

# Southern Ohio Medical Center

 A Symbol *of* **Excellence**



# Patient **Guide**

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**Southern Ohio  
Medical Center**

*Very* Good things are happening here



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# Welcome

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On behalf of everyone at SOMC, I would like to welcome you as you begin your stay at our medical center. We would like to take this opportunity to share with you the mission, vision and values that guide us through your care.



## **Our Mission Statement**

*We will make a difference.*

## **Our Vision**

*We will be the best!*

## **Our Cardinal Value**

*We honor the dignity and worth of each person.*

**Benjamin L. Gill,**  
President and CEO

Whether you are a patient or a visitor, we welcome you and want you to know we are here to serve you with our technology, high quality care and hospitality. The information found in this book will help make your time with us more convenient and enjoyable.

Feel free to refer to this book for answers to any questions you have. It provides many phone numbers and key contacts within our staff.

We will provide excellent care to you and help you on the road to recovery. Please feel free to talk to your medical care professionals or contact our Patient Relations Department, Monday through Friday from 8 am to 4:30 pm (ext. 8216) with any questions you may have.

A handwritten signature in blue ink that reads "Ben". The signature is written in a cursive, flowing style.

# Information for Hospital Stay

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## Your Personal Belongings

Bringing a few personal items from home will make your hospital stay easier. Unfortunately, we cannot secure your belongings. We suggest you keep with you only the things you need. Please report any missing items to your nurse.

Personal items such as eyeglasses and hearing aids should be placed in the top drawer of your night-stand when not being used. SOMC will not be responsible for the replacement or repair of any personal items such as clothing, dentures, eyeglasses or hearing aids that are lost or damaged during your stay. If you wear dentures, please ask the nurse for a denture cup.

## Teamwork

Specialized physicians, providers, and staff work together to optimize your care. Multiple team members will be involved in your care during your stay.

## Communication

Team members communicate around the clock to provide excellent care, and meet every patients needs.

Each nurse communicates a thorough report to the next shift at your bedside. Rounding by staff and managers occurs frequently.

You are encouraged to participate in your care. Not only do we want to communicate with each other, we want to involve you as the patient, and your family or patient representative as much as possible.

## Rapid Response

Sometimes changes occur in your condition that a family member may notice before anyone else. These warning signs may include:

- » Confusion, sleepiness or being less alert
- » Sudden chest pain
- » Breathing too fast or too slow
- » Congested breathing or difficulty breathing
- » When you sense something just doesn't seem right or look right

Because you and your loved one's safety is important, if you notice these warning signs, notify the nurse immediately. If you still have concerns, dial 6555 and a team of professionals will respond.

## Your Room

When a room is assigned, every effort will be made to honor your request for privacy and comfort. While you are hospitalized, you can take advantage of our cable TV for which there is no fee. For your convenience, remote controls are provided.

## Telephone Calls

To make a local call dial 21, then the number. To place a collect, credit card or third party billed call: dial 21, 0, area code and number. Friends and family may call you by dialing the direct number posted in your room. Courtesy phones are available in many public locations. Free wifi is available by connecting to Publicinet. SOMC phones are available in lobbies and waiting areas.

## For your convenience, please refer to the following numbers:

Hospital Operator	0
Long Distance Operator	21, 0
Gift Shop (Main campus)	ext. 8360
Pastoral Care	ext. 8377 or 0
Telephone Service/Repair	0
Rapid Response Team	ext. 6555

## Guest Services Line

A guest service line allows patients and staff to contact service departments to report concerns with your room. Simply dial ext. 5555 on your bedside telephone and follow the instructions.

## Interpreter Services

Interpreter services are available for the deaf, hard of hearing, and foreign languages. Staff will contact telecommunications and deaf services as needed.

## Mail and Flower Delivery

Your mail, gifts, or flowers will be delivered to your room by volunteers or hospital staff. Mail received after you leave the hospital will be forwarded to the address you give upon admission.

## Gift Gallery

The Gift Gallery is located on the Main Campus, in the main entrance lobby. Hours of operation are: 8am-4pm, Monday - Friday. The Gift Gallery will be closed on holidays.

## Newspapers

SOMC Gift Gallery has copies of the Portsmouth Daily Times and Scioto Voice available for purchase .

### **Pastoral Care Services**

Chaplains are available in the hospital to provide spiritual and emotional support to all persons, regardless of faith. If you would like a visit from a chaplain, ask your nurse, or call the Pastoral Care office. ext. 8377. At your request, the Pastoral Care Department will inform your minister, priest or rabbi of your hospitalization. He or she is welcome to visit you. A meditation room is located in the main lobby on the main campus and is available for patient and family use.

### **Free Wi-Fi**

Patients and visitors of SOMC can use their time productively to catch up on e-mail, connect with loved ones, surf the Internet and even download entertainment. The entire hospital is a wireless Internet hot spot, giving patients and visitors the ability to access the Internet for free through their own personal wireless devices.

### **Lullaby**

During your stay at SOMC you may hear a lullaby playing over the hospital sound system. This lullaby represents a new life that has just begun. After the birth, the parents or siblings may push the button to let everyone in the hospital join in on their celebration.

### **Discharge Information**

Your care and recovery following discharge are just as important to us as your time spent in the hospital. Southern Ohio Medical Center offers a discharge planning service to help ensure continuity of your care. A discharge planning team can help to coordinate elements of your care and prepare for your needs after you leave the hospital. For more information, call Social Work Services, ext. 8443.

Once your physician writes the order for discharge, it may take the nurse 2 to 3 hours to prepare the needed arrangements for your discharge. This time frame may be extended as any specialists that have been consulted in your care will also review your discharge plan. This could include cardiology, neurology, pulmonology, surgeon, etc.

Once you know you are going to be released from the hospital, please make arrangements with a family member or friend to pick you up. A team member will be available to help you from your room to the car. If you have questions about check-out procedures, please ask your nurse.

For your convenience, Southern Ohio Medical Center has a program called "meds to beds". Upon admission, a pharmacy technician obtains your home medication list from you. At that time, you can choose to have your home medications delivered to your bed at discharge. We will charge your prescription insurance and accept co-payments that your insurance requires from you when your medications are delivered to your room.

Southern Ohio Medical Center also operates several community pharmacies. One is at our South Campus, located on Kinney's Lane in Portsmouth. Others are located at our Wheelersburg Health Center, West Union Health Center, Vanceburg Health Center, and the discharge pharmacy, located adjacent to the main campus emergency department.

### **Nutrition Services**

Registered Dietitians are available to provide information to patients regarding their special or restricted diet. If you should have a question about your diet, ask your nurse or call the dietitian's office at ext. 8348.

Seasonal Selections Room service is available from 6:45 am to 7 pm. After these hours limited options are available until midnight. The menu has been specially designed by a Chef just for you. A Nutrition Services Ambassador will be available to aid patients in ordering from a Seasonal Selection Room Service menu. Please call 6848 to place your order or for further information. Once your order is placed, please allow 45 minutes for delivery.

Seasonal Selections guest meal vouchers are available for visitors for meal delivery to a patient room. The cost is \$8 and includes an entree, salad or soup, dessert, and a beverage. Please visit Seasons Dining or the Corner Cafe to purchase your guest meal ticket.

The main cafeteria/Seasons Dining is located on the lower level of the main campus. The operating hours are 6am - 6:30pm and 10:30pm - 3am, Monday-Friday and 6am-6:30pm and 1am-3am on Saturday and Sunday.

The Corner Cafe is located in the main campus lobby. The operating hours are 6am - 5:30pm, Monday-Friday.

# Non Discrimination Statement

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Southern Ohio Medical Center prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression..

If you believe SOMC failed to provide these services or discriminated in another, you can call our patient relations department, Monday - Friday from 8am to 4:30pm at 740-356-8216.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-740-356-8933

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-740-356-8933

## German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-740-356-8933.

## Arabic

برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة انكر تتحدث كنت إذا: ملحوظة 1-740-356-8933

## Pennsylvanian Dutch

Wann du Deitsch schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-740-356-8933.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-740-356-8933.

## French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-740-356-8933.

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-740-356-8933.

To address discrimination concerns, you may also file a civil rights complaint with the U.S. Department of Health and Human Services: US Office for Civil Rights

200 Independence Ave., SW Room 509F,  
HHH Building Washington, DC 20201  
1-800-368-1019, 1-800-537-7697 (TDD)  
OCRMail@hhs.gov

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>

## Cushite

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-740-356-8933.

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-740-356-8933 번으로 전화해 주십시오.

## Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-740-356-8933.

## Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-740-356-8933. まで、お電話にてご連絡ください。

## Dutch

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-740-356-8933.

## Ukrainian

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-740-356-8933.

## Romanian

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-740-356-8933.

# During Your Visit

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## Smoking Policy

Southern Ohio Medical Center is a tobacco free facility. Tobacco use is not permitted anywhere on the medical center campus, including buildings, sidewalks, entrances, garages and parking lots. Your health is of great concern to us, as well as the health of our visitors, families, and staff who can be affected by second hand smoke. SOMC has no designated smoking areas. A patient who chooses to smoke does so against our advice and assumes the risk for any problems as a result of smoking. Due to fire regulations, this includes electronic forms, including vaping. While you are a patient at SOMC, you will be offered support and help to stop using tobacco. You will also be asked not to bring items that pertain to smoking with you for the duration of your stay.

## Your Safety and Security

Our security department provides 24-hour/7-days a week coverage. Officers are on duty to assist you with information, after hours escort service to your car and any other safety or security concern you may have. Tell your nurse if you do not feel safe, or you may dial the switchboard operator “o” for assistance. For your safety, all Southern Ohio Medical Center employees wear badges that should include an employee’s name, department and position in addition to a color photo. SOMC encourages patients and visitors to share any concerns about patient care and safety in the organization with any of the staff or managers. We want you to share any concern so that we can partner with you to resolve it.

## Complaints and Grievances/Patient Relations

Our Patient Relations department can provide you with many services. For questions about the complaint/grievance process, lost and found items, or absentee voting, please dial “o” and ask the switchboard operator to contact a patient representative. If you have a complaint/grievance, speak with a team member at any time or call our Patient Relations Department, Monday through Friday from 8 am to 4:30 pm at 740-356-8216.

## Your Privacy

If you feel your privacy rights have been violated or you disagree with a decision SOMC has made about access to your health information, you may file a complaint in writing or by calling the:

- » SOMC Privacy Officer (see contact information below).
- » You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services in Washington D.C. within 180 days of a violation of your rights. SOMC will take no retaliation if you file a complaint.

## For More Information About This Notice

If you have questions or need further help with this Notice, you may contact or write to the Southern Ohio Medical Center, Privacy Officer, Health Information Management, 1805 27th Street, Portsmouth, OH 45662. (740-356-8676). As a patient you have the right to get a paper copy of this Notice of Privacy Practices, even if you have asked for a copy by e-mail or other means.

## Hospital’s Quality Improvement Organization (QIO) for coverage decisions or to appeal a premature discharge:

Livanta/BFCC-QIO  
6830 W. Oquendo Rd., Suite 202 Las Vegas, NV 89118  
(888) 396-4646

## State Agency:

Ohio Department of Health - Complaint Unit  
246 NORTH HIGH STREET COLUMBUS, OHIO 43215  
1-800-342-0553  
E-mail: HCComplaints@odh.ohio.gov or visit:  
<https://complainttracking.odh.ohio.gov/publiccomplaint/publiccomplaintform>

## Accreditation Agency:

The Joint Commission Office of Quality and Patient Safety  
One Renaissance Blvd. Oakbrook Terrace, IL 60181  
Fax: (630) 792-5636  
[https://www.jointcommission.org/report\\_a\\_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx)

## Parking

Valet parking is also available at the Main, Waller, and Braunlin entrances for your convenience.

Our lots and parking structures are patrolled regularly by the hospital security department, but you are encouraged to lock your car and remove any valuables. For safety reasons, do not park in a fire lane, no-parking zone, by an entrance or illegally in a handicapped space. Your car could be towed at your expense.



# Play An Active Role In Your Care

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## Patient Portal

SOMC Patient Portal is at your convenience. Through our portal you can:

- » View and request appointments
- » Request prescription renewals
- » See your visit history
- » Review your results
- » Access discharge summaries
- » Update personal information
- » Securely message your physician/provider
- » Pay bills online

## Self enrollment tips:

- » When using the self-enroll feature, the email address must match the email address you provided at registration
- » If these two emails do not match, you won't be able to successfully enroll
- » Your Login ID and Password are created by you during enrollment
- » Your login ID and Password are never your email address
- » You can access the SOMC Patient Portal on <https://www.somc.org/patients/patient-portal/>.

The SOMC Patient Portal is also available on your mobile device through the MHEALTH app. Download MHEALTH from the app store and click "Portal Near Me". Choose Southern Ohio Medical Center and use your patient portal login. If you have questions or problems accessing your patient portal, please call the Patient Portal support line at 740-356-2727.

## Infection Prevention

The Infection Prevention department at SOMC is dedicated to protecting our patients, visitors, and staff. Infections spread when a germ is passed from person to person by touch, inhalation, or droplets, such as when a person sneezes. Infection can also spread when a person touches a contaminated surface with their hands then touches their eyes, nose, mouth, or open wound. To ensure we can do our best to prevent infections, we ask you to partner with us to assist in these efforts.

### What We Are Doing

#### Hand Hygiene

The most important way for healthcare workers to prevent the spread of infection is by washing our hands or using an alcohol-based sanitizer. At a minimum, members of your healthcare team should complete hand hygiene before entering and after leaving your room.

#### Isolation Precautions

Depending on the reason you are receiving care at SOMC, members of your healthcare team may need to wear gowns, gloves, and/or masks when providing care. If this is the case, a sign will be displayed on your door to let anyone entering your room know that they need to use these "isolation precautions." Your healthcare team will explain this to you.

#### Invasive Devices

If you have a catheter in place to drain your bladder or a device in your vein that you are receiving medications through, your healthcare team will perform specific tasks to prevent an infection from occurring, which includes frequently assessing your device and ensuring

that the device is still a necessary part of your care.

### Caring for Your Environment

Some germs can live on hard surfaces for days to months. To keep you safe, our environmental services team will clean your room daily if your medical condition allows them to. Additionally, any equipment used on other patients will be cleaned and disinfected before being used for your care.

### What You Can Do

#### Handwashing

Washing your hands is the best way to kill germs and stop the spread of infection. You should wash your hands after using the bathroom, after touching any open areas of skin, and before eating. Your visitors should also wash or sanitize their hands before entering and after leaving your room.

#### Other Ways to Stop the Spread of Infection

- » You are a member of your healthcare team. Speak up if you have concerns!
- » If you have a catheter in your vein or in your bladder, ask a member of your healthcare team if you still need it.
- » Ask friends and family not to visit while they are sick.
- » Remind your visitors to get their yearly vaccinations for the flu and other viruses.
- » Report any new symptoms such as chills, body aches, sweating, sore throat, a cough, or any other new problem you experience while in the hospital, to a healthcare team member.

**If you have a concern, please ask the following or any other questions:**

- » If you do not see a healthcare worker wash their hands or use alcohol-based hand sanitizer before entering your room, ask them to do so.

*“I didn’t see you wash your hands. Please do so.”*

- » If you have a catheter in your vein or bladder, tell your nurse if it becomes painful or irritating. Ask when it can be removed.

*“Do I still need this catheter today? If so, why?”*

- » If any equipment in your room is questionable, ask to have it cleaned.

*“This may be dirty. Can someone please clean it?”*

- » If you have a bandage, let your nurse know if it becomes wet, loose, or too tight.

*“Can you please check my bandage?”*

## Patient Rights and Responsibilities

### Patients’ Rights

1. Patients have the right to expect that within its capacity the hospital will make reasonable response to the request of a patient for medically related services. If the organization is unable to provide the care a patient requests, the patient will be informed by the staff of his or her needs and the alternatives for that care. If a decision is made to transfer the patient to another hospital, arrangements will be made that include an accepting physician to provide on-going care. The organization makes decisions regarding the provision of ongoing care, treatment, services, or discharge based on the care, treatment, and services required by the patient. The patient, family and/or patient representative are involved in these decisions. The organization’s policies and practices address the rights of patients to treatment, care, and services within its capability and mission, and in compliance with law and regulation.

The patient or their patient representative has the right to make informed decisions regarding the patient’s care.

2. Patients have the right to considerate and respectful care. The care of the patient includes, where and when possible, consideration of the patient’s cultural, psychosocial, spiritual and personal values beliefs, and preferences. Patients, families and/or patient representatives have the right to an environment that preserves their dignity and contributes to a positive self-image. Patients, families and/or patient representatives have the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation.

The patient has the right to be free from all forms of abuse or harassment. Abuse is defined as the willful infliction of injury, unreasonable confinement, intimidation, or punishment, with resulting physical harm, pain or mental anguish.

This includes staff neglect or indifference to infliction of injury or intimidation of one patient by another.

3. Patients, families and/or patient representatives have the right, in collaboration with their physician, to make decisions involving their health care, treatment and services provided. Patients, families and/or patient representatives have the right to be informed of the patient’s health status and participate in the development and implementation of their plan of care. Patients, families and/or patient representatives are involved in resolving dilemmas about care, treatment, and services. A surrogate decision maker, as allowed by law, is identified when a patient cannot make decisions about his or her care, treatment, and service.

The hospital respects the patient’s or surrogate decision maker right to refuse care, treatment and services. The legally responsible representative approves care, treatment, and service decisions. The family, as appropriate and as allowed by law, with permission of the patient or surrogate decision maker, is involved in care, treatment, and service decisions. The patient has the right to have their own physician notified of their admission to the hospital.

The patient, family and/or patient representative has the right to participate in the development and implementation of the patient’s plan of care. A written plan of care started soon after the patient is admitted

and must be maintained in the medical record Patients, families and/or patient representatives have a right

to participate in both the inpatient and outpatient plan of care including their discharge plan or pain management.

Hospitals are expected to take reasonable steps to determine the patient's wishes concerning the designation of a representative to exercise the patient's right to participate in the development and implementation of the patient's plan of care. If the patient is incapacitated and unable to communicate and no Advanced Directive then an individual who is the spouse or domestic partner, parent of minor child, and other family member must be involved in plan of care.

The patient and the patient representative will need to be involved in the development, revision and review of the patient's plan of care.

4. Patients, families and/or patient representatives have, unless contraindicated by the medical situation, the right to obtain from his or her physician reasonably complete and current information concerning the patient's diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand. Information is tailored to patients and patient's representative's age, language and ability to understand.

5. Patients, families and/or patient representatives have the right to receive from his or her physician information (advantages and disadvantages of the treatment, recuperative problems, chances for a successful outcome, result of non-treatment and alternatives to the procedure) necessary to give informed consent prior to the start of any procedure and/or treatment.

Effective: 06/07/13, Implementation: 06/07/13)

482.13(b) (2) The patient or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

Hospitals are expected to take reasonable steps to determine the patient's wishes concerning designation of a representative. Unless prohibited by applicable State law:

- When a patient who is not incapacitated has designated, either orally to hospital staff or in writing, another individual to be his/her representative, the hospital must provide the designated individual with the information required to make an informed decision about the patient's care. The hospital must also seek the written consent of the patient's representative when informed consent is required for a care decision. The explicit designation of a

representative by the patient takes precedence over any non-designated relationship and continues throughout the patient's inpatient stay or outpatient visit, unless expressly withdrawn, either orally or in writing, by the patient.

6. Patients, families and/or patient representatives have reasonable access to the Ethics Committee of Southern Ohio Medical Center.

7. Patients have the right to be advised if the hospital proposes to engage in or perform human experimentation or research affecting their care or treatment. The patients have the right to refuse to participate in such research or studies.

8. Patients have the right to reasonable consideration of their privacy and security concerning their own medical care program.

9. Patients have the right to accept, refuse, or withdraw from treatment to the extent permitted by law and to be informed of the medical consequences of their actions.

Patients and their representatives have the right to be informed of the patient's health status, be involved in the care planning, and can request or refuse treatment

10. Patients have the right to reasonably expect that all communications and records pertaining to their care should be treated as confidential by the healthcare team members.

11. Patients have the right to formulate advance directives or appoint a surrogate to make health care decisions, and a responsibility to present these advance directives to the hospital.

12. Patients have the right to examine and receive an explanation of the hospital bill regardless of the source of payment.

13. Patients, families and/or patient representatives have the right to know what hospital rules and regulations apply to their conduct.

14. Patients who are represented by guardians (including neonates, children, adolescents or geriatric patients) or a patient representative have the right to have their needs and wishes reviewed and evaluated, as well as the needs and wishes of the guardian regarding the patient's care. Conflicts that arise may be referred to the Ethics Committee. The final authority rests with the appropriate courts, except in case of emergencies.

15. Patients have the right to respectful care which optimizes their comfort and dignity by providing treatment for primary and secondary symptoms, acknowledging their psycho-social, spiritual, and emotional concerns and managing pain.

The hospital allows a family member, friend or patient representative to be present with the patient for emotional support during the course of their stay. The hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on other's rights, safety or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision maker or legal representative. The hospital promotes a

nondiscriminatory environment for patients, families and patient representatives. The hospital prohibits discrimination based on age, race, ethnicity, religion culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression, including same sex domestic partner.

Copy of patient visitation rights will be given to patient, family and/or patient representative at time of registration and recorded on the consent for treatment document.

- 1) A patient has the right to designate visitors, who shall receive that same visitation privileges as the patient's immediate family, regardless of whether the visitors are legally related to the patient.
- 2) The patient can withdraw consent for visitors at any time. A refusal by the hospital of a person requested to be treated as a patient representative must be documented in the medical record along with the specific basis for the refusal.
16. Patients, families and/or patient representatives have the right to the initiation of, review, and when possible, resolution of complaints/grievances concerning the quality of care.
17. Patients, families and/or patient representatives have the right to pastoral care, religious and other spiritual services.
18. Patients, families and/or patient representatives have the right to access protective and advocacy services.
19. The hospital may restrict a patient's visitors, mail, telephone calls, or other forms of communication. The restrictions are evaluated for their therapeutic effectiveness. Any restrictions on communication are fully explained to the patient and family, and are determined with their participation.
20. Patients have the right to freedom from restraints used in the provision of acute medical and surgical care unless clinically required.
21. Patients have the right to freedom from restraints used for the management of behavior unless clinically required.

Patients have the right to appropriate assessment and management of their pain.

23. The hospital respects the patient's, family and/or patient representative's right to receive information in a manner he or she understands. The hospital provides language interpreting and translation services. Language interpreting options may include hospital employed language interpreters, contract interpreting services, or trained bilingual staff, and may be provided in person or via telephone or video. The hospital provides information to the patient, family and/or patient representative who has vision, speech, hearing or cognitive impairments in a manner that meets the patient's needs.
24. Patients, families and/or patient representatives, have the right to be informed about the outcomes of care, that the patient (or family) or patient representative must be knowledgeable about in order to participate in current and future decisions affecting the patient's care, including unanticipated outcomes considered reviewable by the Joint Commission. This includes an explanation of the outcome of any treatment or procedure when the outcome differs significantly from the anticipated outcome.
25. Patients, families and/or patient representatives have the right to receive information about the person(s) responsible for the delivery of the patient's care, treatment, and services. SOMC staff wears identification badges with his/her name and job title.
26. Patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her own health information as permitted under applicable law. Any amendment requested by the patient will be an addition to the Medical Record.
27. Patients, families and/or patient representatives or their legal guardians have the same rights as stated in this policy, and other legal rights.
28. If the hospital refused to let someone be the patient representative, then this must be documented in the medical record along with the specific refusal explanation.
29. Patients have the right to identify who their patient representative is upon registration as part of the consent for treatment process.
30. The hospital will facilitate a quick resolution of any issues of disputes with the designation of the patient representative. The hospital may choose to provide notice to more than one family member.
31. The hospital will ask every patient who is admitted if they want to notify a family member or a patient representative about their admission and the hospital will ask every patient if they want their own physician

notified. This will be accomplished in the nursing database assessment completed upon admission.

32. In the event that a patient is incapacitated the hospital will promptly notify the patient's own physician, if the physician name can be reasonably identified.

### Patients' Responsibilities

1. Patients, families and/or patient representatives, as appropriate, have the responsibility for providing, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his or her health.

The patient, family and/or patient representative are responsible for reporting perceived risks in their care and unexpected changes in the patient's condition. The patient, family and/or patient representative help the hospital improve its understanding of the patient's environment by providing feedback about service needs and expectations.

2. Patients, families and/or patient representatives have the responsibility to cooperate with physicians and staff in making the patient's diagnoses.

Patients, families and/or patient representatives are responsible for being considerate of the hospital's personnel and property, as well as other patients and their property.

3. Patients, families and/or patient representatives as appropriate, have the responsibility for asking questions when they do not understand what they have been told about the patient's care, treatment, and service, or what they are expected to do. Patients, families and/or patient representatives have a responsibility to initiate questions if directions, procedures and other information are not understood.

4. Patients, families and/or patient representatives have a responsibility to help physicians, nurses and other staff in their efforts to treat and care for the patient by following the care, treatment, service plan, recommendations and medical orders.

The patient, family and/or patient representatives are responsible for the outcomes if they do not follow the care, treatment, and service plan.

5. Patients, families and/or patient representatives have a responsibility to be considerate of other patients by following the hospital's policies regarding smoking, visiting, and telephoning, helping control noise and disturbances, and respecting others property.

6. The patient, family and/or patient representative are responsible for following the hospital's rules and regulations concerning patient care and conduct to support quality care for patients and a safe environment for all individuals in the hospital.

The patient family and/or patient representative have a responsibility to support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.

7. Patients, families and/or patient representatives have a responsibility to provide all needed information for insurance processing and for assuring that the financial obligations of their health care are fulfilled. The patient is responsible for promptly meeting any financial obligation agreed to with the hospital.

8. The patient, family and/or patient representative are responsible for following the care, treatment or service plan developed. They should express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to the patient's specific needs and limitations.

If some treatment plans are not recommended, the patient treatment alternatives and consequences of not following the proposed course are explained. Patients, families and/or patient representatives have a responsibility following hospitalization, to continue to follow instructions of care and treatment essential to the recovery process, as recommended by their physician.

9. Patients, families and/or patient representatives have a responsibility to inform caregivers of any medications (prescription, over-the-counter, herbals or dietary supplements) brought into the organization. These medications should be sent home with family and/or patient representative or given to the nurse for safekeeping until your discharge. They cannot be used during your stay, except under special circumstances. If this is an issue, discuss with your physician or nurse.

The patient's family and/or patient representative or surrogate decision-maker assumes the above responsibility for the patient if the patient has been found by his or her physician to be incapable of understanding these responsibilities, has been judged incompetent in accordance with law, or exhibits a communication barrier.

Procedure: A copy of the Patient's Rights and Responsibilities is available to all patients, families and/or patient representatives upon Registration to Southern Ohio Medical Center.

# Advance Directives

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## Advance Directives

People are often concerned about the medical care they might receive if they should become terminally ill or be unable to communicate. Some do not want to spend months or years on life-support machines, nor cause unnecessary emotional or financial distress for their loved ones.

Today, people can expect a high level of technology in health care. When hearts stop, they may be able to be restarted. When lungs stop, machines can be used to help people breathe. When people are too ill to take food and water, these can be given through a feeding tube or intravenous line (IV). A growing number of people are taking action before they become seriously ill. You may now state your health care preferences in writing, while you are still healthy and able to make such decisions.

Advanced Directives are documents that can help you communicate your wishes about medical treatments and allow you to choose someone to make decisions for you if you are unable to speak for yourself. There are two types of Advanced Directives. One is a living Will and the other is Durable Power of Attorney.

## Living Will

- A living will allows you to establish in advance the type of medical care you want to receive. It is only used in situations where you are unable to tell your physician what kind of health services you want to receive.
- Before a living will goes into effect you either must be:
  - » *Terminally ill and unable to tell your physician your wishes regarding health-care services or*
  - » *Permanently unconscious. To be considered permanently unconscious, two physicians must decide that you have no reasonable possibility of regaining consciousness.*
- Regardless of your condition, if you can speak and relay your wishes about treatment to your physician, the Living Will would not be used.

## Health Care Power of Attorney

- A Health Care power of Attorney allows you to name a person to act on your behalf regarding health care decisions if you are unable to do so.
- The person you appoint can be a family member or a friend but should be someone who knows you well and someone you trust. A Health Care Power of Attorney does not give anyone authority over your finances.

## Code Status Definitions

**Full Code** - If your heart stops beating suddenly, doctors might be able to restart it by pumping on your chest, putting a breathing tube and pushing air into our lungs, giving you an electric shock (called defibrillation), and/or giving you special medicines. All these measures are collectively referred to as cardiopulmonary resuscitation (CPR)

**DNRCC** - Do not resuscitate Comfort Care - you will be provided care that eases pain and suffering, but no measures to save life (such as a chest compression or insertion of a breathing tube). After the State of Ohio DNR Protocol has been activated for a specific DNR Comfort Care patient, the Protocol specifies that emergency medical services and other health care workers are to do the following:

### Will:

- Suction the airway
- Administer oxygen
- Position for comfort
- Splint or immobilize
- Control bleeding
- Provide pain medication
- Contact other appropriate health care providers such as Hospice, Home Health, attending physician/CNS/CNP

### Will Not:

- Administer chest compressions
- Insert artificial air way
- Administer resuscitative drugs
- Defibrillate or cardiovert
- Provide respiratory assistance (other than what is listed above)
- Initiate resuscitative IV
- Initiate cardiac monitoring

**DRNCCA** - Do not resuscitate Comfort Care Arrest – you will be treated as a full code up until the time the heart and/or breathing stops. Once an arrest is confirmed, all measures to restart the heart or breathing would be stopped, and comfort care (DNRCC) alone is initiated.

## Who can help make these decisions?

Talk with your providers and nurses who can give you helpful information. Social Workers can meet with you, explain advanced directives in detail, and assist with completion of the forms you choose to complete.

### What do I do with the forms once completed?

You should give a copy to your family member or the one you have named your health care power of attorney. You should also give copies to your doctor's office and SOMC to place in your current record.

### Notice to all holders of Advance Directives:

1. When your Advance Directive (AD) is presented to the medical center, a copy will be placed on the chart and the document is considered for the current admission only.
2. The medical center does not accept responsibility for failure to follow an Advanced Directive on any future admission.
3. A copy of your Advance Directive will remain with the permanent record and unless revoked in writing, may or may not be used as a reference in the future should such be necessary.
4. You may modify your Advance Directive at any time.
5. You must present your Advance Directive upon each admission in order to assure that the most current directive is being considered.
6. An Advance Directive is not recognized by the medical center as a legal or moral authority to withhold care until translated into orders by the physician.
7. When the organization, as a matter of conscience, cannot meet the request of your Advance Directive, all reasonable efforts will be made to establish a plan of care that is acceptable to you and your family. This may include assisting in arranging transfer to an alternate facility if needed.

## SOMC Billing

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### Your hospital stay

If your physician chooses to admit you to the hospital, you may be assigned as an Outpatient/Observation stay or admitted as an Inpatient stay. This will be determined by your physician and in some instances by your insurance provider. If your admission type is an Observation, you will be billed as an outpatient for the number of hours of your hospital stay.

The observation stay may occur while being treated in the Emergency Department, Same Day Surgery and all Nursing Units. If your admission type is an Inpatient, you will be billed as an inpatient for the number of days of your hospital stay.

As a courtesy to you, SOMC will forward your bill to your insurance company. To assure this is done properly, you are requested to bring your current insurance card with you each time you are treated at SOMC.

You will be notified by your insurance company of your claim status. If your claim is denied or you do not agree with the payment that was made you should follow up with your insurance company if you wish to appeal their decision. It is important to become familiar with your insurance policy, as not all services are covered by insurance. Patients that are currently in the hospital and need to speak with someone regarding their bill should contact the Social Services Department at 740-356-8443.

### Payment On Your Bill

Payment of a bill may be made at the Main Campus Registration area at 1805 27th St. or at any of the Family Health Center's.

### Portsmouth Family Health Center:

1248 Kinneys Lane, Portsmouth, OH 45662  
740-356-7240

### Ironton Family Health Center:

1015 E Ring Rd, Ironton, OH 45638  
740-534-9830

### Vanceburg Family Health Center:

246 Commonwealth Road  
Vanceburg, Ky 41179  
(606) 796-0010

### West Union Family Health Center:

90 CIC Blvd, West Union, OH 45693  
937-544-8989

### Wheelersburg Family Health Center:

8770 Ohio River Rd, Wheelersburg, OH 45694  
740-574-9090

### Waverly Family Health Center:

835 W. Emmitt Ave, Waverly, OH 45690 | 740-947-7662

### SOMC Cashier Window:

SOMC Herbert Building Business Office  
1835 Oakland Ave. | Portsmouth, OH 45662-2913

They can accept a personal check, cash or credit card (Master Card, Discover or Visa).

Using the insurance information you provided while registering, we will send your bill directly to your insurance carrier. If you did not provide any insurance information, we will submit a bill to you and expect payment within 30 days of date of service.

### **Billing Assistance for any Services Received at SOMC**

Personnel in the Patient Accounting department are available to assist questions regarding your bill.. Services are available Monday through Friday from 8 am to 4:30 pm by calling, (740) 356-7229.

We also have a Patient Relations staff who will assist with any billing problems associated with patient accounts. Services are available Monday through Friday, 8 am to 4:30 pm by telephone, (740) 356-8770.

**Our Financial Assistance Policy (FAP)** - SOMC offers assistance for emergency and other medically necessary care through various programs: HCAP and Charity Care. Patients without insurance are given a 40% discount. The remaining balance may be eligible for additional assistance by applying for HCAP/Charity based on the income of the family. If you have a balance after insurance you may also apply for financial assistance. Based on

information on the financial assistance form you submit to SOMC (which can be found on the back of your billing statement, sent to you upon request or visit our web page at SOMC.org) you may be eligible for additional financial assistance under SOMC's Policy. You may receive free or other discounted assistance according to a sliding scale. Please refer to the back of your bill for further information.

**How to Obtain Information and Assistance Regarding Our Financial Assistance Policy** - For information regarding our Financial Assistance Policy and Financial Assistance Application Form, please contact our representatives in our Patient Accounting Department by calling (740) 356-7229. This information is also available at our web page SOMC.org.

## Ethics Committee

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### **SOMC Ethics Committee Mission**

At SOMC, we:

- » Strive to keep current in education and techniques.
- » Respect individual dignity.
- » Exercise compassion and honesty.
- » Elicit responsibility for rights and confidences in all our relationships.
- » Show continuous measurable improvement in our activities.

This code of ethics was written to recognize the ethical responsibility Southern Ohio Medical Center has to the patients, their families, health professionals and to the community it serves. We are committed to all who are interested in biomedical ethics and ethical decision-making. In addition to our code of ethics, SOMC has an active ethics committee composed of representatives of the hospital staff, physicians and the community. Access to the committee is available to anyone with a reasonable request, by notifying a member of the nursing staff or any committee member.

### **SOMC Ethics Committee Members**

- » **Kendall L. Stewart, MD, MBA, DLFAPA,** Chief Medical Officer, Chairperson
- » **Christy Timberlake, MS, BSN, RN,** CPHRM, Director of Safety Services
- » **Teresa Bryan, MSW, LISW-S,** Certified Health Care Ethics Consultant, Director of Social Work
- » **Claudia Burchett, MBA, BSN, RN, NEA-BC, FACHE,** CPXP, CNO/Vice President Patient Services
- » **Robert Dever, Esq.,** Chairman, SOMC Board of Directors
- » **Ronda Wyant, BSN, RN,** Nurse Manager of the Heart Care Unit
- » **Elie Saab, MD, FCCP, DABIP,** Senior Medical Director of Pulmonary Critical Care Medicine
- » **Sara Blankenship, BSN, RN,** Manager of Employee Health and Wellness
- » **Valerie Decamp, DNP, RN, A-GNP-C,** NE-BC, Vice President Clinical Integration
- » **Ben Gill, MBA, FACHE,** President and CEO



# Visitor Information

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We welcome patient visitors 24 hours a day, 7 days a week. However, to promote healing, some patients may have limited visitation during certain times.

For the health and safety of our patients and staff, please consider wearing a mask or rescheduling a visit if you:

1. Have you tested positive COVID-19 in the last 10 days?
2. Do you currently have any symptoms of COVID-19 (fever, sore throat, runny nose, cough, shortness of breath, loss of taste or smell, headache body aches)?
3. Have you had close contact with someone with COVID-19 infection in the past 10 days?
4. Do you live or work in a facility or unit experiencing a COVID Outbreak?

Please remember to always practice good hand hygiene.

At 8 pm daily, the front/main entrance to the hospital closes. You may still exit the front entrance, but any newly arriving guests must enter through the SOMC emergency room, where a team member will assist you with wayfinding.

There are special guidelines for the following departments:

- The **Emergency Department** allows only 2 visitors per patient at a time.
- The **Intensive Care Unit** and the **Heart Care Unit** allow visitors only over the age of 12 years old for patient safety and infection prevention guidelines.

- **The Maternity Department:**

- » Immediately following the birth of your baby, the recovery period will begin. During this minimum 2-hour period, visitors with the mother are limited to the one support person of mother's choosing that was present during birth.
- » Only one support person is permitted to stay overnight.

We recognize the importance visitors have on the recovery process of our patients, and believe they are of utmost importance in maintaining patient-centered care here at Southern Ohio Medical Center. If your loved one has been placed in isolation precautions, visiting may be permitted, however, compliance with isolation guidelines during your visit is required. Depending upon the specific isolation precautions, you may be required to wear PPE (gown, gloves, face shield, and hospital-grade mask). For additional information, please speak with the patient's nursing care team.

Our commitment to you, is to provide excellent care. SOMC serves you our friends, families and neighbors. We commit to providing excellence in quality, safety and service. We value our relationship with you and your family. You may receive a survey asking how your experience was for your visit. We appreciate your feedback and it helps us improve the care we deliver. Best wishes after you leave the hospital,

**SOMC Staff**





# Southern Ohio Medical Center

*Very* Good things are happening here

{ revised **4.9.24** }