

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

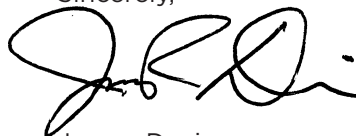
Our goal is to ensure you receive high-quality, compassionate care as efficiently as possible.

We are always looking for ways to exceed patients' expectations, and we hope you will give us that opportunity. If you know of a way we can improve or would like to otherwise share your thoughts regarding your care, please 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 important "report card."

On behalf of the University team, I hope you have a speedy recovery and a positive health care experience.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Davis', with a stylized flourish at the end.

James Davis

President/Chief Executive Officer
University Health Care System

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 serves voluntarily to help ensure that our patients have quality medical services. Founded in 1818 as City Hospital, the hospital 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 system has expanded to include the Heart & Vascular Institute, University Hospital McDuffie and office buildings that house more than 600 physicians and various treatment centers.

University has a long history as a leader in delivering cardiovascular, orthopaedic, spine, oncology and women's services. 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 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.

The Heart & Vascular Institute, a 188,000-square-foot cardiovascular center with 72 inpatient suites that opened in 2009, is the largest, most comprehensive center of its kind in the region and offers a full range of heart and vascular care, from prevention and diagnosis to rehabilitation. University invests tens of millions of dollars each year to update and improve facilities and services, including the \$10 million showcase renovation of the ninth floor Orthopaedic & Spine Center, which opened in 2015.

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 in Georgia and in Aiken and North Augusta in South Carolina. These services include medical office buildings, a joint-venture diagnostic imaging center, skilled nursing facilities, 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.

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 that can be received for outstanding achievements in nursing.

University has received full Cycle 5 Accreditation with Percutaneous Coronary Intervention (PCI) from the Accreditation Review Committee of the Society of Chest Pain Centers, and our Cardiac and Pulmonary Rehab programs are certified by the American Association of Cardiovascular and Pulmonary Rehabilitation. The Vascular Lab at University is accredited in five types of noninvasive vascular testing.

University's cancer program is accredited by the American College of Surgeons Commission on Cancer, which recognizes cancer programs that strive for excellence in providing quality care to patients.

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 every year since 1999. 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.

University Hospital is proud to lead the region in safety and patient care quality. University has earned an "A" grade, the highest score possible on the Hospital Safety Score administered by The Leapfrog Group, which rates how well hospitals protect patients from errors, injuries and infections. Healthgrades, *U.S. News & World Report* and The Joint Commission are among the agencies who repeatedly name University as a quality leader overall and for specific services and specialties.

Our 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 is 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.

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 or visit our website at www.universityhealth.org/comments-or-suggestions and send a Care Line note. Thank you for taking time to help us.

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. You also will find the Care Line on our website at www.universityhealth.org/comments-or-suggestions.

Your 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. Rates differ based on the level of care needed.

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 706/774-2153. We make every effort to notify patients of personal articles left at the hospital. For housekeeping needs, please dial 706/774-2153.

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 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.

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 other local and regional newspapers 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.

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 Women's Center rooms, the Newborn Channel is broadcast on Channel 80. Channels 74-79 are patient education channels. Please refer to the HealthView Television Guide at the back of this book for more information.

Your Menu and Meal Service

Each day you will select your meals from a menu provided by your Catering Associate. 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 Catering Associate 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 Catering Associate.*

Breakfast	\$4
Lunch and Dinner	\$5

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.*

\$12 each

*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 Catering Associate to make necessary arrangements.

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

Smoking Policy

University Hospital is a smoke-free facility and use of any tobacco product, electronic cigarette or similar device within any building is prohibited. Smoking outside on the campus is discouraged but permitted only in marked designated smoking areas on the first floor of the Employee Parking Deck and underneath the overhang on the side of the Outpatient Center.

- 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, there will be no cost to you.
- 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. After 9 p.m., all non-emergency visitors must enter through the main entrance and must stop at the Information Desk for a visitor's badge. The Heart & Vascular Institute information desk is staffed Monday-Friday, 6 a.m. to 9 p.m. After-hours visitors to the Heart & Vascular Institute must get a visitor's badge from the nurse manager on duty.

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.

Photography and Recording

Please speak with a member of your care team before recording or photographing any procedure, instructions or staff member in any situation. A University staff member or physician may only be photographed, video recorded or audio recorded with the express permission of the person to be recorded.

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.

Electrical Devices

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, hair clippers and CPAP machines or other sleeping devices. Please let your nurse know if these items are brought into the hospital. Our Plant Engineering 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

Helpful maps titled “Finding Your Way” include the hospital campus and the first and second floors and are available at information desks and other locations throughout the hospital. If you can’t readily find a copy, ask 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. Log on to www.university-health.org/fm/events for a complete listing.

Interpreters

Through our Speech and Hearing Center, we offer persons with limited English proficiency free interpretation services. This includes video interpreters and a special telephone network system that provides medically certified interpreters in more than 100 languages 24 hours a day. 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, pocket talker, communication boards for the deaf and hard of hearing patients are available at no charge for patients who are hearing impaired. In addition, arrangements can be made through our Speech and Hearing Center to provide either video interpreters or a medically certified American Sign Language interpreter 24 hours a day. Please tell a member of your care team if you need this service.

Grievance Policy

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.

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 30901-2612. Mail received after your dismissal will be forwarded to your home.

Magnolias Breast Health Boutique

University’s Breast Health boutique offers wigs and pre- and post-mastectomy necessities, including breast forms – many of which are covered by Medicare or commercial insurance. Clients are treated with dignity and confidentiality in a private, comfortable environment by knowledgeable and caring staff. The boutique stocks the most widely recognized and prescribed product lines, and they believe clients can look and feel fabulous without sacrificing their treatment goals. The boutique is located in the Breast Health Center, Professional Center 2, Suite 204.

The boutique is a project of the Volunteer Board of University Health. Call 706/774-4155 for more information.

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

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.

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 admission or registration.

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.

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.

Catering Associates

Catering Associates are your personal contact for menus, meals and snacks.

Hospitalists

Hospitalists are physicians 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. While primary care physicians may provide inpatient care at University Hospital, most have chosen to have a hospitalist provide inpatient care for their patients. This helps your primary care physician because the hospitalist is in the hospital to answer your questions 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 provide information about your hospitalization to 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.

Housekeeping Aides

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

Intensivists

Intensivists are physicians who specialize in the management or co-management of patients admitted to critical care units in the hospital. An intensivist helps your admit-

ting 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.

Licensed Practical Nurses

A Licensed Practical Nurse (L.P.N.) delivers patient care within the scope of his or her 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.

Registered Nurses

A Registered Nurse (R.N.) assesses your needs, and 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.

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.

Unit Clerks

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

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, Pharmacist and Phlebotomist. These health care professionals and others work with other disciplines to deliver treatment/therapies.

Medical Records

Your medical record begins when you first receive services from the hospital and is maintained electronically. 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, 1350 Walton Way, Augusta, GA 30901-2612.

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 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.
- You may order a guest meal tray through your Catering Associate for a small charge. Please ask your Catering Associate for details. If your child is not allowed to eat or drink, please try not to eat in the room.

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 of 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. Physicians generally contract with managed care plans separately from University Hospital. Although rare at University Hospital, there are a few managed care plans with which University Hospital is a contracted provider, but all of the physicians who practice at University Hospital might not be contracted providers. It is the guarantor/patient's responsibility to determine whether the physicians providing care to the patient have contracted with the patient's managed care plan. If a physician providing services is "out of network," 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 do not qualify for any of these programs and you do not have insurance, you will be eligible for University's self-pay discount. After the self-pay discount reduces your total hospital bill, you will be responsible for the remainder of 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.

University Health Services Indigent and Charity Care (ICCP) Summary

- No individual shall be denied medically necessary services (those services Georgia Medicaid would pay) based solely upon lack of ability to pay for services. All policies shall be



implemented in accordance with State and Federal rules and regulations. Individuals shall be granted impartial consideration regardless of race, creed, sex, national origin, handicap or age.

- University Hospital offers hospital services free of charge to patients who are:
 - US citizens and
 - Georgia residents with income levels of 0% up to 200% of the Federal Poverty Guidelines with no other payor source. (Poverty Guidelines will be updated on April 1 every year.)
- Free Care will be determined using an electronic financial eligibility/predictability (EES) system after patient has received services and patient has been sent at least one statement and one bill.
 - The EES uses the patient's data from tax returns, Credit Bureau, property values, mortgage loans, credit card usage, etc. to predict the ability to pay for the needed hospital services.
 - The Free Care will be effective for one (1) year.
 - If approved for Free Care, only hospital facility charges will be covered as indigent with no expected patient payment. Note: If patient chooses to assist with his/her bill by paying the copayments then the patient payment will reduce the amount the hospital recognizes as indigent care (no refund of copay will be given). In order for a patient to be considered for the Free Care program, the patient should first applied for all other appropriate State or Federal programs.
 - Non-insured (Self-pay) patients, regardless of their State of residence, will be eligible for the Hospital's Charity Care Discount labeled "Self-pay Discount."
 - The "Self-pay/Charity Care Discount" will be determined and updated on April 1 of each year and applies to Hospital facility charges only.

- The Self-pay/Charity Care Discount is calculated using the percentages that the hospital expects to get paid from Contracted insurers and traditional Medicare for inpatient and outpatient hospital facility services.
- **Note:** University Hospital also offers a "Cash Payment Discount" whereby UH discounts certain procedures if patient pays cash up front for procedure. If patient elects the Cash Payment Discount then the Self-pay Discount will not apply to these procedures nor will the Self-Pay Discount apply to specific procedures which UH states the gross charges at a discounted rate due to the combination with another procedure.
 - Patients may only receive one discount per service visit.
 - Other Discounts include catastrophic liabilities as out lined in the Catastrophic Indigent and Charity Care Policy (G-134).
 - All patients who seek reduced cost of care give consent for the Hospital to use Personal Health Information data as well as financial data.
 - For a copy of the full Indigent Care Policy (Policy G-130) or Catastrophic Policy (Policy G-134) go to the University website at www.universityhealth.org/indigentcare or for the calculation for the Charity Care Discount go to the website at www.universityhealth.org/charitycare or call Patient Accounting Service Center at 706-828-2333. You may also choose to have a copy emailed by requesting a copy by email or you can request a copy through the US Postal service by mailing a request to the University Hospital Care Line, 1350 Walton Way, Augusta, GA 30901. Please note in your request if you need the policy in Spanish otherwise the Policy will be provided in English.

Blood Bank

The blood bank supplies blood and blood components you might need during your hospital stay, to the extent available. 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 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 an insulin pump support group. The program is staffed by a registered dietitian 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 80,000 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.

Rehabilitation and Extended Care Services

University Health Care System, through University Extended Care, operates four rehabilitation and extended care facilities in the area:

- Kentwood Extended Care Facility, located at 1227 West Wheeler Parkway in Augusta, has 100 beds – 20 private rooms dedicated to rehabilitation and skilled nursing care.
- Westwood Extended Care Facility, located at 561 University Drive on University's Evans campus off Belair Road, has 149 beds and 15 private beds dedicated to rehabilitation and skilled nursing care. A 20-bed unit for memory care is also available.
- University Extended Care Amara, located at 2021 Scott Road in Augusta, offers private rooms dedicated to rehabilitation and skilled nursing care, in addition to a dedicated memory care unit.
- Brandon Wilde Pavilion and Colonnade, located at 4275 Owens Road in Evans, has 65 skilled nursing

beds, 40 personal care rooms and 25 assisted living rooms. Memory care is also available in two different settings.

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. For more information, please ask your physician, nurse or case manager for a consultation.

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 performed 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

First Floor, Outpatient Center University Hospital - Main Campus
1350 Walton Way
706/774-7247

Hours: Monday-Friday, 6 a.m. to 6 p.m.

Saturday, 7 a.m. to 1 p.m.

Sunday, closed

Call 706/774-7600 for holiday hours.



University Outpatient Laboratory - Evans

447 North Belair Road

706-854-2178; Fax 706-854-2923

Hours: Monday-Thursday, 7:30 a.m. to 5 p.m.

Friday, 8:30 a.m. to 12:30 p.m.

Closed weekends and holidays

University Outpatient Laboratory - Peach Orchard

3121 Peach Orchard Road, Suite 105

706-792-5044; Fax 706-792-5022

Hours: Monday-Thursday, 8 a.m. to 5 p.m.

Friday, 8:30 a.m. to 12:30 p.m.

Closed weekends and holidays.

University Outpatient Laboratory - Grovetown

925 Branch Court, Suite 401

706-396-1188; fax 706-396-1195

Hours: Please call

University Outpatient Laboratory - Aiken

1021 Silver Bluff Road

803-648-0587; fax 803-648-9846

Hours: Monday-Friday, 8 a.m.-4:30 p.m.

Website

To learn more about these and other services of University Health Care System, please visit our website at www.universityhealth.org.

MyChart

All University patients are encouraged to log in and activate their accounts in MyChart, a secure online medical portal. If you have a MyChart account, you can email your physicians and they will respond, normally by the next business day. It has many advantages, including the ability to view your test results and order prescription refills. MyChart recently added E-visits, which allow you to be assessed, diagnosed and have a treatment plan established by a provider within four hours between 8 a.m. and 8 p.m. without ever leaving the comfort of your home. For more information, go to www.uhmychart.org.

Infection Prevention

Please help prevent the spread of germs by completing hand hygiene before and after your visit. Hand hygiene is encouraged, especially if you are assisting with or learning a patient care procedure or when you come to visit directly from work. Hand hygiene can be done by using the waterless alcohol-based hand sanitizer, the preferred method, or by handwashing. 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 nurse's 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 and safety glasses or face masks to help protect both themselves and patients 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 15-20 seconds. (sing "Happy Birthday to You" twice)
- 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. University is not responsible for loss from or damage to vehicles. 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. If you are a patient or visitor in the Heart & Vascular Institute, please park in the flat lot located off of St. Sebastian Way.

Valet Parking

University Hospital Augusta is now offering valet parking services to our patients and guests Monday through Friday at the main hospital entrance from 8 a.m. to 6 p.m., and at the Heart & Vascular Institute main entrance from 8 a.m. to 4 p.m. This service is free to seniors older than 65 and vehicles with a current state-issued handicap designation. All other visitors can use this service for \$3.

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 smoke-free facility and use of any tobacco product, electronic cigarette or similar device within any building is prohibited. Smoking outside on the campus is discouraged but permitted only in marked designated smoking areas on the first floor of the Employee Parking Deck and underneath the overhang on the side of the Outpatient Center.

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 website at www.university-health.org.

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. Telephone orders are accepted during hours of operation at 706/774-2206.

Newborn Photos

Bella Baby Photography has partnered with University Hospital to bring beautiful newborn photos to the W.G. Watson Women's Center. A professional Bella Baby

photographer will stop in to see you the day after your delivery. This is a free service and the easiest and most beautiful way to introduce your baby to family and friends. There is no obligation to buy, so enjoy a little pampering before you go home.

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, or log on to www.universityhealthcarefoundation.org.

It is the policy of University Hospital to protect and promote each patient's rights and to further patients' understanding of their responsibilities for their health and treatment.

Fundamental Patient Rights:

1. All patients have the right to state their wishes concerning designation of an authorized representative.
2. All patients have the right to participate in the development and implementation of their plan of care. Patients have the right to be informed of the consequences of modifying or not complying with the agreed upon plan of care.
3. All patients have the right to make informed decisions regarding their care. Inherent in this right are the rights to consent to treatment, the right to refuse treatment and to be informed about what will be occurring during the hospitalization. Patients have the right to formulate advance directives. (Policy G-123)
4. All patients have the right to identify the person of their choice whom they may wish to have notified of their admission to the hospital.
5. All patients 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, privacy in treatment consistent with the capabilities, resources, and nature of treatment, as well as the location of treatment.
6. The patient has the right to receive care in a safe setting. Patients will be kept informed of their responsibilities for personal safety and maintenance of a safe environment for their care.
7. The patient has the right to be free from all forms of abuse or harassment.
8. All patients have the right to the privacy of their medical information and medical record and confidentiality of clinical information. (Policy I-01)
9. Patients have the right to access the information contained in their clinical records within a reasonable time of their request. (Policy I-01)
10. All patients have the right to be free from restrictions on their liberty and freedom of movement. (See policy G-115 on Restraint and Seclusion)
11. All patients have the right to have their 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.
12. All patients have the right to participate in research/educational projects affecting the patient's care and treatment. The decision is voluntary and is made after being fully informed of the nature of the research/educational project.
13. All patients have the right to know the identity of their attending physician and other members of the health care team rendering them personal care.
14. All patients 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. (Policy G-90)
15. All patients have the right to be informed of the rules and regulations of the facility and to be informed of the responsibilities of patients.
16. All patients have the right to full access to their hospital bill, to receive an explanation of charges upon request, and to be informed of probable charges to the extent such may be projected.
17. All patients 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 the patients' access to care and treatment will not be compromised solely for exercising this right (Policy G-111).
18. The provisions of the Conditions of Participation, 42 CFR 482.13 are incorporated by reference as they may be modified from time to time, including their application to other policies referenced above, e.g. Policy G-115, or provision for expanded interpretation, e.g. guarantee of visitation rights.
19. All patients have the right to be included in the process of planning pain management treatment. All patients have a right to receive education on pain management.
20. Additional Patient Rights: Patients participating in various state and federal programs are afforded additional rights which are posted by "Notice" throughout the hospital and identified in the Hospital Guest Guide.
21. Patients have the right to access and receive care regardless of their race, color, national origin, age, disability or sex.

Patient Responsibilities:

1. Each patient in 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.
2. 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.
3. Each patient is responsible for behaving in a manner which respects the rights of staff and of other patients.
4. Patients are responsible for reporting any circumstances which they perceive to create an unsafe environment or which are perceived to compromise their personal care.
5. Each patient is responsible for keeping the staff involved with the patient's care informed of changes in condition, changes in pain, and changes in decisions with regard to care and the treatment plan.
6. Patients are responsible for fulfilling financial obligations for care.
7. Patients are responsible for assisting in practicing good stewardship of resources, to include keeping scheduled appointments.
8. Patients are responsible for assuring their own understanding of their treatment plan and should ask questions to assure understanding.
9. 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.

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 Georgia Advanced Directive for Healthcare or other 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.

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 Joint Commission (TJC) may be contacted at 630/792-5800, or by mail at One Renaissance Blvd., Oakbrook Terrace, IL 60181.
- 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.