



*A tobacco and weapon-free campus*

# Patient Guide

Information for You  
& Your Loved Ones



**CATAWBA VALLEY  
HEALTH SYSTEM**



# Table of Contents

Important Telephone Numbers .....	1
Welcome Letter .....	3
Partners in Care.....	4
Your Healthcare Team.....	4
Staying Safe During Your Stay.....	6
Proper Handwashing.....	7
Call Don't Fall.....	7
Patient Identification .....	7
Rapid Response Team .....	8
Environmental Services .....	8
Food Services .....	8
Interpreters & Adaptive Equipment.....	8
Mail & Flowers .....	9
Notary Public .....	9
Personal Items .....	9
Safety/Security.....	9
Spiritual Care .....	9
Television.....	9
Wireless Connectivity.....	10
<b>For Family &amp; Friends.....</b>	<b>10</b>
Visitors .....	10
Weapon and Tobacco Free Campus .....	11
Cafeteria .....	11
Fitness Plus .....	12
Gift Shop/Coffee Shop.....	11
CARE Line.....	12
Outpatient Rehabilitation .....	12
<b>Ethics, Rights &amp; Responsibilities .....</b>	<b>12</b>
Advanced Medical Directives .....	12
Obtaining an Ethics Consultation .....	13
Statement of Patient Rights .....	13
Your Privacy and Information.....	16
Your Responsibilities Related to Your Care .....	17
Notice of Nondiscrimination.....	22
<b>Going Home/Discharge .....</b>	<b>17</b>
Your Hospital Bill.....	17
Requesting a Copy of Your Record .....	18
Accessing Your Information Through our Patient Portal.....	18
Honoring a Caregiver.....	19
<b>Catawba Valley Medical Group .....</b>	<b>19</b>
<b>Questions for My Care Team .....</b>	<b>28</b>
<b>We Care About Your Stay .....</b>	<b>30</b>
<b>TV Guide.....</b>	<b>25</b>

# 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
Cafeteria (Lower Level).....	326.3088
Spiritual Care Support .....	326.3365
Coffee Shop (Lobby).....	732.8086
Discharge Planning/Transitions of Care.....	326.2268
Environmental Services.....	326.3358
Gift Shop.....	326.3890
Lost & Found.....	326.3358/3755
Nutrition Care.....	326.3088
Dietary Office.....	326.3357
Operator.....	0
Medical Records.....	732.7127
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". The signature is fluid and cursive, with a long horizontal stroke 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 326-3720.

We also rely on patient feedback to help us improve our services. After discharge, all patients will receive a patient satisfaction survey from our vendor, NRC Health. We encourage you to take a few moments to complete the online survey or return the written survey in the postage-paid envelope. We truly value your feedback.

## 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 free interpreters and communication tools for patients who need them. This includes foreign language interpreters, American Sign Language interpreters, and video interpreting. Please ask your nurse for help.

### **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 event 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 CVHS\_Guest. The password is cvhsguest. 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](http://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 open to the public and designed to meet the growing health and fitness needs of the Catawba Valley in a safe and friendly environment. Staffed by experts in exercise and wellness who understand unique health needs and guide members to the gym amenities best suited to support individual goals. Features of the facility include a three-lane indoor lap pool, state-of-the-art fitness equipment, group exercise 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](http://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@disabilityrightsn.org](mailto:info@disabilityrightsn.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](mailto: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 printed copy of CVMC's complete Patient Rights, please contact the Administrator on Duty at 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 828.732.7127 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](http://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  
Monday 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 828.732.7400

**Catawba Valley Neurology**

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

**Gastroenterology Associates of Catawba Valley**

415 N Center Street, Suite 300, Hickory, NC 28601  
828.328.3300

# 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 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.
- 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](mailto: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>*

آريبرعلا (Arabic)

كل رفاوتت ءىوغللا ءءعاسلما ءامءء نإف، ءغلل رلءءا ءءءءء ءءنك اءا: ءءوءلم - مقرب لصلءا. ناءمءاب

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បរិស័ទធាតុអ្នកនិយាយ ភាសាខ្មែរ, សម្រាប់អ្នកនិយាយភាសា ដទៃយើងផ្តល់សេវាជំនួយសំរាប់បរិស័ទអ្នក។ 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:પલ્કુ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન

हिन्दी (Hindi)

પ્રયુના: જો તમે ગુજરાતી બોલતા હો, તો નિ:પલ્કુ 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		









# 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

