Care Line at 706/774-CARE

(2273). You also might receive a questionnaire in the mail after your stay requesting feedback regarding your care. Please take the time to complete and return this "report card."

On behalf of the University family, I wish you a speedy recovery and a pleasant health care experience.

Sincerely,



James Davis

President/Chief Executive Officer  
University Health Care System

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**WELCOME**

## Overview

University Health Care System is anchored by the 581-bed University Hospital, and serves Augusta-Richmond County and the surrounding region. University Hospital is governed by the Board of Trustees of University Health Services, which voluntarily serves you and the community. These community members are interested in seeing that our patients have quality medical services. Founded in 1818 as City Hospital, it was first located on the 100 block of Greene Street. University has since moved through four facilities to its present location, which opened in 1970. Over the years, the campus has expanded to include the Heart & Vascular Institute, office buildings housing more than 600 private practice physicians and various treatment centers.

University has a long history as a leader in delivering cardiovascular, cancer and women's services. We developed the area's first outpatient cardiac catheterization unit and performed the region's first angioplasty. We opened the area's first Breast Health Center and put the area's first Mobile Mammography Unit on the road, giving more women in our

community access to breast cancer screening. Our W.G. Watson, M.D. Women's Center features 36 obstetrical suites and state-of-the-art surgical suites dedicated for obstetrical and gynecological patients. The center has a well-baby nursery and a 40-bed Level III Special Care Nursery offering neonatal intensive care to our smallest and most critically ill infants.

Recognizing the need to serve more of the community closer to home, University has established medical centers in South Richmond County and expanded services in Columbia County to include medical office buildings, a joint-venture diagnostic imaging center, a skilled nursing facility, a joint venture Day Surgery Center and Prompt Care facilities. Columbia County is also the home of Brandon Wilde, widely recognized as one of the finest "Life Care" retirement communities in the nation.

In 2009, University completed a \$93.6 million renovation and expansion project that will shape the future of health care delivery for the Augusta region. Major components of this effort included a new Outpatient Center, several expanded, state-of-the-art surgical suites and a new Surgery Care Center.

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## OVERVIEW



The crown jewel of the expansion project is the Heart & Vascular Institute — a 188,000-square-foot cardiovascular center with 72 universal inpatient suites. This world-class facility is the largest, most comprehensive center of its kind in the region and offers a full range of care, from diagnoses to rehabilitation.

University is accredited by The Joint Commission (TJC), which is an independent, not-for profit organization, established more than 50 years ago. The Joint Commission is governed by a board that includes physicians, nurses and consumers. The Joint Commission sets the standards by which health care quality is measured in America and around the world.

**In addition:**

University is the only hospital in Augusta to receive the Magnet Award for nursing excellence from the American Nurses Credentialing Center (ANCC). Magnet status is the ANCC's highest honor, and largely considered one of the highest designations that can be received for outstanding achievements in nursing.

University has received full Cycle II Accreditation with Percutaneous Coronary Intervention (PCI) from the

Accreditation Review Committee of the Society of Chest Pain Centers. The Chest Pain Center at University Hospital has demonstrated its commitment to quality patient care by meeting or exceeding a wide set of stringent criteria and completing on-site evaluations by a review team from the Society of Chest Pain Centers.

University has received the American College of Surgeons Commission on Cancer Outstanding Achievement Award, which recognizes cancer programs that strive for excellence in providing quality care to patients. University's Cancer Services Program is the only hospital in Georgia to receive this designation. Only 95 programs, or 19 percent of the U.S. programs surveyed in late 2008, reached this level of competency.

University Health Care System has been honored to receive the Consumer Choice Award from the National Research Corporation (NRC) for best overall quality and image in the Augusta region for 11 consecutive years. The Consumer Choice Award is based on an independent survey of consumers conducted by NRC to recognize the most preferred hospitals in about 190 metropolitan areas across the country.

**O**ur personnel are deeply concerned about you and the care you receive at University Hospital. Please notify unit staff immediately if you have concerns about your care or accommodations. If the unit staff are unable to resolve your concerns, you may wish to contact the Care Line. To reach the Care Line from your room, dial extension 4-2273 or “9” then 706/774-CARE (2273). We will address your concern and make every attempt to resolve problems or issues.

### **To Recognize Employees**

We also want to know when you are pleased with our services so we can recognize employees who go beyond

your expectations in giving you exceptional service. You can let us know about these employees by calling the Care Line at 706/774-CARE (2273) or sending an e-mail to [careline@uh.org](mailto:careline@uh.org). You also will find the Care Line on our Web site at [www.universityhealth.org/patientvisitorinfo](http://www.universityhealth.org/patientvisitorinfo).

### **Comments and Suggestions**

Since we are always looking for ways to improve patient care, we need your comments or suggestions about our services and our facilities. You may e-mail your comments to [careline@uh.org](mailto:careline@uh.org) or visit our Web site at [www.universityhealth.org/patientvisitorinfo](http://www.universityhealth.org/patientvisitorinfo) and send a Care Line note. Thank you for taking time to help us.

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**YOUR SATISFACTION ❖ COMPLIMENTS ❖ CONCERNS**

**Y**our room assignment at University Hospital is based on your admitting diagnosis, medical condition and bed availability on the day of your admission. Charges will reflect the actual room usage regardless of your stated request. We try to honor each patient's preference for a private or semiprivate room, but other arrangements may be necessary due to occupancy, physician's orders or the nature of your condition.

### **Calling Your Nurse**

To call your nurse, press the nurse call button located in the bed control panel. Do not hesitate to call your nurse anytime you have a concern about your care or condition. A staff member will respond to your signal as soon as possible. Please stay in bed after you receive pain medication, pre-procedure medication or you have been prepared for the night. Strange surroundings and sleeping medications may create a hazard if you get out of bed. For assistance during the night, please use your call button and the nursing staff will be happy to assist you. If your physician has indicated that you are to be up only

with assistance, please call the nursing station and wait for the help your physician has determined you need.

### **Lost and Found**

Lost and found items are turned in to Environmental Services. To inquire about a lost item, please dial "0" for the hospital operator and ask for Environmental Services. We make every effort to notify patients of personal articles left at the hospital.

### **Hair Salon**

An in-house hair salon is available for men and women on the hospital's second floor. If your physician approves, you may wish to visit the salon or have a hair stylist visit your room. Please ask a member of your patient care team to schedule your appointment. Payment is due when services are rendered. The hair salon, a project of the Volunteer Board of University Health, also serves visitors. Manicures and pedicures are also available. To schedule an appointment, please call 706/774-2203, Monday-Friday, 8:30 a.m. to 5 p.m.



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**YOUR ACCOMMODATIONS ❖ TELEPHONE SERVICES ❖ PATIENT TV**

## Banking

Automated Teller Machines (ATM) are located in the main hospital lobby directly in front of the main elevators and in an alcove under the stairs in the lobby of the Heart & Vascular Institute.

## Newspapers and Magazines

*The Augusta Chronicle* and *USA Today* are located in racks just outside the Food Court entrance on the first floor and in the vending area of the Heart & Vascular Institute. Magazines may be purchased in the Sunshine Gift Shop in the main lobby and at the Gift Shop kiosk in the lobby of the Heart & Vascular Institute.

## Telephone Services

There is no charge for making local calls. Simply dial "9" and the number you desire. To call long distance, dial 9 + 0 + area code + number. You will be given an opportunity to enter your calling card information. If you do not have a calling card or if you wish to pay a different way, an operator will come on the line to assist you. Should the

hospital's long distance carrier be different from the one you prefer, please dial "0" and a hospital operator will assist you in placing your call. Calls cannot be billed to your room. However, you may use a major credit card, bill to a third party or make a collect call.

- Family and friends can call your room directly by dialing the number on your phone. Upon request, the hospital can block incoming calls to your room but still allow you to make outgoing calls.
- Courtesy phones are located off the main lobby near the Levi W. Hill III Auditorium and in the lobby of the Heart & Vascular Institute.
- Special telephones are available for those with hearing impairments. Please ask your nurse to arrange for the use of this equipment.

## Patient TV

Television programming is provided through Comcast and includes more than 50 stations. In the Women's Center rooms, the Newborn Channel is broadcast on Channel 25.

## **Your Menu and Meal Service**

Each day you will select your meals from a menu provided by your hospitality assistant. If you are on a special diet ordered by your physician, you will receive menus tailored to meet your specific needs. If you have any questions about your menu or have special food requests, please discuss them with your hospitality assistant during daily visits.

## **Guest Trays**

Visitors may dine with you in your room. In-room guest meals may be ordered for a reasonable fee through your hospitality assistant.\*

## **VIP Menu**

In an effort to make your stay at University Hospital as pleasant as possible, we offer an additional VIP menu of elegant food choices and fine-dining services.\*

\*Guest trays and VIP meals cannot be billed to your insurance.

## **Special Occasions**

We are happy to celebrate special occasions in your life and will be pleased to serve a complimentary cake for your birthday or wedding anniversary. Please contact your hospitality assistant to make necessary arrangements.

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# **FOOD SERVICES FOR PATIENTS AND VISITORS**

**Y**our safety and concern are important to us. If you have any concerns, please tell one of our staff members.

### Smoking Policy

University Hospital is a tobacco-free campus. This designation reflects our commitment to create a healthy environment for our patients, employees, physicians, visitors and volunteers. Smoking and the use of other tobacco products are not allowed on any part of the University campus.

- Your physician has available alternate medical approaches for the management of nicotine dependency or withdrawal. Should your physician prescribe one of these management tools for your use during hospitalization, the charge will be added to your bill at the hospital's cost.
- The cost of replacing University Hospital property damaged or destroyed as a result of patient smoking will be added to the responsible patient's bill.

### Information Desk

The main lobby Information Desk is staffed 24 hours a day. All non-emergency visitors must enter through the main entrance. After 9 p.m., visitors must stop at the Information Desk for a visitor's badge. The Heart & Vascular Institute information desk is staffed Monday-Friday, 6 a.m.-9 p.m. After-hours visitors to the Heart & Vascular Institute must get a visitor's badge from the nursing supervisor.

### Visitor Identification

If your patient care team determines that a family member or friend staying overnight will not adversely affect your condition, the visitor will be given an identification badge. Identifying after-hours visitors helps ensure a safe environment for everyone in the hospital.

### Security

University Hospital security personnel are on duty around the clock. Our uniformed officers drive marked vehicles and carry two-way communication equipment. For your safety, the hospital, campus and parking areas are monitored by a closed-circuit television system. If you need a security officer, dial extension 4-2295 from the nearest house phone or dial "0" for the hospital operator and ask for Security.

### Safekeeping of Valuables

Valuables such as jewelry, credit cards and cash should not be kept in your room. You may deposit your valuables with Security by letting your nurse know you want to use this service. We ask that you and your visitors please not leave valuables unprotected. The hospital is not responsible for the loss of money or valuables kept in your room. Please limit the valuables you bring to the hospital to only those necessary for your stay.



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## SAFETY AND SECURITY

## **Electrical Appliances**

To reduce possible fire or electrical hazards: You must limit your electric personal care items to the following appliances if needed during your hospital stay: hair curlers, curling iron, hair dryer, toothbrush, shaver and hair clippers. Please let your nurse know if these items are brought into the hospital. Our Biomedical Department must do a quick safety check to ensure that your equipment is working properly prior to use. For your protection, Hospital Safety Policy prohibits all other electrical appliances, including televisions, radios, toasters and coffee makers.

## **Fire and Disaster Drills**

To ensure your safety in the event of a fire or disaster, drills are routinely held at University Hospital. If there is a drill while you are in the hospital, please remain in your room, request visitors to do the same and do not become alarmed. Fire doors will close automatically throughout the hospital when a drill is in progress. In addition, we ask that visitors not try to use elevators during a drill. Thank you for cooperating during our emergency preparedness time. In the event of a real emergency of any kind, patients and visitors will be informed by hospital staff of appropriate actions to take.

## Finding Your Way

Throughout the hospital you'll find helpful maps titled "Finding Your Way" of the hospital campus and the first and second floors. If you can't readily find a copy, inquire at the main information desk in the hospital lobby. Feel free to ask any employee for assistance in locating any room or service in the hospital.

## Pastoral Care

Chaplains work closely with physicians and other clinical staff to help patients and their families look at the meaning of illness; they also use faith and religious resources for coping with crises. Often they simply offer a listening ear. The services of a chaplain are available around the clock, every day of the year. If you would like to have a chaplain or a local minister visit, please dial "0" for the hospital operator and ask for the chaplain's office or have a member of your patient care team page the chaplain on call. Chaplains also are available for sacramental ministries and religious liturgies.

## Interfaith Chapel

An interfaith chapel, located off the main first floor lobby near the visitor elevators, is open to people of all faiths for prayer and meditation. Worship services are held here each Sunday at 10:15 a.m.

## Support Groups

University Hospital offers a number of support groups for patients and their families needing support of others

experiencing similar situations. Call University's HealthService Center at 706/SER-VICE (737-8423) for a complete listing. If you live outside the calling area, you may call toll free 800/476-SERV (7378).

## Interpreters

### For Persons with Limited English Proficiency

Through our Speech and Hearing Center, we offer interpretation services for non-English speaking patients. This includes a special telephone network system that provides medically certified interpreters in more than 100 languages. Medically certified Spanish interpreters also are on call to provide direct personal translation. Please tell a member of your patient care team if you need this service.

### For the Hearing Impaired

Special amplified telephones are available for the rooms of patients who are hearing impaired. In addition, arrangements can be made through our Speech and Hearing Center to provide a medically certified American Sign Language interpreter. Please let your nurse know if you need either of these services. Accommodation of patients with sensory deprivation or patients who are non-English speakers and/or their families is governed by hospital policy, which also outlines grievance procedures, as provided by Section 504 of the Rehabilitation Act. Please contact your nurse or the Care Line at 706/774-CARE (2273) if you experience any difficulty.



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# PATIENT SERVICES

## **Mail and Flowers**

Your mail and flowers are delivered directly to your room each day, except in critical care areas. Patients in intensive care units cannot receive flowers, balloons or gifts other than cards in their rooms. Your mailing address while you are here is University Hospital, 1350 Walton Way, Augusta, GA 30901-2629. Mail received after your dismissal will be forwarded to your home.

## **Renewal at Second to Nature Boutique**

A boutique offering a wide selection of merchandise for mastectomy and chemotherapy patients is located in the Breast Health Center, Professional Center 2, Suite 204. The boutique is a project of the Volunteer Board of University Health. Hours are Monday-Friday, 9 a.m.-5 p.m. Call 706/774-4155 for an appointment.

## **Wireless Internet Service**

Wireless internet service is available from all patient rooms and in all guest-accessible areas of the main hospital building and in the Heart & Vascular Institute, including waiting rooms, the main cafeteria and the coffee shop. Your device must have 802.11b wireless capability and you will be required to acknowledge and accept the user agreement presented when you link to this service. This is a non-secure connection and is not protected in any way. As this connection is provided purely as a convenience for our patients and visitors, University accepts no responsibility for any virus, spam or other damaging activity, programs or executable files that might be downloaded or accessed in any fashion. We also do not provide user services in the event of problems related to personal devices or an inability to connect to this service; we can only advise users of the status of the network and its availability.

## Your Patient Care Team

Each unit is the responsibility of a designated clinical director and nurse manager. A patient care team is assigned to care for all your needs.

### **Assistant Nurse Managers**

Assistant Nurse Managers (R.N.s) on each shift have operational responsibility for the nursing unit in addition to giving direct patient care.

### **Registered Nurses**

A Registered Nurse (R.N.) assesses your needs, analyzes data, develops your individualized nursing plan of care in coordination with you and your family, your physician and other team members, provides complex nursing care and evaluates how you respond to care.

### **Other Professionals**

Other professionals on the team are recognized by their proper professional titles, such as Physical Therapist, Occupational Therapist, Respiratory Therapist, Speech Therapist, Audiologist, Social Worker and Pharmacist.

These licensed health care professionals work with other disciplines to deliver treatment/therapies.

### **Licensed Practical Nurses**

Licensed Practical Nurses (L.P.N.s) deliver patient care within the scope of their licensure. Your L.P.N. is cross-trained to administer medications and intravenous fluids, obtain blood samples, perform EKGs and provide direct patient care.

### **Patient Care Assistants**

Patient Care Assistants prepare your room for arrival and orient you to your room; change linens in your room daily; deliver direct patient care including measuring vital signs, weight and intake/output; assist with your daily living needs and perform basic patient care procedures such as preps and dressing changes. Patient care assistants with advanced training also perform EKGs and obtain blood samples.

### **Housekeeping Aides**

Housekeeping Aides take care of your environmental needs such as room cleanliness and linens.

### **Hospitality Assistants**

Hospitality Assistants are your personal contact for menus, meals and snacks.

### **Unit Clerks**

Unit Clerks take care of dismissals and the clerical needs of the unit, order all supplies and manage patient calls.

### **Access Coordinators**

Access Coordinators verify insurance benefits. They also register you as a patient and advise you concerning financial arrangements. They are responsible for collecting the patient's portion, such as co-payments and deductibles at the time of registration

### **Case Managers**

Case Managers are the link between medical services and financial reimbursement. The case manager will arrange post-hospital services as necessary following payor guidelines and requirements.

### **Social Workers**

Social workers assess the patient and the patient's support system to determine the care that will be needed at discharge. This is matched with the willingness and ability to care for the hospitalized patient at the time of discharge. Social workers also assist patients and family members with seeking charity and financial assistance, legal guardianship, adoptions, and psychiatric and drug rehabilitation referrals.

### **Hospitalists**

Hospitalists are private practice physician members of our medical staff who specialize in management of acute medical problems for patients who are admitted to the hospital as inpatients. Hospitalists may care for you during your hospitalization instead of your primary care physician. This helps your primary care physician because the hospitalist is in the hospital to answer your questions



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**YOUR CARE TEAM ❖ YOUR RECORDS ❖ PEDIATRIC PATIENTS**

and assist you with the recovery process by following up on tests and adjusting your treatment plan throughout the day. Upon discharge, the hospitalist will discuss your hospitalization with your primary care physician, who will follow up with you in his/her office. If you have any concerns regarding a member of the medical staff, please notify the charge nurse on your unit.

### **Intensivists**

Intensivists are private practice physician members of our medical staff who specialize in the management or co-management of patients admitted to critical care units in the hospital. An Intensivist helps your admitting physician manage your medical problems while you are in the Critical Care Unit. The program includes interdisciplinary working rounds with the team setting daily goals for your care. Upon your transfer out of the Critical Care Unit, your attending physician will continue to care for you on the regular nursing unit. The Intensivist may continue to consult on your case if requested by your attending physician.

### **Medical Records**

Your medical record begins when you first receive services from the hospital. After dismissal, your medical record goes to Health Information Services where it is scanned into an electronic database and confidentially maintained. Once online, it is immediately available for continuing care, posting of final lab, pathology and other pending reports, physician dictation and completion. Except as permitted by law, information contained in your medical record will be released only upon presentation of a release signed and dated by you or by a person legally authorized to act on your behalf. When your record is complete, you may request a copy (fees apply) or schedule an appointment to review your record. Fees for copying are consistent with state and federal guidelines. Requests for copies of a completed record or portions thereof will be processed within three working days of the request. Requests for copies or an appointment to

view your record should be directed to University Hospital, Health Information Services (Correspondence Section), 1350 Walton Way, Augusta, GA 30901-2629.

## **For Parents of Pediatric Patients**

### **Visiting**

- Only one family member may stay overnight with a child in a semiprivate room. Two may stay overnight in a private room. Each overnight visitor must be 16 years or older, unless they are the child's parents.
- Brothers and sisters older than 12 and accompanied by an adult may visit between 11 a.m. and 9 p.m. A child who is ill or has had contact with anyone who is ill in the past three weeks may not visit. University Hospital is not responsible for any injuries or illnesses that occur as a result of visits by children.
- Children who are patients are not allowed to leave the floor without permission of the physician and nurse caring for the child.

### **Family Services**

- A shower and bath are available for parents. Please ask your nurse for towels and soap.
- Coffee and light snacks for parents who are staying with their children are available upon request. Check with the staff for information.
- A washer and dryer are available on the unit if you need to wash necessary items such as a special blanket, a favorite toy or your child's clothing.
- You may order a guest meal tray through your hospitality assistant for a small charge. Please ask your hospitality assistant for details. If your child is not allowed to eat or drink, please try not to eat in the room.

### **The Playroom**

With your nurse's permission, your child may enjoy spending time in our playroom near the nursing station. Thank you for keeping our playroom tidy.

## Financial Arrangements

You or your representative need to make satisfactory financial arrangements for your treatment. In addition to your insurance coverage, we accept cash, personal checks, VISA, MasterCard or American Express. Our acceptance of insurance assignments is a courtesy to you, and benefits are accepted with the full understanding that you or your guarantor is fully responsible for payment of the bill.

## Patient/Guarantor Payment

If no applicable benefits for hospitalization insurance have been assigned, a cash deposit is required at the time of elective admission. Co-payments or deductibles are payable at the time of service. Your Access Coordinator is your advisor concerning payment arrangements.

## Billing

All charges may not appear on your bill by the time you leave because of the cycles of the various services you may have used. After you get home, you will receive a summary statement detailing services provided, and we will file claims to your insurance on your behalf. You may also request a fully itemized statement, (except in the case of Medicaid coverage). After you receive the initial statement, you will receive at least one statement every 30 days until your account is paid in full. If you have any questions, please call the Patient Accounts Service Center at 706/828-2333.

## Managed Care/Preferred Providers

University Hospital is considered a preferred provider for many insurance plans and networks. However, if University is not your plan's preferred provider, you may incur a larger financial responsibility for choosing a "non-network" hospital. It is the guarantor/patient's responsibility to confirm the preferred provider status of University Hospital with your insurance carrier. If your

choice of University Hospital is "out of network," and you are unable to obtain an exception from your insurance plan, you will be responsible for whatever your insurance does not cover, which is likely to be a significant amount.

## Medicare

Your Medicare card must be presented at admission to confirm your benefits. At the time of your registration, the Access Coordinator is required by law to ask several questions from the Medicare Secondary Payor form that will aid us in properly billing your account to Medicare. Dental admissions are not covered under Medicare.

## Medicaid

If you receive Medicaid, you should present a medical card for the current month at the time of your admission. Regardless of "medical necessity," Medicaid will not pay for a private room. Medicaid is secondary to any and all third-party coverage. All applicable insurance must be assigned to University Hospital as primary carrier. Medicaid does not allow the hospital to give patients or others an itemized statement for the purpose of collecting unassigned third-party payment. Medicaid requires notification of any person requesting an itemized statement.

## Self-Pay Care

If you believe that you would qualify for financial assistance because you cannot afford to pay your bill, please tell your Access Coordinator. University Hospital has staff who will review your case and assist you in filing for any available assistance programs. After reviewing your case, if it is determined that no outside programs exist for you, then University will review your case under the hospital's Indigent and Charity Care Program. If you do not qualify for any of these programs, you will be responsible for your charges. Arrangements can be made for monthly payments with the Patient Accounts Service Center at 706/828-2333.



## **Physicians' Fees**

Your hospital bill does not include fees for your physician(s) or for services from physicians who practice at University Hospital to include: emergency physicians, anesthesiologists, pathologists, radiologists, neonatologists or other independent practitioners. You will receive a separate bill from their billing offices, and all inquiries should be directed to the telephone number on the bill.

## **Utilization Review**

University Hospital is required by Medicare, Medicaid and most private pay health insurance plans to monitor the patient's hospital stay. If your coverage requires such monitoring, you will be asked to sign a consent for release of your medical information to the requesting agency. If, during this monitoring process, your insurance company or agency notifies the hospital that services you are receiving are no longer covered by terms outlined in your policy, your admissions coordinator will contact you to discuss this matter.

## Blood Bank

The blood bank supplies all blood and blood components you might need during your hospital stay. Blood bank technologists and technicians follow the American Association of Blood Banks' guidelines and protocol. Your relatives and friends can help maintain the community's blood supply by donating in your name at the Sheppard Community Blood Center. Please call the center at 706/737-4551 for more information.

## Diabetes Services

If you have diabetes, your physician may refer you to an inpatient diabetes educator. This staff member can provide education and training necessary to better manage your diabetes while in the hospital. University Hospital Diabetes Services also offers a comprehensive outpatient program, to include individual and group counseling, education, meal planning and support groups. The program is staffed by registered dietitians and nurse educators, who are all certified in diabetes education. Call 706/868-3241 for more information.

## Emergency Services

The Emergency Department treats more than 70,000 patients annually. In addition to treatment of cardiovascular and other acute emergencies, the Emergency Department includes a Pediatric Emergency Department for children up to age 18 and Minor Treatment, which is designed to care for minor emergencies in a special section of the Emergency Department. Registration is completed at the bedside. Emergency Department co-pays will be collected at the end of the visit.

## Extended Care Services

University operates two nursing homes in the area:

- Kentwood Extended Care Facility, located at 1227 West Wheeler Parkway in Augusta, has 100 beds – 80 dedicated to skilled nursing care and 20 personal care rooms with easy access to a registered nurse should the need arise.

- Westwood Extended Care Facility, located at 561 University Drive on University's Evans campus off Belair Road, has 149 nursing home beds and provides care for Alzheimer's patients in a unit specially designed to allow freedom of movement within the confines of a safe environment.

## Health Central

Established in 1980 as one of the country's first hospital-based fitness and wellness centers, Health Central has been serving the Augusta community for almost 30 years. Located at 945 Broad St. in downtown Augusta, Health Central is a full-service fitness and wellness center offering a wide variety of cardiovascular and strength equipment, indoor track and pool, whirlpool, sauna, steam rooms, personal training and massage therapy. Health Central is a licensed Les Mills group fitness facility offering BODYPUMP, BODYSTEP, RPM, BODYFLOW and BODYCOMBAT, some of the world's most popular fitness programs. Our expert staff helps individuals meet their fitness goals by making and maintaining lifestyle changes. Phase IV of our Cardiac Rehabilitation program meets here as well. Call 706/724-4408 for more information.

## Home Health

University Home Health provides highly skilled health care for home-bound patients within 14 counties in Georgia and South Carolina. Skilled nurses, home health aides, physical therapists, occupational therapists, speech therapists and medical social workers are available for home care visits. For more information or to have someone come and talk with you, please call the Home Health Intake Office at 706/774-4160.

## Laboratory

The University Hospital Laboratory is a full-service laboratory offering extensive testing capabilities. The laboratory is fully accredited and continually strives to meet high quality standards. Your testing at University is per-



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# MEDICAL SERVICES

formed by certified medical technologists and technicians who strive to give reliable, timely results. University Hospital has the ability to meet your outpatient laboratory needs by providing the following locations to serve you:

**Main Campus**

Outpatient Center, 706/774-7600, Monday-Friday, 6 a.m.-6 p.m. and Saturday, 7 a.m.-1 p.m.

**Evans**

Medical Office Building 4, Suite 1100, 4350 Town Centre Drive, 706/854-2178, Monday-Thursday, 7:30 a.m.-5 p.m. and Friday, 8:30 a.m.-12:30 p.m.

**Web Site**

To learn more about these and other services of University Health Care System, please visit our Web site at [www.universityhealth.org](http://www.universityhealth.org).

**Palliative Care**

Palliative Care is patient- and family-centered medical care for those living with a chronic and/or life-limiting illness. Palliative Care is focused on therapies that support the best quality of life. Important goals are the relief of suffering from pain or other symptoms often associated with severe illness. Along with your primary doctor, Palliative Care provides a team of specially trained staff who can provide physical, emotional, and spiritual support during this time of stress. Any patient with a life-limiting illness such as heart failure, stroke, chronic lung disease, kidney failure, cancer, Alzheimer's, AIDS or liver disease may be appropriate. A palliative care consultant is available to assist the patient, family and physician in determining eligibility, identifying goals and discussing options for care. For more information, please ask your physician, nurse or case manager for a consultation.

## Infection Protection

Please help prevent the spread of germs by completing hand hygiene before and after your visit. Hand washing is encouraged, especially if you are assisting with or learning a patient care procedure or when you come to visit directly from work. In lieu of hand washing, waterless alcohol-based hand sanitizer can be used. A dispenser is mounted on the wall outside and inside the room door. Rub one squirt into your hands for hand hygiene. If you or your children have a cold, the flu, another contagious illness or symptoms, please delay your visit until you and your children are well. Please check at the nurses' station if any special instructions are on the room door. In some cases, it is necessary to expand our routine protection of visitors and other patients due to certain types of infection. In these cases, visitors are given special instructions before entering the room. Staff members sometimes wear gloves, gowns, safety glasses or face masks to help protect both themselves and the patients they care for from infection.

## Hand Hygiene

Our Infection Prevention Program focuses on protecting the patient, visitors and the staff. The hand hygiene program has two parts: hand washing and hand sanitizing. Hand washing is the single most important factor in preventing the spread of germs in the home and in the community!

Proper hand washing involves the following good technique:

- Wet hands under running water.
- Lather them well with soap.
- Rub hands together to create friction; pay careful attention to nails and between fingers.
- Wash hands for a full 10-15 seconds.
- Visitors and the patient should perform this each day while in the hospital.

Hand sanitizing is the primary means of hand hygiene for our staff, since it rapidly provides sanitized and safe hands for patient care. Alcohol-based hand sanitizer is used throughout the hospital and should also be used by visitors. Hand sanitizer dispensers are located in all patient care areas and outside and inside every patient room. Staff members sanitize their hands between each patient encounter. This vital piece of the hand hygiene

program allows you to be confident that the health care provider's hands are clean and free of germs. Visitors should sanitize their hands before touching or embracing patients. Our staff will be asking that you do your part by using good hygiene and having all family members and visitors practice good hand hygiene as well.

## Parking

There is no charge for visitor parking in any of the decks or lots on campus. The visitors' deck offers convenient access to the main entrance. Handicapped parking spaces are located in all campus parking lots. If the patient you are picking up is being discharged from the hospital through the main entrance under the covered walkway, please leave your car in the visitors' parking lot until your patient has arrived in the main lobby. You may then drive to the main entrance to pick up the patient.

## Shuttle Service

A campus shuttle runs continually to the parking lots, the hospital and the main campus professional centers to assist patients and visitors. This service is provided at no charge. Service hours are Monday-Friday, 5:15 a.m. to 5:30 p.m.

## Staying Overnight with Patients

It is sometimes necessary for someone to stay overnight with a patient. Please check with your nurse to obtain a visitor's badge. If you are coming in after 9 p.m., you must enter through the main front entrance and stop at the Information Desk to obtain a visitor's badge. Heart & Vascular Institute visitors must obtain a visitor's badge from the nurse manager on duty. Identifying after-hours visitors helps ensure a safe and secure environment for everyone in the hospital. Should you have a concern about the patient's condition at anytime while staying with a patient, press the nurse call button to inform the nurse.

## Visitor Smoking

University Hospital is a tobacco-free campus. This designation reflects our commitment to create a healthy environment for our patients, employees, physicians, visitors and volunteers. Smoking and the use of other tobacco products are not allowed on any part of the University campus.



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# FOR YOUR VISITORS

## **Visitor Accommodations**

University Hospital has made arrangements with area hotels and motels to offer special discounts to patients and/or their families who need to stay overnight in Augusta. A listing of hotel/motel accommodations and rates is available at the Information Desk in the main lobby and on University's Web site at [www.university-health.org/information](http://www.university-health.org/information).

## **Sunshine Gift Shop**

The Volunteer Board of University Health operates the Sunshine Gift Shop for your convenience, offering everything from fresh flowers and plants to cards, balloons, gifts and personal items. Magazines and paperback books also are available in the Shop, located in the main lobby of the hospital. Hours of operation are Monday-Friday, 9 a.m.-6 p.m. and Saturday, 10 a.m.-2 p.m. Sunshine Gift Shop items are also available on the Internet at [www.sunshinegiftshop.org](http://www.sunshinegiftshop.org) and telephone orders are accepted during hours of operation at 706/774-2206. A Gift Shop kiosk also is located in the lobby of the Heart & Vascular Institute, featuring a selection of gifts and necessities. Hours of operation are Monday-Friday, 9 a.m.-3:30 p.m.

## **Celebrations!**

Celebrations!, a gift shop in the W. G. Watson Women's Center, is a Volunteer Board project featuring gifts for newborns and their families and supplies and apparel for nursing mothers. Hours of operation are Monday, 9 a.m.-1:30 p.m.; Tuesday-Friday, 9 a.m.-6:30 p.m. The shop may be reached at 706/774-2211.

## **Newborn Photos**

Newborn photo services are made available to patients in the W.G. Watson Women's Center by appointment only. Contact the Our 365 photo representative at 706/774-4897 or 4-4897 to make an appointment.

## **Remembrance Fund**

University Health Care Foundation provides many opportunities to make gifts both large and small, which in turn make available services that otherwise might not be possible. Thoughtful gifts celebrating a birth, commemorating a death or simply saying "thank you" to a helpful employee may be made using the envelopes displayed outside each visitor elevator. For more information on other Foundation giving programs, including permanent endowments and special events, please contact the Foundation at 706/667-0030.

All patients who receive services through University Hospital or its affiliates have inherent legal and moral rights and responsibilities. These rights include choice of physicians, choice of treatment, confidentiality, timely information, dignified care and personal safety. Responsibilities include following the rules and regulations of the hospital, providing accurate information, following treatment plans and fulfilling obligations. All patients are entitled to fair, considerate care and courtesy that recognizes and respects the individual. Likewise all staff are entitled to courtesy from patients.

## Patient Rights

### **Participation**

You have the right to participate in the development and implementation of your plan of care. You have the right to be informed of the consequences of modifying or not complying with the agreed-upon plan of care.

### **Consent and Refusal**

You have the right to make informed decisions regarding your care. Inherent in this right is the right to consent to treatment, the right to refuse treatment and the right to be informed about what will be occurring during the hospitalization. You have the right to formulate advance directives.

### **Communication**

You have the right to know the identity of your attending physician and other members of the health care team rendering your personal care. You have the right to communicate with all persons rendering care. This right includes the right to meaningful and understandable communication for patients who are sensorially deprived or have low English proficiency. You have the right to identify the person of your choice whom you wish to have notified of your admission to the hospital.

### **Privacy**

You have the right to personal privacy. Inherent in this right is the right to respect, dignity and comfort. Privacy extends to privacy from view, privacy of communication and privacy in treatment consistent with the capabilities, resources and nature of treatment, as well as the location of treatment as recognized as reasonable in the Guidelines published by the Office of Civil Rights, CMS,

July 6, 2001. You have the right to confidentiality of your medical information and medical record. You have the right to access the information contained in your clinical records within a reasonable time of your request. You may request a copy of the Notice of Privacy Practices when you register or by contacting the Privacy Officer at 706/774-8044. The Notice of Privacy Practices also is available at [www.universityhealth.org](http://www.universityhealth.org).

### **Safety**

You have the right to receive care in a safe setting. You will be kept informed of your responsibilities for personal safety and maintenance of a safe environment for your care. You have the right to be informed of the rules and regulations of the facility and to be informed of the responsibilities of patients.

### **Freedom**

You have the right to be free from restrictions on your liberty and freedom of movement consistent with your own well-being and medical treatment needs.

### **Beliefs**

You have the right to have your religious, spiritual and cultural beliefs respected and to have honored the outward expressions of those beliefs and values to the extent such expressions are consistent with all patient safety, comfort and law. You have the right to be free from all forms of abuse or harassment.

### **Research**

You have the right to participate in research/educational projects affecting your care and treatment. The decision is voluntary and is made after being fully informed of the nature of the research/educational project.

### **Charges**

You have the right to obtain full access to your hospital bill, to receive an explanation of charges upon request, and to be informed of probable charges to the extent such may be projected.

### **Satisfaction**

You have the right to present concerns and grievances, to be informed of the procedures relating to resolution of such concerns and grievances, and to be assured that your access to care and treatment will not be



compromised solely for exercising this right. Should you have concerns regarding your care please bring those concerns to the attention of the unit staff. They are more than willing to try to resolve your concerns. However you may also contact the Department of Human Resources (DHR) at 404/657-5700, the Centers for Medicare and Medicaid Services (CMS) at 800/633-4227 or the Joint Commission (TJC) at 800/994-6610.

### ***Pain***

You have the right to have pain managed to the extent medically possible, to be informed about pain and pain relief measures, and to receive a quick response to reports of pain.

### ***Additional Patient Rights***

Patients participating in various state and federal programs are afforded additional rights that are posted by "Notice" throughout the hospital and identified in the Hospital Guest Guide.

## **Patient Responsibilities**

Each patient seeking services has responsibilities to the hospital and staff in recognition of and compliance with policies and procedures that will protect other patients and hospital resources.

### ***Information***

Patients have the responsibility to provide accurate and complete information relating to their health and are responsible for following the treatment plan recommended by the practitioners responsible for their care. Patients are responsible for accepting the consequences

of failing to follow the instructions for the plan. Each patient is responsible for keeping his or her care staff informed of changes in condition, changes in pain and changes in decisions with regard to care and the treatment plan.

### ***Behavior***

Each patient is responsible for behaving in a manner that respects the rights of staff and of other patients. Each patient is responsible for following the rules and regulations of the hospital, as are all hospital visitors.

### ***Safety***

Patients are responsible for reporting any circumstances that they believe create an unsafe environment or that are perceived to compromise their personal care.

### ***Stewardship***

Patients are responsible for fulfilling financial obligations for care.

### ***Participation***

Patients are responsible for assuring their own understanding of their treatment plan and should ask questions to ensure understanding. Patients are responsible for following the care, service or treatment plan developed. The consequences of not following such plan(s) are the patient's responsibility. Participate in your care by having an updated and complete list of all medications you take. The list should include the names, dose, frequency and reason for each medication. Please give this list to your nurse upon admission and ask that you be given a revised list upon discharge.

## Advance Directives

It is the policy of University Hospital to honor, in accordance with law, each adult patient's right to make decisions regarding treatment, including the right to consent to, refuse or alter treatment plans and the right to formulate advance directives that will be honored if the patient becomes unable to make decisions. In compliance with state and federal laws, hospitals are required to provide this information to every patient who is admitted to the hospital.

Questions about medical care at the end of life are very important today because of the ability of medical technology to prolong life. The best way for you to be in control of your medical treatment in such a situation is to record your preferences in advance.

If you have an advance directive such as a living will and durable power of attorney for health care, a copy will be made and placed on your medical record. You do not need an advance directive to receive medical care; however, if you wish to obtain a form while you are hospitalized, please ask your nurse. Should you decide to sign the documents while hospitalized, you or your family is responsible for obtaining witnesses other than hospital employees to be present when you sign the forms. Please note that if documents are signed while you are in the hospital, a physician must be an additional witness.

## Contact Information

It is the intent and desire of University Health Care System to resolve concerns and complaints utilizing the mechanisms of the Care Line and complaint processing procedure described in "Your Satisfaction/Compliments/Concerns." Other avenues for registering concerns or for raising concerns that do not involve the hospital directly include the following:

- Private insurance payment and hospital charge issues: Consumer Services Division, Office of the Insurance and Safety Fire Commissioner, 7th Floor, West Tower, Floyd Building, 2 Martin Luther King Jr. Drive, Atlanta, GA 30334.
- Concerns addressed to Medicare should be handled as described in "An Important Message from Medicare" or by calling the Georgia Medical Care Foundation at 800/979-7217.
- The Department of Health and Human Services Office for Civil Rights may be contacted at 800/368-1019.
- The Joint Commission (TJC) may be contacted at 630/792-5800.
- Issues involving nursing homes and residents or their families may be addressed to the Georgia Division of Aging Ombudsman at 888/454-5826.

In many instances, involving the patient's physician or the supervising hospital personnel will result in the quickest resolution of complaints or concerns. Or, you may call the Care Line at 706/774-2273 or hospital extension 4-2273.



## VISITING HOURS

Non-emergency visitors in the hospital after 9 p.m. must enter through main entrance where a security officer will issue a visitor's badge. Heart & Vascular Institute visitors must obtain a badge from the nurse manager on duty.

- People with flu-like symptoms should not visit patients
- Children younger than 12 may not visit on patient floors

There are some special exceptions for visiting children younger than 12; please ask your nurse about these exceptions. See section "For Your Visitors" for more useful information.

### **Most Patient Care Areas**

11 a.m. to 9 p.m.

### **Critical Care Units**

Each unit has its own visiting hours; check unit for specific times.

## HOSPITAL CAFETERIA HOURS

Located off the main lobby. Open seven days a week. Available to visitors and hospital employees.

|           |                     |
|-----------|---------------------|
| Breakfast | 6:15 a.m.-9:30 a.m. |
| Lunch     | 10:45 a.m.-2 p.m.   |
| Dinner    | 4:30 p.m.-6:30 p.m. |

## FOOD COURT HOURS

Monday-Saturday 9 a.m.-midnight

Sunday 10:30 a.m.-midnight

### **Features**

- Chik-fil-A (closed on Sunday)
- Dunkin' Donuts Coffee
- Bagels, pastries and desserts
- Bistro Sandwiches and Grill
- Outtakes gourmet sandwiches and salads

The Food Court is a project of the Volunteer Board of University Health and is operated by Morrison's Health Care Food Services.

## NEW MOON CAFÉ

Located in the lobby of the Heart & Vascular Institute, New Moon Café features an excellent selection of coffees and other beverage items, low-fat bakery goods and heart healthy menu items. A project of the Volunteer Board of University Health, the café is operated by Moon Enterprises. Hours of operation are Monday-Friday, 7 a.m.-5 p.m. and Saturday, 9 a.m.-2 p.m.

## VENDING

Snack and beverage vending machines may be found throughout the hospital. Major vending areas with seating and more extensive food selections may be found on the first floor of the main hospital just inside the ambulatory care entrance near the pharmacy, near the Emergency Services waiting area and just off the main lobby in the Heart & Vascular Institute.

# fast track

If you're scheduling a diagnostic test at University Hospital, you'll be interested in our "Fast Track" program. This convenient online or phone pre-registration service eliminates the confusion, frustration and hassle from the registration process. The service allows patients to provide all demographic and insurance information from their homes prior to their visits, decreasing their wait time on the day of service. To pre-register by phone, call the "Fast Track" Line at 706/774-2125, Monday-Friday from 7:30 a.m.-6 p.m. To "Fast Track" your pre-registration online, log on to [www.universityhealth.org](http://www.universityhealth.org) and select "Online pre-registration" under the University Online tools section.

## UNIVERSITY HOSPITAL Television Channel Guide

|    |                            |    |                     |
|----|----------------------------|----|---------------------|
| 2  | WJBF Ch. 6, Augusta        | 39 | The Golf Channel    |
| 3  | WCES (PBS)                 | 41 | Spike               |
| 4  | CSRA-TV                    | 42 | Sci-Fi Channel      |
| 5  | University Welcome Channel | 43 | Speed Channel       |
| 7  | TBS                        | 50 | SportSouth          |
| 8  | WAGT Ch. 26, Augusta       | 52 | FX                  |
| 10 | WRDW Ch. 12, Augusta       | 53 | TV Land             |
| 11 | WFXG Ch. 54, Augusta       | 54 | ABC Family Channel  |
| 12 | WBPI Ch. 36, Augusta       | 55 | A & E               |
| 13 | QVC                        | 56 | Disney              |
| 14 | USA                        | 57 | Nichelodeon         |
| 17 | WGN                        | 58 | Comedy Central      |
| 18 | HSN                        | 60 | MTV                 |
| 19 | ION                        | 61 | BET                 |
| 23 | WAGT-CW                    | 62 | VH1                 |
| 24 | Discovery Channel          | 64 | Univision           |
| 25 | TNT                        | 74 | HealthView          |
| 28 | C-Span                     | 75 | HealthView          |
| 31 | Fox News Channel           | 76 | HealthView          |
| 32 | CNN Headline News          | 77 | HealthView          |
| 33 | CNN                        | 78 | HealthView          |
| 34 | CNBC                       | 79 | HealthView          |
| 35 | The Travel Channel         | 80 | Newborn Channel     |
| 36 | ESPN2                      | 85 | The Weather Channel |
| 37 | ESPN                       | 86 | Hallmark TV         |
| 38 | Fox SportsNet South        | 87 | TCM                 |

**What is University's HealthView?**

HealthView is a library of health-related videos and a service provided by University Health Care System. Our service will let you watch a video related to your health and wellness. When you request a program, the system automatically accesses the video and connects it to the television in your room.

**How do I access the system?**

Choose the video that your physician or nurse has asked you to watch or any video that interests you. Dial extension 4-7777 on the telephone in your room. Change your television channel to the one specified on the voice prompt by using your bedrail remote, the pillow control or the remote control for the TV.

**When I call HealthView, what will I hear?**

"Welcome to HealthView."

"Please enter your room number now."

"Please enter your three-digit video selection number now."

The system will prompt you to change the television channel by using your bedrail remote, pillow control or television remote control.

**Having trouble?**

Ask your nurse for help.

*This service has been made available through a gift from the University Health Care Foundation and the Volunteer Board of University Health Inc.*

ADVANCE DIRECTIVES

**100** Advance Directives

INFECTION PREVENTION

**105** Infection Prevention

ALZHEIMER'S DISEASE

**130** Communication: Alzheimer's

LOVENOX (ENOXAPARIN)

**186** At Home with Lovenox

DRAINS

**190** Pleurx Drainage Kit

CARDIAC

- 200** Advancing Therapy for Heart Failure Patients:  
Cardiac Resynchronization
- 201** Therapep - Positive Expiratory Pressure Therapy
- 202** Acapella
- 205** Congestive Heart Failure
- 210** Coronary Angiography and Angioplasty
- 220** Emotions and Heart Failure Management
- 225** Exercise for Heart Failure Patients
- 231** Women Managing Heart Disease
- 235** Heart Failure Treatment: Getting Started
- 240** The Heart of the Matter: Understanding Your  
Cardiac Catheter Ablation Procedure
- 246** Heart Surgery: Preparing for Your Surgery
- 247** Heart Surgery: First Day of Recovery

- 250** High Blood Pressure: An Introduction to Treatment
- 260** Introduction to Heart Disease Risk Factors
- 270** Nutrition for Heart Failure Patients
- 280** Recovering from a Heart Attack
- 285** Recovering from Angioplasty
- 289** Heart Surgery: Preparing for Discharge
- 294** Pacemakers
- 295** Rhythms of the Heart
- 296** Signs and Symptoms of a Heart Attack
- 297** Understanding Heart Failure Medications
- 299** Therapy in Action: Life with Your ICD (with  
Spanish subtitles)

COUMADIN (WARFARIN)

**185** Understanding Anticoagulant Medications: Coumadin

DIABETES

- 300** Basic Skills for Controlling Diabetes
- 315** Diabetes and Weight Control: Change for a  
Lifetime
- 316** Preventing Long Term Complications
- 320** Diabetes Foot and Skin Care: In Step
- 325** Emotional Aspects of Diabetes
- 330** Healthy Food Choices: Daily Decision Making
- 335** Healthy Food Choices: Developing a Plan
- 345** Sick Day Management: Recognizing the Red Flags
- 350** Staying in Balance: An Introduction to Type 1  
Diabetes for Kids and Their Parents
- 360** Non-Insulin Medications for Type 2 Diabetes
- 365** Diabetes Nutrition: Dining Out

GI

**286** Screening for Colorectal Cancer with Colonoscopy

HEALTH PROMOTION

**410** Osteoporosis

**430** Smoking: Getting Ready to Quit

**440** Women and Heart Disease

HEMODIALYSIS

**450** People Like Us

**455** People Like Us — Coping

**465** People Like Us — EPO

**470** People Like Us — Hemodialysis

**475** People Like Us — Nutrition

**480** People Like Us — Peritoneal Dialysis

**485** Renal Diet

HOPE AND COMFORT

**500** Awaken to Hope: Affirming Thoughts to Begin Your Day

**505** Be at Peace: Assuring Thoughts to End Your Day

**510** Common Bushes Afire: Discovering the Sacred in Our Everyday Lives

**512** Streams of Light

**515** Why Yellow?: A Quiet Search for That Which Lies Behind All That Is

INTENSIVE CARE

**530** Understanding the Intensive Care Unit

NUTRITION

**445** Nutrition: Healthy Eating for Life

**446** Great Living Starts Here: Diabetes

**447** Great Living Starts Here: Heart Disease

**448** Great Living Starts Here: Heart Health

**449** Great Living Starts Here: Kidney Disease

OBSTETRICS

**611** Easing the Discomforts of Labor

**620** Epidural Anesthesia in Childbirth

**621** Introduction to Labor Medications

**635** Menopause

**640** Postpartum: Caring for Yourself After Delivery

**660** Breastfeeding - How to

**661** We're Having a Baby ... Again!

**663** Newborn Care

**665** The Arts of Successful Breastfeeding: A Guide for Health Professionals

**666** Gestational Diabetes

ORTHOPAEDICS

**700** Hip Replacement: After Surgery

**705** Hip Replacement: Before Surgery

**710** Knee Replacement: After Surgery

**715** Knee Replacement: Before Surgery

PAIN MANAGEMENT

**740** The 3 R's of Pain Management

PHYSICAL THERAPY

**775** ITB Therapy: Caring for Someone with Severe Spasticity

PULMONARY

**800** Breathing Retraining and Pulmonary Disease

**805** Exercise for Pulmonary Patients

**810** Healthy Choices for Managing Your Pulmonary Illness

**815** Pulmonary Medications and Hygiene

**820** Pulmonary Rehabilitation

**825** Stress and Relaxation Techniques for Pulmonary Patients

**830** Getting Your Asthma in Control after a Hospitalization

**835** Roxy to the Rescue

**840** Staying in Control of Your Asthma

**841** Understanding Asthma Medications

**842** Identifying and Avoiding Asthma Triggers

SAFETY

**850** How to Help Someone Who Uses a Wheelchair Without Hurting Yourself

STROKES

**875** Aphasia

**880** Know Stroke: Know the Signs, Act in Time

HOME HEALTH

**886** University Home Health

SURGERY

**905** So You're Going to Have General Anesthesia

**910** So You're Going to Have Regional Anesthesia