



A tobacco and weapon-free campus

Patient Guide

Information for You
& Your Loved Ones



**CATAWBA VALLEY
HEALTH SYSTEM**



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Telephone

A telephone is provided in each room so you can easily communicate with friends and family. To make a local call, press “9” followed by the 3-digit area code and the number (example: 9-828-326-3000).

Persons outside the hospital wishing to contact you by telephone should dial your room based on the following: For rooms located in the main tower: 828-326-2 plus your room number (example: 828-326-2100 for Room 100). For rooms located in the Pavilion: 828-732-6 plus your room number (example: 828-732-6200 for Room 200). The Pavilion includes the Center for Women & Children (Birthing and Neonatal Intensive Care) as well as Oncology.

Important Department Telephone Numbers

| | |
|---|---------------|
| Administration..... | 326.3800 |
| Administrator on Duty | 326.3720 |
| Business Services | 326-3393/2477 |
| Cafeteria (Lower Level)..... | 326.3051 |
| Spiritual Care Support | 326.3365 |
| Coffee Shop..... | 326.3055 |
| Discharge Planning/Transitions of Care..... | 326.2268 |
| Environmental Services..... | 326.3358 |
| Gift Shop..... | 326.3890 |
| Lost & Found..... | 326.3358/3755 |
| Nutrition Care..... | 326.3050 |
| Operator..... | 0 |
| Medical Records..... | 326.3865 |
| Patient Advocate | 326.3720 |
| The Pod..... | 732.6010 |
| Hospital Police..... | 0 |

Nursing Units

| | |
|---------------------------------------|----------|
| Birthing Center | 326.3200 |
| Pediatrics/Women’s Surgery..... | 326.3210 |
| Medical Unit | 326.3300 |
| Neonatal Intensive Care Unit | 732.6300 |
| IMCU..... | 326.3500 |
| Inpatient Rehab Unit | 326.3420 |
| Critical Care Unit/CCU | 326.3550 |
| Oncology/Nephrology Unit..... | 732.6100 |
| Orthopedics Unit | 326.3400 |
| Clinical Observation/Stroke Unit..... | 326.3450 |
| Surgical Unit | 326.3600 |
| Psychiatry Unit | 326.3700 |

Dear Patient,

Choosing a healthcare partner is an important decision. We are proud that you have chosen Catawba Valley Medical Center (CVMC). We hope that your stay here will be as comfortable as possible for both you and your family.

In this booklet, you will find information that will help make your admission, stay, and discharge from the hospital easier. Please do not hesitate to ask any questions you may have. As our guest, we will strive to meet and exceed your expectations, not only in the quality of treatment you receive but also in the service provided by our staff. We welcome hearing your suggestions for improvement so please do not hesitate to share any concerns with us.

CVMC is regularly recognized for the quality and compassionate care it provides. We have been recognized multiple times by Women's Certified among the "Best 100 Hospitals in America," as well as other recognitions that include "Top 100 National Hospital for Patient Experience," "Best Hospitals for Obstetrics," "Best Hospitals for Cancer Care," "Best Hospitals for Orthopedics," "Best Stroke Centers," "Best Hospitals for Patient Safety," "Best Breast Centers," "Best Outpatient Experience" and "Best Bariatric Centers."

On behalf of all staff members at Catawba Valley Medical Center, I wish you a speedy recovery and a quick return to good health. Thank you for choosing us as your healthcare partner.

Sincerely,

A handwritten signature in black ink, appearing to read "Dennis Johnson", with a long horizontal flourish extending to the right.

Dennis Johnson
President and CEO

CVMC and Our Patients:

Partners in Care

Our goal is to provide every patient with the care they need, when they need it and to do so with respect, skill and compassion. If you have concerns or questions during your hospitalization, don't hesitate to tell your nurse or contact the Administrator on Duty at 3720.

We also rely on patient feedback to improve our services. You may receive an emailed or mailed patient satisfaction survey from our vendor, Press Ganey, after discharge. If you do, please take a moment to complete the online survey or the written survey and return it in the postage paid-envelope. We truly value your opinions.

Your Healthcare Team

Attending (Admitting) Physician The Attending Physician is the doctor who admitted you to the medical center. Attending Physicians may be your primary care physician or family doctor, particularly if you have a medical illness. If your family doctor does not admit patients to the hospital, you may be admitted by one of the physicians who serve as a **Hospitalist** (see description follows). If you are having a surgical procedure, your Attending Physician may be the surgeon who is planning on performing the surgical procedure.

NOTE: *If you wish to change your Attending Physician for any reason while you are staying at Catawba Valley Medical Center, please notify the nurse caring for you. Another physician must agree to serve as your Attending Physician before a change can be made. Your nurse would be happy to help you communicate and coordinate your wish to change physicians.*

Hospitalist Physicians Catawba Valley Medical Center's Hospitalists are a team of internal medicine physicians who serve as patients' Attending Physicians while they are hospitalized but return them to the care of their family physicians following discharge. Our hospitalists work within a multidisciplinary hospital-based team of doctors, nurses, social workers, pastoral and hospice care specialists, rehabilitation therapists and dietitians. Together, this team monitors patient progress, provides appropriate treatment, and charts a course for recovery and

care. The Patient Care Manager is an experienced registered nurse who coordinates your care from this team and is responsible for vital communication serving as a transition link with post-hospital treatment teams within the community.

Emergency Department Physician The Emergency Department Physician manages your care while you are a patient in the Emergency Department, or until your **Attending Physician** takes over your care. Once you have been admitted, the Emergency Department Physician transfers the responsibility of your care to the Attending Physician.

Primary Care Physician or Family Doctor Your Primary Care Physician, or Family Doctor, is the physician who cares for you on a regular basis for your annual physicals, or well exams, and treats you for illnesses that do not require admission to a hospital. Your Primary Care Physician may admit you to the hospital or may request that a Hospitalist admit and manage your care while you are at the hospital.

Patient Care Professionals Each patient is assigned a Registered Nurse who is responsible for the overall coordination of care from admission to discharge. In addition to your doctors and nurses, your care team is composed of a variety of highly trained technologists, therapists, and other healthcare professionals to meet your individual needs. Each employee wears a badge that should be easily visible to patients. The following uniform guidelines may be helpful in identifying various professionals:

Registered Nurses: purple or purple & white

Respiratory Therapy: light blue

Radiology: royal blue

Physical/Occupational/Speech Therapy: raspberry

Surgical Suite: green & light blue

Laboratory Services: dark gray & turquoise

Environmental Services: hunter green or hunter green and khaki

STAYING SAFE DURING YOUR STAY

Be a Partner in Your Care to Protect Your Safety

You, the patient, are the center of the care team. Your caregivers need accurate and complete medical information so that they can provide the best care possible.

Don't hesitate to **SPEAK UP**. Do your part to improve your care and protect your safety.

SPEAK UP if you have questions or concerns. If you don't understand, ask again. It's your body and you have a right to know. Be an active participant in all decisions about your treatment. You are the center of the healthcare team.

PAY attention to the care you are receiving. If you don't understand, ask again. Don't assume anything.

EDUCATE yourself about your illness. Learn about the medical tests you receive and about your treatment plan.

ASK trusted family member or friend to accompany you and to be your advocate (advisor and supporter).

KNOW what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

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

It's useful to write down any questions you have for your care giver to ensure you remember to get the answers you need.

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

Proper Hand Washing is Everyone's Responsibility

Hand-washing is the single most important thing you can do to stop the spread of infection. Staff entering your room should wash with an alcohol hand rub or soap and water before touching or caring for you or your loved one. They should also wash their hands upon leaving your room. If you don't observe hand washing by staff, point it out.

Hand washing by you, your family and friends will also help reduce the risk of infection:

- after touching objects or surfaces in the patient room
- before eating
- after using the restroom

Call, Don't Fall

Simply being in the hospital increases your risk of a fall for many reasons: a different environment, medicines, pain, general weakness, medical equipment, etc. A fall in the hospital may lead to injury and slow your recovery. Upon admission, you will be assessed for fall risk. To avoid a fall:

- Always ask for help when getting out of bed or a chair.
- You can use the call button to call for assistance. You may be weaker than usual because of your condition/situation.
- Keep needed items close by (ex. call button, phone, tissues, water, eyeglasses, etc.).
- Check your surroundings to make sure that you have a clear, clutter-free path.
- Use your walker, cane or wheelchair, as recommended.
- Hold onto the handrail in the bathroom and hallway.
- Wear non-skid shoes, slippers or socks when out of bed.

Patient Identification

Every staff member that provides your care should use two identifiers (such as your name and date of birth) to ensure each treatment, service or medication is provided to the right patient. Even though it may seem unnecessary, it's done to protect your safety.

Rapid Response Team

Your safety is our top priority at Catawba Valley Medical Center. If you or your family member is concerned or notices a change in condition that is NOT addressed by the healthcare team, please call 3911 and tell the operator you need the Rapid Response Team. The Rapid Response Team is an experienced team of healthcare professionals who will assess the patient's condition and is only a phone call away. For more information, speak with your nurse.

Environmental Services

All patient rooms are cleaned daily by Environmental Services for your health and comfort. If there is a housekeeping problem, please call the Environmental Services Department at 3358 or 3755. Heating and cooling are centrally controlled. Linens are changed by nursing staff when soiled or upon request. Please contact your nurse if your room is not comfortable or if you would like your linens changed.

Food Services

All patient meals are prepared according to dietary instructions given by your physician. A Nutrition Care representative will visit you for meal selections and to answer your questions. Clinical dietitians are available to explain any special diet requirements, and a certified diabetes educator can assist in determining the patient's nutritional needs. Meal times are: Breakfast 7:00 am–8:30 am, Lunch 11:00 am–12:30 pm, and Dinner 4:00 pm–5:30 pm. Meal times vary according to your location. Currently, we offer same day menu service. The breakfast meal is a daily pattern menu. Your Nutritional Care Associate will deliver a menu with your breakfast tray for you to make selections for the lunch and dinner meals. If you are on a multi-restricted diet, you may not be offered menu selections. Communicate to your Nutrition Care Associate or Nurse about meal selections. If the Nutrition Care Associate or Nurse cannot accommodate your dietary needs, please call extension 3357.

Interpreters & Adaptive Equipment

We provide foreign language interpreters, American Sign Language interpreters, video interpreting services, and other adaptive equipment for patients with communication barriers. Ask your nurse if you need these services.

Mail & Flowers

All mail or flowers addressed to you while you are our patient will be delivered to your room. After discharge, any additional mail received will be forwarded to you. Flowers delivered after discharge must be picked up in the main lobby.

Notary Public

The services of a notary public for healthcare power of attorney and living wills are free of charge. For assistance, please notify your nurse.

Personal Items

We recommend that you bring only a few personal items, nightgowns, pajamas, bathrobes, slippers and toiletries. Other personal items including jewelry and money should be left at home. When not in use, dentures, eyeglasses and contact lenses should be placed in protective containers. Catawba Valley Medical Center assumes no responsibility for lost or broken items. Due to fire concerns, patients should not bring personal electrical appliances (i.e., hairdryers, curling irons, etc.) into the hospital. Any items you do bring must be approved by the nursing staff before being used. If you leave an item when you go home, contact Lost & Found at 828.326.3358.

Safety/Security

One of the most important things we can do to protect your safety in the unlikely face of a fire or other unexpected disaster is to practice. During your stay, the staff may conduct a mock fire drill. A hospital staff member will close the door to your room in an effort to control smoke. Your visitors will be asked to stay in your room until the 'all clear' is announced. Should evacuation be needed, a staff member will assist you and your visitors in the proper route of evacuation. Hospital Police Officers patrol the hospital building and grounds 24 hours a day. For emergency service, you may dial 3911 from a hospital telephone or seek assistance from hospital staff. In certain settings, video monitoring is utilized to support safety.

Spiritual Care

Upon admission, you will be asked if you would like us to notify your minister. We will only notify your minister at your request. There is a chaplain available to patients and their families. If you would like a visit, please inform your nurse, or call 828-326-3365.

Television

Each room is furnished with cable television. A listing of available channels is provided near the back of this guide. The television is operated using the same control as your “nurse call” button. The volume control is the wheel on the side of the control or within easy reach on your side rails. Please keep volumes low to avoid disturbing others.

Wireless Connectivity

Free internet access is available as a convenience to our patients and visitors, through the network named CatawbaValley. Most laptops, tablets, and wireless equipped smartphones typically will connect to it automatically without difficulty. We are pleased to offer this service, but cannot provide computers or technical support. In addition, CVMC limits access to some websites.

FOR FAMILY AND FRIENDS

Visitors

Visitors are always welcome at Catawba Valley Medical Center (CVMC) however the comfort and care of patients is our foremost concern. Every patient care unit has individual visiting hours and guidelines. Clinical restrictions may be imposed on a patient’s visitation rights. We discourage anyone from visiting if they are not feeling well themselves. Note: during times of high respiratory illnesses, visitation guidelines may be adjusted from time to time. Special circumstances, including compassionate care visits, will be evaluated by leadership. Please ask your nurse for current guidelines. CVMC shall allow a clergy member to visit any patient admitted to the hospital who requests or consents to be visited by a clergy member, including during a declared disaster or emergency.

To facilitate healing, we ask that visitors keep noise levels to a minimum. When visiting patients in semi-private rooms, we ask you to limit the number of visitors to avoid the potential for disturbing other patients. If you find the noise level in or around your room disturbing, please let your nurse know. We ask that visitors observe health laws requiring proper dress, including shoes and shirt, when visiting patients.

If you feel your visitation rights have been violated and staff responses have

not resolved concerns, complaints may be filed with the North Carolina Department of Health and Human Services Division of Health Service Regulation. Contact information is provided on page 15 of this guide. Catawba County ordinance prohibits smoking on all county property so please obey the 'No Smoking' policy on all hospital property. See Tobacco Free Campus below.

Weapon and Tobacco-Free Campus

Catawba Valley Medical Center (CVMC) is committed to providing a safe, clean and healthy environment for patients, visitors and staff. Possession of any weapon, including firearms and knives and whether or not concealed, on all CVHS property is prohibited. CVMC is also committed to promoting health, wellness, prevention and treatment of disease within our community. We kindly ask that you do not use any tobacco product while on our campus, in our medical practices and in CVMC parking areas. This includes all forms of tobacco including cigarettes, cigars, pipes, snuff, chewing tobacco, smokeless tobacco and electronic smoking devices. Please contact CVMC's Health First Center, located in the lower level of CVFM-Graystone building, at 828.732.6204, if you are interested in tobacco cessation classes. You can also contact 1-800-QUIT-NOW (784.8669) from 8:00am to midnight, seven days a week or www.quitlinenc.com for free counseling offered by the NC Division of Public Health.

Cafeteria

Hot meals are served in Catawba Valley Medical Center's cafeteria daily between the hours of 5:00am - 10:00am; 11:00am - 10:00pm. The cafeteria is located on the Lower Level (LL) Floor. Vending services offering beverages and snacks are available 24 hours a day in the cafeteria on the Lower Level, in the Emergency Department and in the Day Surgery Lobby.

Gift Shop/Coffee Shop

The gift shop is located on the first floor in the main hospital lobby. The gift shop is operated by Auxiliary Volunteers and is open Monday through Friday from 9:00am to 5:00pm with additional hours added as volunteers are able to staff.

The coffee shop is operated by the Nutrition Care Department and is open Monday, Tuesday, Thursday, and Friday from 7:00am-8:00pm and on Wednesday from 7:00am-2:00pm, and is closed on the weekends

Fitness Plus

Fitness Plus is a medical fitness facility located in The Center for Rehabilitation building on the main campus of Catawba Valley Medical Center. The facility is designed to meet the growing health and fitness needs of the Catawba Valley in an affordable, safe and friendly environment. Staffed by experts in exercise, fitness, wellness and sports medicine, Fitness Plus specializes in helping individuals that may require more assistance during their workout. Features of the facility include a three-lane indoor lap pool, state-of-the-art fitness equipment, group exercise classes, nutrition education classes, personal training, and private swim lessons. Fitness Plus offers individual and family memberships, and is available for visitors to use on a per-day basis. For more information, please visit our website at www.catawbavalleyhealth.org/fitnessplus or call us at 828-326-3680.

Outpatient Rehabilitation

Catawba Valley Medical Center's Outpatient Rehabilitation Center provides a full service, multidisciplinary program offering outpatient therapies including physical and occupational therapy, speech language pathology, and industrial rehabilitation. The Center is staffed by licensed physical therapists, occupational therapists, and speech/language pathologists who work with your physician to help patients regain physical strength and motor skills.

A freestanding facility located adjacent to Catawba Valley Medical Center's main tower, the Center for Rehabilitation includes a rehabilitation treatment gym, individualized treatment rooms, a community fitness center and a heated pool. For more information or for a tour of the Outpatient facility please call 828.326.2131.

Concerns?

If you have compliments or concerns about Catawba Valley Medical Center (CVMC), please call our CARE Line at 828.326.CARE (2273).

ETHICS, RIGHTS & RESPONSIBILITIES

Advance Medical Directives

If you are 18 or older and mentally competent, you have a right to make

decisions about your medical care. Advance directives are legal forms that help you do that. A Living Will lets you state your wishes about medical care. A Healthcare Power of Attorney lets you name a person to make healthcare decisions for you if you are unable to make decisions for yourself. Catawba Valley Medical Center is committed to the use of advance directives (living wills, healthcare powers of attorney, etc.) to help guide patient decision-making. If you already have an Advance Directive, please arrange to have a copy brought to the hospital. If you have questions or need help completing an Advance Directive, contact your nurse for a referral.

Obtaining an Ethics Consultation

From time to time, there may be conflicts about the best course of treatment for your condition. If conflicts arise that cannot be resolved during your stay, you may request an Ethics Advisory Council consult. Requests may also be made by a member of your family, your representative or a provider involved in your care. The Council is advisory in nature. The process of ethics consultation is intended to supplement and support clinical decisions and transforming conflicts into optimal options.

To contact the Ethics Advisory Council, use any telephone within the hospital and dial "0." Ask the operator for the Administrator on Duty. When the Administrator on Duty returns your call, state that you are requesting assistance from the Ethics Advisory Council to help resolve a conflict in patient care. There is no charge for an ethics consultation.

Statement of Patient Rights

Catawba Valley Medical Center strives to protect the rights of each patient.

Access to Care. Patients have the right to impartial access to medically indicated treatment, services, and care and can expect to have emergency procedures implemented without delay. Patients have the right to assistive devices or animals.

Respect. Patients have the right to considerate and respectful care given by competent personnel.

Dignity. Patients have the right to be treated with dignity.

Privacy and Confidentiality. Patients have the right to expect that any discussion and all written communications, pertaining to their

care, be treated as confidential.

Personal Safety. Patients have the right to expect reasonable safety precautions be taken, in terms of practices and the environment in which care is provided. Patients have the right to be free from restraints that are not medically necessary.

Identity. Patients have the right to know the identity, professional status and professional relationships of those providing services, including knowing who is primarily responsible for their care.

Information. Patients have the right to be informed about the outcomes of their care.

Communication. Patients have the right to verbal and written communications and access to people that are authorized to act on the patient's behalf to assert or protect their rights. When the patient does not understand the predominant language of the community or is hearing impaired, access to an interpreter will be provided.

Visitation. Patients have the right to receive visitation from whom they designate. All visitors will enjoy full and equal visitation privileges consistent with patient preferences and a "support person" may be identified by the patient.

Consent. Patients have the right to informed participation in decisions involving their health care, treatment, and services.

Consultation. Patients have the right to consult with a specialist.

Participation in the Plan of Care. Patients have the right to participate in the development, implementation and revision of his/her plan of care, and to have family and their own physician promptly notified of his/her admission to the hospital. Patients may refuse treatment to the extent permitted by law and are informed of the medical consequences of such refusal.

Knowledge of Continuing Care Needs. Patients may not be transferred to other facilities unless they have received complete explanation of the need for the transfer and the transfer is acceptable to the patient and the other facility.

Comfort. Patients have the right to quick response directed to optimize pain management.

Financial Explanation. Patients have the right to request and receive an itemized and detailed explanation of their total bill.

Hospital Rules and Regulations. Patients have the right to access to the hospital rules and regulations applicable to their conduct as a patient.

Resolution of Complaints/Grievances. Our goal at CVMC is provide each patient and family with a satisfying experience. If for some reason your complaints are not resolved while you are a patient, you may ask to speak with the Nurse Manager or you can contact the Patient Advocate at 3720. If concerns remain, you may file a formal, written or verbal grievance. Grievances may be filed with the North Carolina Department of Health and Human Services, the Governor's Advocacy Council for Persons with Disabilities, the Joint Commission, or the Carolina Center for Medical Excellence. Contact information for each is provided below.

All departments at Catawba Valley Medical Center are licensed and regulated by the North Carolina Department of Health and Human Services, Division of Health Service Regulation. This state agency is responsible for the enforcement of rules applicable to hospitals. If a patient and/or patient's designee wished, the agency may be contacted at listed below.

North Carolina Department of Health and Human Services
Division of Health Service Regulation
Acute and Home Care Branch
2717 Mail Service Center
Raleigh, North Carolina 27699-2711
Phone: 919-855-4500 or 1-800-624-3004

The Disability Rights of North Carolina has the power to investigate complaints at any 24-hour behavioral health facility in the state. To contact Disability Rights of North Carolina, please call 1-877-235-4210, TTY 1-888-268-5535 or email info@disabilityrightsync.org

All departments at Catawba Valley Medical Center are accredited by The Joint Commission, whose mission is to monitor healthcare organizations' compliance with patient quality and safety care standards. If a patient and/or patient's designee wishes, The Joint Commission may be contacted

at 800.994.6610 or patientsafetyreport@jointcommission.org.

Medicare patients have the right to submit a complaint regarding quality of care, disagreement with a coverage decision or appeal a perceived premature discharge to Acentra Health, The Quality Improvement Organization (QIO). Acentra Health may be contacted at 888-317-0751 or via TTY at 855.843.4776.

If you would like a more detailed description of these patient rights, please ask your nurse, healthcare provider, or call 828.326.3720.

Your Privacy and Information

Federal law gives patient the right to the privacy of their health information unless there is clearly a “need to know.”

Patients can refuse to talk with or see anyone not officially connected with the hospital, or persons officially connected with the hospital but not directly involved with your care;

Patients can wear clothing and religious or other symbolic items as long as they do not interfere with your medical care or the rights of other patients;

Patients have the right to be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one’s own gender preference present during a physical examination, treatment or procedure performed by a health professional;

Patients have the right to expect that any discussion or consultation involving your care will be conducted discreetly, and that individuals not directly involved will not be included without your permission; have your medical records read only by those individuals directly involved in your treatment or the monitoring of its quality, and by other individuals only on your written authorization or that of your legally authorized representative and;

Patients have the right to expect all written communications and other records pertaining to your care, including the source of payment for treatment, to be treated as confidential.

If you would like a printed copy of CVMC’s complete Privacy Practices, please contact the Administrator on Duty at 828.326.3720.

Your Responsibilities Related to Your Care

Along with patient rights comes patient responsibility. Patients have the responsibility to

- actively participate in their care and to provide accurate and complete information that facilitates their care, treatment, and services
- ask questions or acknowledge when they do not understand the treatment course or care decision
- follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital
- support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners
- meet financial commitments

GOING HOME/DISCHARGE

Your attending physician and care team will decide when you are ready for discharge. Remember this may involve scheduling follow-up appointments, securing prescriptions, and other steps to prepare you for going home. Your Nurse or Patient Care Manager will communicate with you to best coordinate this time with you and your family.

Be sure you understand what you need to do after discharge. Ask about any limitations on your activity. Know what medications you should take after discharge, including when and how to take them. Ask about any symptoms you should watch for and who to contact if you have these symptoms.

Check your room carefully before you leave, especially your bedside table and bathroom. As a precaution, you may be taken out of the hospital in a wheel chair by one of our staff members.

Your Hospital Bill

You will receive a bill within approximately 30 days from your discharge or from the date your final insurance payment is received. You may receive separate bills from other healthcare providers that participated in your care such as your private physician, emergency room physician, radiologist, pathologist, anesthesiologist, or ambulance service.

CVMC offers an option for extended payment plans if needed. Our partner, AccessOne, provides a long term financing solution with affordable payment arrangements. CVMC also has Financial Counselors on staff to help if financial assistance is needed. A Financial Counselor may visit during your stay to provide assistance. Contact a Patient Financial Advocate at 828.326.3393 if you have questions or to inquire further about the AccessOne payment option or financial assistance.

Requesting a Copy of Your Record

You as the patient may request a copy of your medical record unless access is limited by law or unauthorized by your doctor. To ensure protection of your private health information, you must first consent to its release. You or your representative must make the request in writing to Catawba Valley Medical Center's Health Information Management Department or complete an Authorization to Disclose Protected Health Information. Call 828.326.3565 for more information.

Enrollment in the MyHealth Patient Portal

We proudly engage our patients in their own medical care. You can access valuable health information by using the CVMC MyHealth Patient Portal.

- View your Medications
- Track your Appointments
- Access your Lab Results
- View your Reports
- View your Visit History
- View your Allergies & Conditions
- View, download and transmit your Health Summary
- Find links to helpful resources such as Pay Your Bill Online

During your stay, you will be provided with instructions to set up a patient portal account. Your email address must be recorded in our system in order to create a MyHealth Patient Portal account.

To help with any issues you may experience, call the CVMC MyHealth Patient Portal Support Line at 828.326.2679. Support is offered Monday-Friday 8 a.m. – 5 p.m., excluding holidays.

Honoring Caregivers

If you would like to make a gift in honor of your doctor, nurse or other

member of staff, you may make a tax-deductible donation to Catawba Medical Foundation. The honored staff member will be notified of your gift. Catawba Medical Foundation is the charitable organization that assists Catawba Valley Health System fulfill its mission: Exceptional Healthcare. Every Person. Every Time.

Although CVHS is a county-owned entity, it receives no tax support from Catawba County, yet it treats all patients regardless of their ability to pay. Catawba Medical Foundation works on behalf of CVHS to raise additional funds for programming, education, equipment and building needs. For more information about the Catawba Medical Foundation and ways to give, please contact us at 828.326.3670 or visit CatawbaMedicalFoundation.org.

Catawba Valley Medical Group

Our network of practices offer care for most of your family's needs, access to all the specialists, facilities and programs of Catawba Valley Medical Center, and expanded acceptance of health insurance plans. Many have on-site labs and x-rays. More importantly, you'll find a caring staff in each practice who are attentive to the individual needs of each patient.

Catawba Valley Family Medicine – Bethlehem
174 Bolick Lane, Suite 202 • Taylorsville, NC 28681
For an appointment, please call 828.732.5680

Catawba Valley Family Medicine – Claremont
3114 West Main Street • Claremont, NC 28610
For an appointment, please call 828.732-5050

Catawba Valley Family Medicine - Conover
130 1st Street West • Conover, NC 28613
For an appointment, please call 828.732.7450

Catawba Valley Family Medicine – Graystone
3511 Graystone Place SE • Conover, NC 28613
For an appointment, please call 828.732.5600

Catawba Valley Family Medicine – Long View
2336 1st Ave SW • Hickory, NC 28602
For an appointment, please call 828.732.5650

Catawba Valley Family Medicine – Maiden
137 Island Ford Road • Maiden, NC 28650
For an appointment, please call 828.732.5000

Catawba Valley Family Medicine – Medical Arts

24 2nd Avenue NE • Hickory, NC 28601

For an appointment, please call 828.732.5100

Catawba Valley Family Medicine – Mountain View

2712 S NC 127 Hwy • Hickory, NC 28602

For an appointment, please call 828.732.5150

Catawba Valley Family Medicine – Northeast Hickory

2365 Springs Road NE • Hickory, NC 28601

For an appointment, please call 828.732.5550

Catawba Valley Family Medicine – North Hickory

212 29th Avenue NE, Suite 1 • Hickory, NC 28601

For an appointment, please call 828.732.5350

Catawba Valley Family Medicine – Parkway

5045 Hickory Blvd • Hickory, NC 28601

For an appointment, please call 828.732.5780

Catawba Valley Family Medicine – South Hickory

1985 Startown Road, Suite 102 • Hickory, NC 28602

For an appointment, please call 828.732.5500

Catawba Valley Family Medicine – Sherrills Ford

3900 Terrell Park Drive, Suite 100 • Sherrills Ford, NC 28673

For an appointment, please call 828.732.5450

Catawba Valley Family Medicine – Taylorsville

50 Macedonia Church Road, Suite A • Taylorsville, NC 28681

For an appointment, please call 828.732.5300

Catawba Valley Family Medicine – Viewmont

1205 N. Center Street • Hickory, NC 28601

For an appointment, please call 828.732.5800

Catawba Valley Family Medicine – West Mountain View

1940 Briarwood Drive, Suite A • Hickory, NC 28602

For an appointment, please call 828.732.5250

Catawba Valley Family Care - Newton

105B South Main Avenue • Newton, NC 28658

For an appointment, please call 828.732.5180

We also offer extended hours at the following locations:

Catawba Valley Family Medicine - Maiden

Extended Hours

137 Island Ford Road

Maiden, NC 28650

Phone: 828.732.5000 No appointment necessary
SATURDAYS ONLY: 9am – 1pm

**Catawba Valley Family Medicine - Claremont
Extended Hours**

3114 West Main Street
Claremont, NC 28610

Phone: 828.732.5050 No appointment necessary
TUESDAY and THURSDAYS ONLY: 5:30pm – 8:30pm

In addition to our family medicine practices, we offer Cardiology, Vascular Surgery, Pulmonology, Foot & Ankle, Neurology, and Surgery/Cancer Center specialty services.

Catawba Valley Cardiology

3521 Graystone Place SE, Suite 202 • Conover, NC 28613
For an appointment, please call 828.732.5700

Catawba Valley Vascular Surgery

Tate Medical Commons, 1771 Tate Blvd SE, Suite 204
• Hickory, NC 28602
For an appointment, please call 828.732.5200

Catawba Valley Vascular Surgery - Horizon

125 Hospital Ave NW, Suite 220-C • Lenoir, NC 28645
For an appointment, please call 828.732.7500

Catawba Valley Pulmonology

2386 Springs Road NE • Hickory, NC 28601
For an appointment, please call 828.732.5400

Catawba Valley Foot & Ankle Center

1985 Startown Road, Suite 101 • Hickory, NC 28602
For an appointment, please call 828.732.5530

Catawba Valley Surgery and Cancer Center

1501 Tate Blvd SE, #202 • Hickory NC 28602
For an appointment, please call 828.732.7401

Catawba Valley Neurology

52 12th Ave NE • Hickory, NC 28601
For an appointment, please call 828.732.7600

CATAWBA VALLEY MEDICAL CENTER NOTICE OF NONDISCRIMINATION

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

CVMC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Administrator on Duty at 828.326.3720.

If you believe that CVMC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: CVMC Civil Rights Coordinator, 828-326-2765 or civilrights@cvmc.us, You can file a grievance in person or by mail, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

العربية (Arabic)

كل رفاوتت ةىوغللا ةدعاسملا تامدخ نإف، ةغلل ركذا شدحتت تنك اذا: ةظوح لم - مقرب لصلتا. ناجملاب

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលទ្ធផល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ

繁體中文 (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

Français (French)

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

Deutsch (German)

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

ગુજરાતી (Gujarati)

પ્રયુના: જો તમે ગુજરાતી બોલતા હો, તો નિ:પલકુ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન

हिन्दी (Hindi)

પ્રયુના: જો તમે ગુજરાતી બોલતા હો, તો નિ:પલકુ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu

日本語 (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。まで、お電話にてご連絡ください。

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຮັບໃຫ້ທ່ານ. ໂທ

Русский (Russian)

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

Español (Spanish)

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

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa

Tiếng Việt (Vietnamese)

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

TV Channels

| | | | |
|------|--------------------------------|------|-------------------------|
| 10.2 | Spectrum News Charlotte | 33.2 | SYFY |
| 11.1 | ABC - WSOC | 33.3 | TRU TV |
| 11.6 | CBS - WBTV | 34.1 | COMEDY CENTRAL |
| 11.7 | Bounce TV - WBTV 2 | 34.2 | PARAMOUNT (SPIKE TV) |
| 12.1 | FOX - WJZY | 34.3 | VH1 |
| 12.6 | NBC - WCNC | 35.1 | MTV |
| 12.7 | TJN - WCNC 2 | 35.2 | TV LAND |
| 13.1 | CW - WCCB | 35.3 | FREEFORM |
| 13.6 | PBS - WUNE 2 | 36.1 | HALLMARK CHANNEL |
| 13.7 | PBS Kids WUNE3 | 36.2 | NATIONAL GEOGRAPHIC |
| 23.2 | ME TV - WCCB 3 | 36.3 | ANIMAL PLANET |
| 23.3 | MY NETWORK - WMYT | 37.1 | SCIENCE |
| 25.3 | HOMESHOPPINGNETWORK | 37.2 | AMERICAN HEROES CHANNEL |
| 26.1 | SHOPHQ | 37.3 | HGTV |
| 26.2 | QVC | 38.1 | FOOD NETWORK |
| 26.3 | WAXN (HD) - IND | 38.2 | TRAVEL CHANNEL |
| 27.1 | WAXN 2 - Get TV | 38.3 | TLC |
| 27.2 | WHKY (HD) - IND | 39.1 | BRAVO |
| 28.1 | FOX Sports South HD | 39.2 | E! |
| 28.2 | Fox Sports Carolinas | 39.3 | LIFETIME |
| 28.3 | Regional Sports Extra Games HD | 40.1 | OWN |
| 30.2 | USA NETWORK | 40.2 | BET |
| 30.3 | A&E | 40.3 | OVATION TV |
| 31.1 | TNT | 41.1 | CNN |
| 31.2 | TBS | 41.2 | FOX NEWS |
| 31.3 | AMC | 41.3 | MSNBC |
| 32.1 | DISCOVERY | 42.1 | HLN |
| 32.2 | HISTORY | 42.2 | CNBC |
| 32.3 | FX | 42.3 | FOX BUSINESS NETWORK |
| 33.1 | BBC AMERICA | 43.1 | BLOOMBERG |

| | | | |
|------|----------------------------------|------|-----------------------------------|
| 43.2 | WEATHER CHANNEL | 53.3 | SMITHSONIAN |
| 43.3 | C-SPAN | 54.1 | VICELAND |
| 44.1 | DISNEY CHANNEL | 54.2 | FYI |
| 44.2 | BOOMERANG | 54.3 | DESTINATION AMERICA |
| 44.3 | DISNEY JR | 55.1 | INVESTIGATION DISCOVERY |
| 45.1 | UNIVERSAL KIDS (FORMERLY SPROUT) | 55.2 | EL REY |
| 45.2 | NICK JR | 55.3 | COOKING CHANNEL |
| 45.3 | NICKELODEON | 56.1 | OXYGEN |
| 46.1 | CARTOON NETWORK | 56.2 | WE TV |
| 46.2 | DISCOVERY FAMILY | 56.3 | POP (FORMALLY TVGN) |
| 46.3 | CMT | 57.1 | GAME SHOW NETWORK |
| 47.1 | GREAT AMERICAN COUNTRY | 57.2 | LOGO TV |
| 47.2 | ESPN | 57.3 | DISCOVERY LIFE (WAS FIT & HEALTH) |
| 47.3 | ESPN2 | 58.1 | BET HER |
| 48.2 | NBC SPORTS NETWORK | 58.2 | TV ONE |
| 48.3 | SEC NETWORK | 58.3 | BBC WORLD NEWS |
| 49.1 | FOX SPORTS 1 | 59.1 | NICKTOONS |
| 49.2 | FOX SPORTS 2 | 59.2 | TEENNICK |
| 49.3 | MOTORTREND was VELOCITY | 59.3 | DISNEY XD |
| 50.1 | TCM (TURNER CLASSIC MOVIES) | 60.1 | MTV LIVE |
| 50.2 | UNIVISION NATIONAL FEED | 60.2 | REVOLT |
| 50.3 | EWTN | 60.3 | FUSE |
| 51.1 | TELEMUNDO NATIONAL FEED | 61.1 | INSP (INSPIRATION) |
| 51.2 | UNIMAS NATIONAL FEED | 61.2 | SUNDANCE |
| 51.3 | CNN EN ESPANOL | 61.3 | DAYSTAR |
| 52.1 | FXX | 62.1 | TBN |
| 52.2 | MTV2 | 62.2 | LIFETIME MOVIE NETWORK |
| 52.3 | MTV CLASSIC ROCK | 62.3 | INDEPENDENT FILM CHANNEL |
| 53.1 | UP (UPLIFTING CHANNEL) | 63.1 | HALLMARK MOVIES & MYSTERIES |
| 53.2 | NATIONAL GEO WILD | 63.2 | BET SOUL |

| | | | |
|--------|------------------------------|--------|--------------------|
| 63.3 | PAC-12 NATIONAL | 116.6 | MC COUNTRY HITS |
| 64.1 | BYU TV | 116.7 | MC KIDZ ONLY! |
| 64.2 | FOX MOVIE CHANNEL | 116.8 | MC LOVE SONGS |
| 64.3 | IMPACT | 116.9 | MC PARTY FAVORITES |
| 65.1 | DIY | 116.10 | MC POP & COUNTRY |
| 65.2 | MTV U | 116.11 | MC POP HITS |
| 65.3 | NEWSMAX | 116.12 | MC SOFT ROCK |
| 66.1 | BIG TEN REGIONAL OR NATIONAL | 116.13 | MC SOLID GOLD OLD |
| 115.1 | MC ADULT ALT | 116.14 | MC TEEN BEATS |
| 115.2 | MC ALTERNATIVE | 116.15 | MC TODAY'S COUNTRY |
| 115.3 | MC DANCE-EDM | 116.16 | MC TODDLER TUNES |
| 115.4 | MC GOSPEL | 116.17 | MC Y2K |
| 115.5 | MC HIP HOP CLASS | 117.1 | MC BLUES |
| 115.6 | MC HIP HOP RB | 117.2 | MC CLASSICAL MASTR |
| 115.7 | MC HIT LIST | 117.3 | MC CONTMP CHRISTN |
| 115.8 | MC MAX | 117.4 | MC EASY LISTENING |
| 115.9 | MC MCU | 117.5 | MC JAZZ |
| 115.10 | MC METAL | 117.6 | MC LIGHT CLASSICAL |
| 115.11 | MC R&B CLASSICS | 117.7 | MC MEXICANA |
| 115.12 | MC R&B SOUL | 117.8 | MC MUSICA URBANA |
| 115.13 | MC RAP | 117.9 | MC POP LATINO |
| 115.14 | MC REGGAE | 117.10 | MC ROMANCES |
| 115.15 | MC ROCK | 117.11 | MC SINGERS & SWING |
| 115.16 | MC ROCK HITS | 117.12 | MC SMOOTH JAZZ |
| 115.17 | MC THROWBACK JMZ | 117.13 | MC SOUNDS SEASON |
| 116.1 | MC '70S | 117.14 | MC SOUNDSCAPES |
| 116.2 | MC '80S | 117.15 | MC STAGE & SCREEN |
| 116.3 | MC '90S | 117.16 | MC TROPICALES |
| 116.4 | MC CLASSIC COUNTRY | | |
| 116.5 | MC CLASSIC ROCK | | |

The DAISY Award

Want to say “Thank You” to your nurse? The DAISY Award can do just that! The DAISY Foundation was established by the family of J. Patrick Barnes after he died of complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way. To learn more, visit DAISYFoundation.org.

The award is given to a nurse based on nominations like yours each quarter.

Scan this QR code to electronically share the details of your experience(s).



Questions for my Care Team

Questions for my Care Team (cont'd)

We Care About Your Hospital Experience

Let us know if you would like any of the following items:

- | | |
|--|--|
| <input type="checkbox"/> Ear Plugs | <input type="checkbox"/> Lip Moisturizer |
| <input type="checkbox"/> Toothbrush | <input type="checkbox"/> Toothpaste |
| <input type="checkbox"/> Deodorant | <input type="checkbox"/> Nail Clippers / Nail File |
| <input type="checkbox"/> Hair brush | <input type="checkbox"/> Comb |
| <input type="checkbox"/> Shaving Cream | <input type="checkbox"/> Razor |



CATAWBA VALLEY MEDICAL CENTER

810 Fairgrove Church Road SE
Hickory, NC 28602 | 828.326.3000

MAP LEGEND

- Buildings
- Visitor Parking
- Traffic Light
- Roadways
- Employee Parking
- Entrance
- Pedestrian Walkways

REGISTRATION ENTRANCES

← To Catawba Valley Imaging Center – 1501 TATE BLVD SE

