



Patient Information

.....
CARILIONCLINIC.ORG/CFMH



CARILION

FRANKLIN MEMORIAL HOSPITAL

Under the leadership of Frank Bays Wolfe, M.D., and Henry Lee, M.D., and with an outpouring of support from the community, Franklin Memorial Hospital (FMH) opened in 1952. Since its beginning, FMH has existed to meet the needs of our growing community. In 1988, FMH began a full affiliation with Carilion Health System (now Carilion Clinic), offering the opportunity to share resources, equipment and expertise, enhancing the level of care CFMH provides locally.

Our hospital features an expanded emergency department, a three-story medical office building, an outpatient surgical suite, enhanced rehabilitation services and the convenience of an electronic medical record system, which connects our patients to Carilion Clinic's network of physicians. While we enjoy the ability to offer technologically advanced services, such as magnetic resonance imaging (MRI), computed tomography (CT), 3D ultrasound diagnostics and cardiac nuclear medicine, we remain focused on providing the community with quality health care close to home, in a family-friendly atmosphere.



Welcome



To our Guests and Families:

We strive to live our mission—to improve the health of the communities we serve. We are honored that you have placed your trust in the care that we provide and we want you to know that your care and welfare is our greatest concern.

This Patient Information Guide will assist you and your families with questions that you may have during your stay, and, of course, we hope that you will reach out to any of our staff should you have questions. We are committed to your health, safety and well-being while you are a guest in our hospital.

Thank you for the honor and privilege of serving you, and welcome to Carilion Franklin Memorial Hospital.

A handwritten signature in black ink, appearing to read 'Carl' in a cursive script.

Carl T. Cline, Jr., MSN, RN, CMTE
Vice President and Administrator

About Carilion Clinic

As a patient who trusts and depends on the care you receive from Carilion Clinic, your healthy future is important to us. Carilion Clinic is creating world-class health services throughout southwest Virginia. As these services develop, you'll continue to see Carilion Clinic's dedication to patient care demonstrated through major investments in patient services, medical research and education.

OUR COMMITMENT TO CARE

Patient Care Comes First — Carilion Clinic's defining value is patient care. We will design better ways to put our patients at the center of everything we do.

Timely Access to Care — Time is of the essence in the delivery of care. We will work to eliminate delays in the delivery of care so that our patients will receive the treatment they need, when they need it.

Teamwork and Efficiency — Coordination of care is essential to positive outcomes. We will work together to provide the most accurate diagnoses and deliver the most appropriate treatments for our patients.

Measurable Quality — Health care is best measured by quality outcomes. We will do everything we can to continuously improve toward the most possible positive outcomes for our patients.

Continuous Learning — Medical education ensures our ability to care for future generations. We will train medical professionals in dynamic ways to attract and retain the most skilled staff to care for our patients.

Research and Discovery — Advances in medicine are critical to improving the care we provide. We will support clinical research to remain on the leading edge of medicine and make the latest treatments available to our patients.

Trust and Respect — A high level of trust is required for patients to face disease with dignity and courage. We will respect our patients as fellow human beings who need our compassion and deserve our care.

Transparency and Accountability — Patients have every right to expect open and honest answers from their health care provider. We will hold ourselves accountable to our patients and provide them access to the information they need to make informed decisions about their health.

Table of Contents

About Carilion Clinic	2	Patient Care Partnership	8
About Carilion Franklin Memorial Hospital	4	Understanding Your Rights and Responsibilities	8
Services	4	Patient Rights	8
Social Work and Case Management	5	Visitation Information	9
Spiritual Care	5	Patient Responsibilities	9
Telephones	5	Rapid Response Team	9
Basic Cable Channels.....	5	Advance Directives	10
Mail and Flowers	5	Infection Control.....	10
Snacks and Food.....	5	HIPAA.....	12
Smoking Policy	5	Voicing Your Concerns.....	12
Safety Guidelines.....	6	Notice About Prescription Monitoring	12
Personal Belongings and Valuables	6	Speak UP: Help Prevent Errors in Your Care	13
Security	6	Help Avoid Mistakes in Your Surgery	15
When You Arrive	6	Your Admission for Services	16
What to Bring, What to Leave Home.....	7	Insurance Billing Questions	17
Patient Services	7	Help With Your Bill and Filing Insurance Claims	17
Your Room	7	MyChart	18
Quiet Time	7	Paying Bills Online	18
Discharge	7	Medicare Services	18
Auxiliary/Volunteers	8	Payment Policy	19
Health Information	8	Billing	19
		Financial Assistance Policy	20

About Carilion Franklin Memorial Hospital

Since CFMH opened in 1952, we have expanded our services in many ways and now admit over 1,300 acute patients a year and treat over 21,000 emergency room patients each year.

SERVICES

Anticoagulation Clinic	Intensive Care Unit (ICU)	» General surgery (Ex: hernia repair, gall bladder, appendix, bowel, wounds)
Auxiliary assistance	Laboratory	» GYN surgery
Cardiac/pulmonary rehabilitation	Medical/Surgical Unit	» Outpatient infusions – Reclast, Remicade, Prolia, Xolair, etc.
Chaplain assistance	Pain Management	» Outpatient paracentesis/thoracentesis/blood transfusions/PICC lines
Diabetes management program	Palliative Care	» Pacemaker insertion
Dietitian and weight management	Pharmacy	» Plastic Surgery
Emergency services	Podiatry	» Porta-cath insertion
Home health	Rehabilitation services	» Trans-esophageal echocardiography
Hospice services	» Occupational therapy	Vascular services
Imaging services:	» Physical therapy	Wound Care
» Cardiac nuclear medicine	» Speech therapy	
» CT (64 Slice)	Respiratory services	
» Digital bone densitometry	Social Work/Case Management	
» Digital diagnostic, fluoroscopy	Surgical services	
» Digital screening, mammography, and tomosynthesis	» Breast surgery	
» Digital ultrasound (3D/4D)	» Ear, Nose, and Throat surgery	
» Dual energy subtraction	» Endoscopic procedures (EGD, colonoscopy)	
» MRI		

Alongside the technological innovations, we remain the same fair, friendly, positive, caring part of your community that we have always been.

CFMH has adopted a model of patient care that utilizes hospitalists. These physicians oversee your care during your hospital stay. Hospitalists don't have an office outside the hospital, so their whole day is devoted to caring for patients being treated in the hospital. You will see one of our hospitalists at the time of your admission and at least once every 24 hours, more often if your condition requires it.

The hospitalist team leads a wide range of health care professionals who may care for you during your time at CFMH:

» Case Manager	» Nurse Practitioner, Physician Assistant, Resident	» Respiratory Therapist
» Dietary Staff	» Palliative Care Specialist	» Social Worker
» Licensed Practical Nurse	» Radiologic Technologist	» Therapy Services (Occupational, Physical, and Speech Therapists)
» Nurses' Aide	» Registered Nurse	

Each person plays an important role in caring for you during your stay at CFMH.

Even though you are in the hospital, your primary care physician (PCP) will be aware of the care you receive. Your records are available to Carilion Clinic physicians through an electronic medical record. After your discharge from the hospital, you will return to the care of your PCP.

SOCIAL WORK AND CASE MANAGEMENT SERVICES

Our social workers and case managers can help you and your family with problems that often accompany illness. These may include finding a nursing home, planning home care or locating equipment or other community resources. Ask your nurse if you'd like to speak with a social worker.

SPIRITUAL CARE

A hospital chaplain provides support during difficult times for both patients and family members. You may request a visit from the chaplain by asking your nurse. For infection control reasons, Bibles cannot be left in patient rooms. Should you be interested in a Bible during your stay, please ask your nurse to have Social Services bring one to you. The hospital chapel is located on the first floor near the Emergency Department entrance.

TELEPHONES

To allow for a quiet, restful environment, phones in patient rooms will not take incoming calls from 9 p.m. until 7 a.m. or from 1 to 2:30 p.m. during Quiet Time. To make a call from your room, dial "9" followed by a local number. Long distance calls may only be placed through the switchboard. Please dial "0" to reach an operator.

The telephone number for CFMH is 540-483-5277.

BASIC CABLE CHANNELS

Channels 2 through 72 are available.

MAIL AND FLOWERS

If these are delivered to the hospital, they will be brought to your room. If they are received after you leave, they will be forwarded to your home.

SNACKS AND FOOD

Vending machines are in the cafeteria on the ground floor, in the emergency waiting area or in the surgical waiting area. Visitors are discouraged from bringing food into the hospital. Patients are discouraged from snacking between meals, especially food brought from outside due to possible dietary restrictions their physician may have in place, as this may affect your treatment.

SMOKING POLICY

We are committed to providing a clean and healthy environment for all our patients, visitors and staff. That is why Carilion Clinic facilities are tobacco-free. Smoking, vaping, and the use of tobacco products or cigarettes are not permitted on Carilion grounds.

SAFETY GUIDELINES

We take precautions to ensure that you are safe in our care. Please help us by following these guidelines:

- » You will be asked multiple times to identify yourself. This is our policy to make sure each department working with you confirms that you are the correct patient. Please answer appropriately.
- » Your wristband contains a barcode which allows us to administer medications as they are prescribed. This wristband should not be removed until you leave the hospital.
- » Your room, bathroom and many public areas are equipped with a nurse call system. Please do not hesitate to use it if you feel unsafe, unsteady or need help.
- » If your physician has restricted your activity and wants you to have assistance getting in and out of bed, please ask for help. Chair and bed alarms will be used to reduce the risk of falls; only staff should turn these alarms off.
- » Side rails are attached to your bed for your safety and welfare. Only hospital staff should make adjustments to the rails.
- » Tell our staff right away if any equipment in your room isn't working properly.
- » Don't try to get in or out of a wheelchair by yourself. Always ask for help.
- » If you are up and about and would like to leave the nursing unit, please get your physician's permission first. Then, be sure to tell your nurse where you're going.
- » No electrical items with heating elements are allowed in the hospital.
- » Always wear some type of foot protection with good traction when you're out of bed.
- » Inform your nurse or physician of any medicine or drugs you have brought from home and inform them of any drugs you were taking at home before your hospital admission.
- » Notify a nurse if you notice anyone suspicious in or around the hospital. All hospital employees wear Carilion Clinic identification badges.
- » Patients, visitors, staff and physicians should be polite and appropriate at all times. CFMH reserves the right to remove disruptive guests from the hospital grounds.

PERSONAL BELONGINGS AND VALUABLES

Carilion Clinic is not responsible for personal belongings or items of value such as money, jewelry, cell phone and credit cards. Please don't keep them in your room. If it isn't possible to send them home, you can store such items in the hospital safe. Secured valuables can be returned only to the patient or someone who has a court-appointed power of attorney by contacting hospital security.

In addition, Carilion Clinic cannot be responsible for the loss of glasses, contact lenses, hearing aids or dentures. Please keep such items in protective cases when they are not in use. The hospital will provide a denture cup—please ask your nurse.

SECURITY

Uniformed security/police officers are on duty throughout the hospital 24 hours a day.

WHEN YOU ARRIVE

Please come to Patient Access, located in the lobby. A registration representative will assist you with your admission process. Please bring your insurance information and/or Medicaid/Medicare card and photo identification, such as driver's license.

If your insurance carrier requires a co-pay, please plan to pay when you arrive. For your convenience, we accept personal checks, cash, Visa, Mastercard and Discover. Consent for general treatment and financial responsibility must be signed at admission. Any surgical consent will be handled by your physician.

When the admission process is complete, you will be given an identification wristband for your protection and escorted to your area of service. Please do not remove the wristband until you leave the hospital.

WHAT TO BRING, WHAT TO LEAVE HOME

For your comfort, please only bring essential personal items, such as pajamas or a nightgown, bathrobe, slippers, personal toiletry items and reading material to the hospital. Also, bring the names and telephone numbers of family members and friends who are your next-of-kin contact, should we need to get in touch with them.

For your protection, we request that you send home all money, credit cards, jewelry and other expensive or sentimentally valuable items. Our safe is also available by calling security. Carilion Clinic cannot assume responsibility for items not stored there.

Electronic devices often interfere with medical equipment, so personal radios, televisions, computer games, mobile phones and other non-essential electronic items may be restricted. Grooming items may be allowed in the patient rooms. If you wear contact lenses, dentures, removable bridges or a prosthetic device, please tell your nurse when you are admitted.

If you are currently taking medications, please bring the bottles with you and give them to your nurse so that your medication names and dosages can be recorded. Afterward, please send the medications home with a family member unless otherwise instructed.

Patient Services

YOUR ROOM

For your convenience, all rooms are equipped with individual heating and air-conditioning controls. For your comfort, your bed can be repositioned with the attached control unit. You will also see a call bell and a two-way intercom connected to the nursing station near your bed. When assigning rooms, we base decisions on the preferences and health care needs of patients, so specific rooms can't be reserved. Contact your nurse if your room doesn't meet your expectations or if you need special accommodations.

QUIET TIME

To provide rest and promote healing for our patients, we observe a special quiet time every day. During this time, lights will be dimmed in the hallways and at workstations. The shades or blinds in patient rooms will be drawn (unless otherwise preferred).

Nurses, nursing assistants and other staff will still perform their necessary tasks, but they will do so in a quiet manner. During quiet time, conversations in the hallways will be kept to a minimum.

DISCHARGE

Before you leave the hospital, your physician will sign an official discharge order and you'll be told about any medications, dietary restrictions, activities or specialized care you'll need at home. One of our staff members will escort you, in a wheelchair if needed, to the main lobby where your friend or relative can pick you up. If you're being discharged and need transportation, please tell your nurse or let the social services department know and they can assist you with making arrangements.

If you're being discharged to a nursing home or rehabilitation center, your physician, nurse, the social work services staff and case managers will help you and your family make a smooth transition so you'll continue to receive proper care.

Don't Forget...

If you stored any valuables in the hospital safe, please have your nurse call hospital security before you leave. If you or your family have questions about your care at home, please call the social worker or ask your nurse to contact them.

AUXILIARY/VOLUNTEERS

You'll recognize our auxiliary/volunteers by what they wear. If you would like to volunteer with us, please contact the information desk in the main lobby.

HEALTH INFORMATION

For information about medical conditions, call Carilion Clinic at 540-266-6000 or 800-422-8482. Staffed by health care professionals, this helpline can direct you to helpful support groups, printed material and educational classes.

Patient Care Partnership

UNDERSTANDING YOUR RIGHTS AND RESPONSIBILITIES

Carilion is committed to providing an environment which fosters quality health care for its patients as described below. Employees are expected to assist patients in understanding and exercising their rights. Likewise, patients are expected to understand their responsibilities to their caregivers and other individuals attempting to provide services to them.

Our entire staff serves the community in all their ethnic, religious and economic diversity. Our goal is for you, and your family, to have the same care and attention we would want for our families and ourselves.

The following sections explain some of the basics about how you can expect to be treated during your hospital stay. They also cover what we will need from you to care for you better. If you have questions at any time, please ask them. Unasked or unanswered questions can add to the stress of being in the hospital. Your comfort and confidence in your care are very important to us.

PATIENT RIGHTS

We are dedicated to giving you the best health care and service possible.

As a patient here, you may expect to receive considerate and respectful care. We will honor your rights to be informed and to be involved in making decisions about your care. You have the following rights as a competent adult patient:

- » You have the right to know about your illness and proposed treatment and to participate in the development of your plan of care. Information will be given to you by your doctors and other members of your health care team in a language you can understand.
- » You have the right to make decisions about your care, including the right to know why you need an operation or treatment and who will perform that operation or treatment. This includes the right to refuse care or treatment and to know what may happen if you do not have this care or treatment.
- » You have the right to make an advance directive about your health care treatment preferences and to have hospital staff comply with that directive.
- » You have the right to access all information contained in your medical record within a reasonable amount of time (usually 15 days). This includes the right to know the name of the doctor who is in charge of your care and the names of all other health system staff taking care of you.
- » You have the right to have visitation or the presence of a support person, such as a family member, close friend or loved one. The presence of that support person may be limited if it infringes on others' rights, raises safety concerns or is not medically indicated. You have the right to have your support person and your own physician notified promptly of your admission to the hospital.
- » You have the right to receive treatment in a safe, abuse-free environment without discrimination as to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or source of payment.
- » You have the right to personal privacy while in the hospital and to have all information about your illness and care treated as confidential.
- » You have the right to be free from restraints or seclusion of any form that are not medically indicated.

- » You have the right to receive appropriate assessment and management of pain.
- » You have the right to agree to or refuse to take part in any study or experiment related to your care or treatment.
- » You have the right to take part in resolving ethical issues or conflicts that arise during the course of your care.
- » You have the right not to be transferred to another facility unless you are given a complete explanation of the transfer, informed of alternatives to the transfer and consent to the transfer.
- » You have the right to review your bills and have any questions you have about them answered.
- » You have the right to discuss your concerns or file a complaint with the hospital regarding your experience as a patient here, and to receive a response in a timely manner. You also have the right to an internal appeal to any response that you receive and a right to file a complaint with an external agency.
- » You have the right to know your rights and responsibilities before treatment, if possible.

VISITATION INFORMATION

- » It is recommended that there be no more than two visitors at a time for the Acute Care and Intensive Care Units. In the ED, due to space and privacy, visitation is limited to one person at a time.
- » Visits should not interfere with patient care.
- » Visitors may be asked to leave the room to allow staff to care for the patient.
- » Visitors should speak quietly so as not to disturb other patients.
- » Visitors should always respect the patient's wishes while maintaining confidentiality and privacy.
- » Visits should be brief.
- » Visitors should leave promptly at the end of visiting hours.
- » Food and drink should not be brought to the patient until cleared by nursing staff.
- » In certain situations, it may be necessary to appoint a member of the family as a spokesperson to pass information to other concerned family members and friends.

PATIENT RESPONSIBILITIES

In order to receive optimal care, you and your family are responsible for:

- » Providing accurate information about your present illness and past medical history and wishes for your medical care.
- » Seeking clarification when necessary to fully understand your health problems and the proposed plan of care.
- » Following through on your agreed plan of care.
- » Considering and respecting the rights of others.
- » Being courteous.
- » Providing accurate information for insurance claims and working with Carilion Clinic to make payment arrangements when necessary, so that others can benefit from the services provided here.
- » Following visitation policies of the hospital.
- » Following the rules and regulations of Carilion Clinic and of the Commonwealth of Virginia, which forbid:
 - engaging in verbal or physical abuse
 - using alcohol or illegal substances, and
 - carrying weapons of any kind

RAPID RESPONSE TEAM

At CFMH we have a team called the Rapid Response Team; they respond to situations when there is a medical concern or declining medical condition. If you or your visitors feel you have had a change in your medical condition that needs to be assessed rapidly, you can request a Rapid Response. Instructions to call for a Rapid Response are posted in each patient room. If you request a rapid response, staff will be sent to the room to assess your needs.

ADVANCE DIRECTIVES – MED POA AND/OR A LIVING WILL/HEALTH CARE DIRECTIVE

Many people worry about what would happen if, due to physical or mental problems, they are unable to understand the possible outcomes of a proposed health care decision and cannot tell their doctor whether they want or don't want recommended health care. Under a Virginia law called the Health Care Decisions Act, if you are an adult you may sign a document that makes your choices about health care known to your doctor and family in advance. In that document, you also can name someone you trust to make these decisions for you if you become unable to express your wishes yourself. This document is known as an "advance directive."

As a patient at Carilion Clinic hospitals, you have the following rights under Virginia law:

- » To make decisions about your medical treatment.
- » To accept or refuse care or stop treatment.
- » To have an advance directive.

Our written policies implementing these rights include the following:

- » During your admission to the hospital, you will be asked if you have an advance directive.
- » If you have an advance directive, we will place it in your medical record and take all appropriate steps under Virginia law to follow your wishes.
- » If you do not have an advance directive, you will be asked if you would like more information.
- » If you do, we will discuss advance directives with you and provide additional written information and sample forms. We will also discuss the hospital's procedures if you decide not to have an advance directive.
- » If you are unable to make treatment decisions due to your condition, we will contact your representative named in your advance directive. Otherwise, we will contact the appropriate person under Virginia law (usually your guardian or a family member).
- » If you decide to revoke your advance directive, notify nursing or other hospital personnel immediately.
- » If it is your wish to be an organ donor, Virginia law now allows you to name a person under a power of attorney for health care who can authorize organ donations or anatomical gifts on your behalf after your death.
- » You will not be discriminated against, with respect to care or otherwise, based on whether you have an advance directive.

If you have any questions or would like more information, please contact your social worker or nurse. If you wish to file a complaint regarding the advance directive requirements, you should contact:

Department of Health
Office of Licensure and Certification
9960 Mayland Drive, Suite 401
Richmond, VA 23231
800-955-1819

INFECTION CONTROL

Everyone plays an important role in infection prevention, including hospital staff, patients and visitors. Help us prevent the spread of infection by following these guidelines:

Proper hand hygiene – it's everyone's responsibility.

"It's OK to Ask" is an education program intended to help you become an active and informed member of your family's health care team by teaching you how proper hand hygiene (the cleaning of hands) can protect you from the germs that cause infections.

Here are a few reasons why hand hygiene is so important to your care:

- » Germs are everywhere.
- » Sick people get infections easier.
- » Infections can keep patients in the hospital longer.
- » Even healthy people can spread germs.
- » Good hand hygiene is a healthy habit.

Both soap and water and waterless alcohol hand rubs are extremely effective at reducing the number of germs present on the skin.

Washing with an alcohol hand rub should be done by everyone:

- » When entering your room or before touching or administering care to you or your loved one.
- » Upon leaving your room, if they have touched you or any object in the room.

In addition, soap and water may be used:

- » When hands are visibly dirty.
- » When hands are soiled with blood or other bodily fluids.
- » After visiting a restroom.
- » Before and after eating.

Three-step waterless procedure

1. Apply one pump alcohol hand rub or foam.
2. Spread hand rub or foam thoroughly over hands.
3. Rub hands together until dry.

Proper hand washing procedure

1. Wet hands with water.
2. Apply one pump of soap.
3. Lather and wash for at least 15 seconds.
4. Rinse both sides of hands with water.
5. Dry hands and shut faucet off with towel.

Everyone caring for you should clean their hands. If you do not see the doctor, nurse, or other health care providers clean their hands with soap and water or use a waterless alcohol hand rub when entering your room to provide care, remember... It's OK to ask!

Be an active participant in the hand hygiene process. It only takes a few simple words to help encourage this healthy habit:

"Excuse me, did you clean your hands?" – or – "I saw that you cleaned your hands – thank you!"

Practicing good hand hygiene is the single most important thing you can do to stop the spread of infection. It's a healthy habit for anyone, whether you are in the hospital, at work, or at home.

And remember, it's OK to ask someone to clean their hands... your health may just depend on it.

Other Ways to Prevent Infection:

- » Cover your sneeze or cough with a tissue. If you don't have a tissue, cough or sneeze into your upper arm – not your hands! Before you cough or sneeze, you should always turn away from other people. Discard used tissues in the trash and then clean your hands.
- » Ask family and friends not to visit if they are sick. If they must visit, ask them to talk to a nurse before entering the room. Protective items, such as a mask, may be required.

Make sure to eliminate germs when you go home by using disinfectants, such as sprays and wipes, to clean surfaces often. Some germs can live three days or longer on hard surfaces. That is why it is so important to disinfect surfaces like countertops, sinks, phones and TV remotes often.

HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 established national standards to protect patients' personal and medical records. The regulations outlined by HIPAA protect the medical records and other personal health information maintained by health care providers, health plans and health insurers, and health care clearinghouses. If you have concerns about your privacy rights as a patient, please ask your social worker/case manager or nurse.

VOICING YOUR CONCERNS

We are always interested in improving. When an individual has any concerns about patient care and safety in the hospital that have not been addressed, he or she is encouraged to contact the hospital's management. Ask your nurse or the hospital operator to call an administrative representative for you. If you have questions, comments or concerns about your care or safety, please contact our hospital administration.

Carilion Clinic Hospitals Near You:

Lexington: 540-458-3501 | New River Valley: 540-731-2000 | Pearisburg: 540-922-4104
Roanoke: 540-981-7798 or 540-981-7751 | Rocky Mount: 540-489-6346 | Tazewell: 276-988-8701

If you have questions about patient rights or responsibilities, quality of care, coverage decisions or premature discharges, you may also notify:

Virginia Department of Health Office of Licensure and Certification 9960 Mayland Drive, Suite 401 Richmond, VA 23233 800-955-1819	KePRO Area 2 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 Toll-free phone: 844-455-8708 Fax: 844-834-7129 www.kepro.com	The Joint Commission One Renaissance Boulevard Oakbrook Terrace, IL 60181 630-792-5000 800-994-6610 complaint@jointcommission.org	Department of Health and Human Services Centers for Medicare & Medicaid Services 800-633-4227
---	--	--	---

Carilion Clinic is accredited by several agencies, including The Joint Commission, whose mission is to continuously foster and improve the safety and quality of care provided to the public through the organizations that seek its accreditation.

If issues cannot be resolved by the hospital, you may also contact The Joint Commission's Office of Quality Monitoring. You may report any concerns or register complaints about a Joint Commission-accredited health care organization by calling 1-800-994-6610 or emailing complaint@jointcommission.org.

NOTICE ABOUT PRESCRIPTION MONITORING

In response to serious public health concerns related to prescription drug abuse in Virginia, the General Assembly has passed legislation establishing a statewide Prescription Monitoring Program. This program collects prescription data for specified drug schedules into a central database, which can then be used by authorized users to promote the appropriate prescribing and dispensing of controlled substances for legitimate medical purposes while deterring the illegitimate use of these drugs. As authorized users of the program, prescribers and pharmacists in this practice/facility may request information from the program on all Schedule II-IV prescriptions previously dispensed to a patient in order to establish a treatment history of the patient to assist them in making future treatment decisions. The information collected in this program is maintained by the Department of Health Professions, and strict security and confidentiality measures are enforced. Only those persons authorized by law can be provided information from the database.

To prevent health care errors, patients are urged to... SpeakUP.

HELP PREVENT ERRORS IN YOUR CARE

SpeakUP™



Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

- » Your health is very important. Do not worry about being embarrassed if you don't understand something that your doctor, nurse, or other health care professional tells you. If you don't understand because you speak another language, ask for someone who speaks your language. You have the right to get free help from someone who speaks your language.
- » Don't be afraid to ask about safety. If you're having surgery, ask the doctor to mark the area that is to be operated on.
- » Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- » Don't be afraid to tell a health care professional if you think he or she has confused you with another patient.

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

- » Tell your nurse or doctor if something doesn't seem right.
- » Expect health care workers to introduce themselves. Look for their identification (ID) badges. If you don't know who the person is, ask for their ID.
- » Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Don't be afraid to remind a doctor or nurse to do this.
- » Know what time of the day you normally get medicine. If you don't get it, tell your nurse or doctor.
- » Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.

- » Ask your doctor about the special training and experience that qualify him or her to treat your illness.
- » Look for information about your condition. Good places to get that information are from your doctor, your library, respected websites and support groups.
- » Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.
- » Read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- » Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

- » Your advocate can ask questions that you may not think about when you are stressed.
- » Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest better. Your advocate can help make sure you get the right medicines and treatments.
- » Your advocate can also help remember answers to questions you have asked. He or she can speak up for you when you cannot speak up for yourself.
- » Make sure this person understands the kind of care you want. Make sure he or she knows what you want done about life support and other life-saving efforts if you are unconscious and not likely to get better.
- » Go over the consents for treatment with your advocate before you sign them. Make sure you both understand exactly what you are about to agree to.

- » Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.
- » Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.
- » Ask about why you should take the medication. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
- » If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do it.
- » If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping right (too fast or too slow).
- » Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- » If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- » Make sure you can read the handwriting on prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either. Ask somebody at the doctor's office to print the prescription, if necessary.
- » Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.

Use a hospital, clinic, surgery center or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

- » Ask about the health care organization's experience in taking care of people with your type of illness. How often do they perform the procedure you need? What special care do they provide to help patients get well?
- » If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
- » Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- » Visit Quality Check at qualitycheck.org to find out whether your hospital or other health care organization is accredited. Accredited means that the hospital or health care organization works by rules that make sure that patient safety and quality standards are followed.

Participate in all decisions about your treatment. You are the center of the health care team.

- » You and your doctor should agree on exactly what will be done during each step of your care.
- » Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- » Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- » Keep copies of your medical records from previous hospital stays and share them with your health care team. This will give them better information about your health history.
- » Don't be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- » Ask to speak with others who have had the same treatment or operation you may have to have. They may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
- » Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.

HELP AVOID MISTAKES IN YOUR SURGERY

Mistakes can happen during surgery. Surgeons can do the wrong surgery. They can operate on the wrong part of your body. Or they can operate on the wrong person. Hospitals and other medical facilities that are accredited by The Joint Commission must follow a procedure that helps surgeons avoid these mistakes. (Facilities that are accredited by The Joint Commission are listed on The Joint Commission's Quality Check website: qualitycheck.org.)

Mistakes can also happen before or after surgery. A patient can take the wrong medicine. Or they don't understand the instructions about how to take care of themselves. As a patient, you can make your care safer by being an active, involved and informed member of your health care team. Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. An Institute of Medicine (IOM) report says that medical mistakes are a serious problem in the health care system. The IOM says that public awareness of the problem is an important step in making things better.

Preparing for your surgery

Ask your doctor:

- » Are there any prescription or over-the-counter medicines that you should not take before your surgery?
- » Can you eat or drink before your surgery?
- » Should you trim your nails and remove any nail polish?
- » If you have other questions, write them down. Take your list of questions with you when you see your doctor.

Ask someone you trust to:

- » Take you to and from the surgery facility.
- » Be with you at the hospital or surgery facility. This person can make sure you get the care you need to feel comfortable and safe.

Before you leave home:

- » Shower and wash your hair. Do not wear make-up. Your caregivers need to see your skin to check your blood circulation.
- » Leave your jewelry, money and other valuables at home.

At the surgery facility

The staff will ask you to sign an Informed Consent form. Read it carefully. It lists:

- » Your name
- » The kind of surgery you will have
- » The risks of your surgery
- » That you talked to your doctor about the surgery and asked questions
- » Your agreement to have the surgery

Make sure everything on the form is correct. Make sure all of your questions have been answered. If you do not understand something on the form—speak up.

For your safety, the staff may ask you the same question many times. They will ask:

- » Who you are.
- » What kind of surgery you are having.
- » The part of your body to be operated on.

They will also double-check the records from your doctor's office.

Before your surgery

- » A health care professional will mark the spot on your body to be operated on. Make sure they mark only the correct part and nowhere else. This helps avoid mistakes.
- » Marking usually happens when you are awake. Sometimes you cannot be awake for the marking. If this happens, a family member, friend or another health care worker can watch the marking. They can make sure that your correct body part is marked.
- » Your neck, upper back or lower back will be marked if you are having spine surgery. The surgeon will check the exact place on your spine in the operating room after you are asleep.
- » Ask your surgeon if they will take a “time out” just before your surgery. This is done to make sure they are doing the right surgery on the right body part on the right person.

After your surgery

- » Tell your doctor or nurse about your pain. Hospitals and other surgical facilities that are accredited by The Joint Commission must help relieve your pain.
- » Ask questions about medicines that are given to you, especially new medicines. What is it? What is it for? Are there any side effects? Tell your caregivers about any allergies you have to medicines. If you have more questions about a medicine, talk to your doctor or nurse before taking it.
- » Find out about any IV fluids that you are given. These are liquids that drip from a bag into your vein. Ask how long the liquid should take to run out. Tell the nurse if it seems to be dripping too fast or too slow.
- » Ask your doctor if you will need therapy or medicines after you leave the hospital.
- » Ask when you can resume activities like work, exercise and travel.

YOUR ADMISSION FOR SERVICES

Once determined by your physician that a hospital service is needed, your doctor will notify us. The next step in the process is assuring you are registered in Carilion Clinic’s database, often called a registration or an admission. During this process, you will be asked for very specific information about yourself or your loved one. It is critical we obtain accurate and timely personal information in order to initiate or update your medical record. As part of this process, you will also be asked to provide your insurance billing information. Our staff will assist you in preparing any required forms during the admission process.

Carilion Clinic is committed to providing its patients with quality, cost-effective health care regardless of age, race, sex, national origin or ability to pay. This information is intended to familiarize you with Carilion’s insurance billing policies and personal payment guidelines. Included are some of the common questions with an explanation of our current practices.

Commonly Asked Questions

How is your hospital bill determined?

Your hospital bill is determined by the type and quantities of services ordered by your physician, the number of days as an inpatient, the type of bed accommodation and the number and type of supplies ordered.

How do I obtain a copy of my hospital bill?

You will be sent a summary bill for the services provided by Carilion within 30 days of the actual service date or shortly after your health insurance company has paid its obligation. A detailed bill may be requested by contacting our Billing Customer Service team listed on the following page.

INSURANCE BILLING QUESTIONS

How long does it take for my commercial insurance plan to pay for my services?

It normally takes between 30 and 60 days for a commercial insurer to pay a claim.

What is my Medicare inpatient deductible?

The Medicare inpatient deductible changes each year on Jan. 1. Please refer to your Medicare explanation of benefits for this year's deductible or ask one of our financial case managers for the information.

Will Carilion Clinic bill my insurance?

Carilion Clinic's patient accounting will bill most health plans, provided you have given us authorization.

How much will I owe Carilion Clinic for the services I received?

The amount that you will be responsible for will depend on your individual policy.

What is a co-pay?

A co-pay is a set dollar amount determined by the insurance plan you have enrolled in and is payable to the health care provider at each visit. The type of service requested normally determines the amount and offsets costs of your monthly insurance premiums.

Why am I asked to make payments at the time of service?

Making payment of co-pays, known deductibles, estimated coinsurance and other out-of-pocket responsibilities before discharge helps minimize billing costs that affect our community benefit and allows you to focus on recovery when you go home.

What does "pre-admission" certification mean?

Most of the commercial health insurance plans require the patient to obtain pre-authorization before obtaining non-emergent health services.

Auto accident and liability claims

There are many examples of when Carilion must wait long periods to receive payment for services for medical injuries or illness from a liability claim. In those cases, Carilion will extend the patient a longer period of time to finalize their account, but only if the patient or patient's attorney signs an agreement that guarantees payment for services.

HELP WITH YOUR BILL AND FILING INSURANCE CLAIMS

Our staff will file claims for you with health care insurers or other programs such as Medicare and Medicaid. They also will help your doctor with needed documentation. Hospital bills and insurance coverage are often confusing. If you have questions, please contact Billing Customer Service or our business office at 866-720-3742.

If you need help understanding your insurance coverage or health plan, start with your insurance company or health benefits manager. If you do not have health coverage, we will try to help you and your family find financial help or make other arrangements. We need your help with collecting needed information and other requirements to obtain coverage or assistance.

MYCHART

Carilion Clinic offers MyChart, a secure, online health care management tool. Review and download your health summary and records of your doctors' appointments (including medications, immunizations, allergies, medical history, and billing).

MyChart also provides new, convenient methods of communicating with your doctor's office. Renew prescriptions, send messages, pay your bill, and request appointments – all online.

Your information will be safe from unauthorized access because MyChart is password-protected and delivered through an encrypted connection.

To learn more about MyChart, visit CarilionClinic.org/MyChart or call 866-865-3464.

PAYING BILLS ONLINE

You can now view your account details and pay your bill securely using MyChart. MyChart's billing features are available from your desktop computer at your convenience, 24 hours a day. Log in to your MyChart account and choose the Billing tab at the top of the page. If you don't yet have a MyChart account, visit CarilionClinic.org/MyChart to sign up.

You can also pay your bill through our secure online site using the payment number listed at the top of your bill. You can pay with Visa, Mastercard, Discover, American Express or bank draft. You will not see your full account details with this option. Visit b2b.Carilion.com/PayExt.

MEDICARE SERVICES

Are you a hospital inpatient or outpatient? If you have Medicare – ask!

Did you know that even if you stay in the hospital overnight, you might still be considered an outpatient? Your hospital status (whether the hospital considers you an inpatient or outpatient) affects how much you pay for hospital services (like X-rays, drugs and lab tests) and may also affect whether Medicare will cover care you get in a skilled nursing facility.

What do I pay as an inpatient?

Medicare Part A (Hospital Insurance) covers inpatient hospital services. Generally, this means you pay a one-time deductible for all of your hospital services for the first 60 days you're in the hospital.

Medicare Part B (Medical Insurance) covers most of your doctor services when you're an inpatient. You pay 20 percent of the Medicare-approved amount for doctor services after paying the Part B deductible.

What do I pay as an outpatient?

Medicare Part B covers outpatient hospital services. Generally, this means you pay a co-payment for each individual outpatient hospital service. This amount may vary by service.

Note: The co-payment for a single outpatient hospital service can't be more than the inpatient hospital deductible. However, your total co-payment for all outpatient services may be more than the inpatient hospital deductible.

Part B also covers most of your doctor services when you're a hospital outpatient. You pay 20 percent of the Medicare-approved amount after you pay the Part B deductible.

Generally, the prescription and over-the-counter drugs you get in an outpatient setting (like an emergency department), sometimes called "self-administered drugs," aren't covered by Part B. Also, for safety reasons, many hospitals have policies that don't allow patients to bring prescriptions or other drugs from home. If you have Medicare prescription drug coverage (Part D), these drugs may be covered under certain circumstances. You likely will need to pay out of pocket for these drugs and submit a claim to your drug plan for a refund. Call your plan for more information.

For more detailed information on how Medicare covers hospital services, including premiums, deductibles and co-payments, visit medicare.gov/publications to view the “Medicare & You” handbook. You can also call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

PAYMENT POLICY

All patients with the ability to meet their financial obligations are expected to pay for services provided by Carilion Clinic hospitals within 90 days of discharge. If it is determined that your health insurance will provide coverage for the services ordered by your physician, Carilion Clinic’s patient accounting will bill all identified insurance carriers for payment.

If you do not have health insurance or your insurance will not completely cover your services, patient financial specialists are located at each hospital to assist you in making payment arrangements. Financial arrangements must be made for all elective services before services are provided. If you receive emergent or urgent services, financial arrangements need to be completed as soon as possible after receiving services.

Carilion Clinic offers patients several options to finance their medical expenses. We accept Visa, Mastercard, Discover, check and cash. In cases where a patient cannot meet their obligation at the time of service, a three-month payment plan can be established.

Carilion Clinic also offers assistance to patients with limited ability to meet their financial obligations. Our patient financial specialists are qualified and available to assist patients and/or their families with applications for state and local funding programs, including Medicaid, SLH and Carilion Clinic’s Financial Assistance Program, which is designed to provide total or partial relief of financial obligation for those who qualify.

A patient financial specialist from Med Assist Services may attempt to contact you while you are in the hospital to assist you in making financial arrangements. If you have not been contacted and would like assistance while in the hospital or after discharge, please contact Med Assist Services at 540-489-6562.

BILLING

If you have questions about any billing concerns, please contact one of the offices listed below. Your bill will reflect from which provider your bill was issued.

Carilion Billing Customer Service:

866-720-3742

Monday - Friday, 9 a.m. - 4:15 p.m.

Tuesday and Thursday evenings until 5:55 p.m.

billingservice@carilionclinic.org

You may also receive bills from non-Carilion providers involved in your care. Common offices and numbers are listed below. Please contact them if you have any questions regarding their billing.

Anesthesiology Consultants of Virginia: 540-345-0289

Dominion Pathology Associates: 540-581-0150

Solstas Lab Partners/Quest Diagnostics: 888-664-7601

If you have questions about Medicare billing, please call 800-633-4227.

FINANCIAL ASSISTANCE POLICY PLAIN-LANGUAGE SUMMARY

Carilion Clinic provides financial assistance to eligible patients who receive emergency or other medically necessary care from us in any of our hospital facilities. Financial assistance is only available for eligible services billed by Carilion Clinic.

Assistance Offered

Financial assistance may include discounted or free care. Patients eligible for financial assistance will not be billed more than amounts generally billed (AGB) to those with insurance.

Generally, you will be eligible for some form of assistance if your family income is at or below 400 percent of Federal Poverty Guidelines (FPG). Information on FPG is available online at aspe.hhs.gov/poverty/index.cfm. We also consider your liquid assets (for example, cash) and real estate when considering your eligibility.

How to Apply

Free copies of the Carilion Clinic Financial Assistance Policy and the Financial Assistance Application are available several ways:

- » At all Carilion Clinic hospital registration desks.
- » At Carilion's payment center, 1502 Williamson Road, N.E., #200, Roanoke, VA 24012.
- » Through Billing Customer Service by phone at 866-720-3742, email at billingservice@carilionclinic.org or at 213 S. Jefferson St., Lobby, Roanoke, VA 24011, Monday-Friday, 9 a.m.-6 p.m. At this location, representatives can help with your application.
- » On the Carilion Clinic website at CarilionClinic.org/billing/financial-assistance.

Complete your application and mail to Carilion Clinic, CASB Suite 625, P.O. Box 40032, Roanoke, VA 24022-0032. Or fax it to 540-224-5444. Or email it to billingservice@carilionclinic.org.

Translations

The Financial Assistance Application, our Financial Assistance Policy and this plain language summary are also available in Spanish at the locations noted in the **How to Apply** section.

For Help or Questions

Call or visit Billing Customer Service at 866-720-3742, 213 S. Jefferson St., Lobby, Roanoke, VA 24011.

WE WELCOME YOUR COMMENTS

Please email us at CFMHfeedback@carilionclinic.org or call 540-483-5277 to let us know about the care you received during your hospital stay.

Carilion Franklin Memorial Hospital

180 Floyd Avenue
Rocky Mount, VA 24151
540-483-5277