



Emory University Hospital

EMORY
HEALTHCARE

EMORY UNIVERSITY HOSPITAL

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*“Here, at whatever
hour you come, you
will find light and help
and human kindness.”
– Albert Schweitzer*

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Welcome to Emory University Hospital

Thank you for choosing us for your health care needs. At Emory, we are committed to providing you with the best possible care. We understand this means more than offering the latest in medical and technological advances. While you are with us, your comfort, safety and care are our top priorities.

This guide provides you with information about the many hospital services and resources that are available to you and your visitors.

You and Your Family Are Part of the Team

You and your family are a vital part of your own health care team. As members of the team, it is important for you and your family to ask questions anytime they arise. Sometimes patients and families feel reluctant to do this. At Emory University Hospital, we invite and encourage your questions because we want you and your family to understand and have confidence in all aspects of the care you receive from us while you are here.



A Tradition of Healing

Each year, more than 100,000 patients arrive at our doors to receive highly specialized medical care, and to benefit from the groundbreaking research and innovative treatments available through our ties to Emory University. Since opening nearly a century ago, we have become one of “America’s Best Hospitals,” according to *U.S. News & World Report*, and are nationally recognized for our leadership in several fields, such as cardiology and cardiac surgery, neurology, oncology and transplantation.

Admissions

What to Bring

When you come to the hospital, please bring:

- Personal items, such as sleepwear and toiletries
- A list of medications you are taking
- Insurance information
- Copies of your advance directives, if you have them

Please leave at home:

- Valuables such as jewelry or large amounts of cash. We regret that we cannot be responsible for these items. You may need your checkbook or credit card at the time of admission, but please send them home afterward with a family member or friend.
- TVs, radios, hair dryers and other electrical devices.

Insurance Pre-Approval

Most insurance plans require approval for hospitalization prior to admission. We will contact your insurance company to make sure you are pre-approved. Your insurance company or your physician's office will notify you if there are any problems. Please note pre-approval does not guarantee payment.

Pre-Registration

Pre-registering for your hospital visit saves you time. To pre-register, call 404-686-5270 or 1-800-640-9293 (Monday through Friday, 6 a.m. – 7 p.m.) no more than 30 days before your admission.

Arrival

When you arrive at the hospital, ask your driver to bring you to the valet parking entrance on Clifton Road. A Guest Services associate will meet you and direct you to Admissions, located on the second floor. **If you need a luggage cart, ask the bell captain or call 404-712-5616.**

Parking

Our visitor parking deck is located off Clifton Road, directly behind Emory Clinic Building B. **If you would like an escort to or from the parking deck, call 404-727-PARK (7-PARK from within the hospital).**

Valet parking services are available 24 hours a day, seven days a week.

Long-term parking cards are available for purchase at the Guest Services desk in the hospital's main lobby from 9 a.m. to 5 p.m. daily.



Advance Directives

When you are admitted to the hospital, you will be asked if you have an advance directive. These documents, also known as living wills or durable powers of attorney, communicate your wishes for treatment if you become unable to speak for yourself.

Talking about death and illness is never easy, but we urge you to talk about advance directives with your spouse, your family and your health care team while you are healthy. If you have an advance directive, bring a copy with you to the hospital. If you wish to create one, our Social Services and Spiritual Health offices are available to help.

Blood Donations

If you are having elective surgery, your physician may recommend that you donate your own blood at the hospital prior to admission. Family and friends may also donate blood for your use through the American Red Cross or another volunteer donor center.

For more information or questions concerning blood donation, call the American Red Cross or the Emory University Hospital Blood Bank: 2-7280 (404-712-7280 outside the hospital).

Your Stay With Us

We want your stay to be as pleasant and comfortable as possible. We offer a full range of services to support the needs of our patients and their families.

Guest Services

If you have questions about hospital services or the surrounding community, please contact our Guest Services staff at 404-712-5619 or visit them in the main lobby Monday through Friday from 6 a.m. to 9 p.m. and Saturday and Sunday from 8 a.m. to 8 p.m. They are available to answer questions about hotels and restaurants, transportation, notary and fax services, salon services and more.

Bed Side Shift Report

As part of our partnership with you and your family, our nurses will be giving a report on what happened during your day by your bedside at the beginning of each shift (7 a.m. and 7 p.m.). This Bed Side Shift Report is designed to include you and your family and provide information that is relevant to your care. When you are admitted, you will be asked who you would like to be present during the report. The nurses will introduce the new shift nurse and do a report to include your labs, current medications and an overall assessment. They may look at your skin, surgical sites and other things that are special to your care. They will then ask you for your goal for the day, how well your pain is controlled and any other information that will improve your care.

Personal Belongings

Please keep your personal items safe:

- Do not bring valuables to the hospital. However, if needed, small valuables may be secured with Public Safety.
- Ask your nurse for personal-belonging bags for your clothing.
- Keep your glasses in a case when you are not wearing them. **Do NOT wrap dentures or hearing aids in tissue and place them on your food tray or bedside table, where they can be easily mistaken for trash.**
- Label all containers and bags with your name and room number.

Lost and Found is located in the Public Safety Department.

Meals

Unless you are on a special diet, you can select your meals from a choice of menu items each day. Please talk to your nutrition host/hostess about any food allergies you may have. We will attempt to honor any cultural, religious or ethnic food preferences.

Patient meals are generally served during these hours:

- Breakfast: 7:30 – 9:30 a.m.
- Lunch: 11:30 a.m. – 1:15 p.m.
- Dinner: 4:45 – 6:45 p.m.

Between meals, milk, coffee and juice are available from your nursing unit.

Mail and Flower Delivery

Florists will deliver flowers to your room. We are happy to deliver your mail each day. Please ask your friends and relatives to address mail to you in this way:

First name (e.g., Jane, not Mrs. John), Last name
Room number
c/o Emory University Hospital
1364 Clifton Road, NE
Atlanta, Georgia 30322

Television

Complimentary television service is provided in each room. Please ask your nurse about our many patient education programs.

Telephones

Each patient has a bedside telephone. The last three digits of your telephone number are the same as your room number. Local calls are free.

Please note: If you choose not to be listed in our directory, we will not be able to confirm that you are a patient of the hospital.

To place calls from your room:

- When dialing an internal hospital number, dial just the last five digits. For example, if you want to reach 404-712-5619, dial 2-5619.
- For a local call, dial 9, then the phone number.
- For long distance calls, you may use your calling card or credit card or have calls billed to your home phone.



Internet

We offer free wireless Internet access for hospital guests. To connect to the Internet:

- Open your Web browser. You should see the Emory Healthcare Guest Access welcome page. Click on “Terms of Use.”
- Read the terms and conditions and click the “I agree” button to continue. Provide your email address at the prompt on the next screen and click the “Login” button. Note: your email address will not be shared.
- You will see the emoryhealthcare.org home page. You now have wireless Internet access.

If you have any problems when connecting, brochures are available throughout the hospital to assist you. We regret that we are unable to offer individual assistance.

Emory Healthcare Guest Access is an open network and is not a secure environment. We strongly advise you not to exchange sensitive information when connected to this or any other open network.

ATMs

For your convenience, ATM machines are located throughout the hospital:

- In the second floor atrium, outside the admissions area
- On the ground floor, outside Asbury Court Cafeteria

Gift Shop

Our gift shop, located in A-212, near the second floor atrium, offers a wide selection of items, including newspapers.

Hours: 9:30 a.m. – 7 p.m. weekdays and 9 a.m. – 4:30 p.m. Saturday. Profits from our gift shop benefit services for our patients and their families.

Special Services

Interpreter Services

It is vital that you be able to communicate with your health care team. Please ask your nurse to arrange for an interpreter if English is not your primary language. For the hearing impaired, TDDs/TTYs, hearing aid-compatible phones and signing services are available.



Pain Consultation

Every patient is concerned about pain and how to control it. Your health care team will talk to you regularly about whether you are in pain and provide information on pain relief options.

Palliative care is a medical specialty that focuses on the relief of the pain, symptoms and stress associated with serious illnesses. If you would like to learn more about palliative care, please ask your doctor or nurse or call 8-7777 (404-778-7777 outside the hospital).

Spiritual Health

Spiritual Health is available to you 24 hours a day. If you or a family member would like to visit with a chaplain or other religious leader, such as a priest, rabbi or imam, please call the Chaplain's Office at 2-7200 (404-712-7200 outside the hospital) from 8:30 a.m. to 5 p.m. on weekdays. At other times, ask the operator to page the chaplain on call.

Our hospital's religious center and interdenominational chapel are located on the second floor, near the hospital lobby, in room C-204. Worship services are conducted on Sundays in the Center for Rehabilitation Medicine at 11:15 a.m. All are welcome.



Social Services

Our social workers help patients and their families cope with the stresses of illness and hospitalization. They can help you with:

- Arranging short-term or long-term care after you are discharged from the hospital
- Locating community resources and financial assistance
- Arranging counseling related to your illness

Regular hours are from 8 a.m. to 5 p.m., Monday through Friday. An on-call social worker is available on weekends and may be reached by contacting the hospital switchboard at 2-2000 (404-712-2000 from outside the hospital).

Patient Relations

Your health, comfort and safety are our top priorities. If you have any questions or concerns about your care, or have a complaint that has not been handled to your satisfaction, please feel free to call on one of our patient representatives at 404-686-7593.



Your Health and Safety

Our staff is committed to making the hospital a safe and healing environment. We ask that you and your visitors help us observe the following health and safety guidelines.

- **Identify Yourself.** Please wear your identification bracelet at all times during your hospital stay. Expect it to be checked before you are given blood or medicines or have any procedures performed.
- **No Smoking.** Smoking and the use of all tobacco products are not permitted anywhere in the hospital, in any campus building or on hospital grounds, including the parking areas. If you use tobacco products and wish to quit, speak with your nurse or doctor about available options.
- **Observe Cell Phone Restrictions.** Cell phones can interfere with the operation of electronic equipment in the hospital. Please read and follow all posted signs in the hospital regarding restrictions on the use of cell phones.
- **Please Leave Electrical Equipment at Home.** To help ensure the safety of all patients, families and staff, it is important that only hospital-inspected electrical equipment be used at Emory University Hospital. Therefore, we ask you to please not bring any personal electrical equipment with you to the hospital. This includes: coffee makers, space heaters, mug warmers, etc. If you accidentally pack one of these items, we will ask a family member to take it home for you. If that is not possible, we will hold the item for you until you are discharged.

Participating in Your Care

The questions you and your family have are important and should be shared with members of your health care team. We encourage you and your family to discuss your treatment plan with your doctor and nurses, and make sure you and your family understand and agree with it. We hope you will ask questions about treatment options and risks, medications, the identity of any hospital staff member, or anything else you are concerned about.

Other things we hope you will not hesitate to do:

- If you do not understand something, ask to be told again.
- If you need interpretation services, ask for them.
- Write down your questions so that you will have them ready when you see your doctor.
- Do not be afraid to ask for a second opinion.
- Ask a family member or trusted friend to help you ask questions, remember information when you are not feeling well, and help you make informed choices about your care.
- If you have a problem or concern, bring it to the immediate attention of your caregivers. If the matter is not resolved to your satisfaction, ask to speak to a charge nurse, nursing supervisor or patient relations representative.

Preventing the Spread of Germs

- At times, health care workers wear gloves, gowns or aprons, and masks. These items protect you as well as the caregiver.
- Hand washing is the best way to prevent the spread of germs. Wash your hands with soap and water for 15 seconds, or use the available alcohol gel product in your room. Remind staff members to wash their hands or put gloves on before providing your care.
- Ask your friends and family not to visit if they are ill. Ask them to use public restrooms rather than yours. Encourage them to wash their hands before entering and leaving your room.

Preventing Falls

You may be feeling weak or ill during your stay. Here are some tips for preventing falls:

- Wear the nonskid slippers or nonskid socks provided by the hospital when you walk.
- Follow your doctor's or nurse's instructions about whether you may get up by yourself and always notify your nurse before leaving the unit.
- Always call for help if you feel dizzy or weak.
- Make sure your personal belongings are within your reach and that your room is free of clutter.
- Bedrails help prevent falls and are used after pain medication is given or to remind you to call for help when you need to get up. Speak to your nurse about your concerns or options.

Medicine Safety

- Tell your nurses and doctors about all the medicine you are taking, including prescriptions, over-the-counter medicines, vitamins and herbal products, and about any allergies you have had to medicines in the past. Do not bring medications with you to the hospital.
- Look at all medicines before you take them. If you do not recognize a medicine, let your nurse know.
- Pay attention to the time of day you usually receive your medicine and tell your doctor or nurse if you do not receive it.
- Ask your doctor, nurse or pharmacist about new medicines: what they are, what they do, when they are given, if there are any special instructions for taking them, and what side effects should be expected or reported.

Fire Safety

We conduct regular fire drills for our staff members. If you hear a fire alarm, remain calm and stay in your room. The staff will care for your needs during this time.

Security

Uniformed security officers are on hand to protect and serve you around the clock. If at any time you feel concerned about your personal safety, please report your concern to your nurse or any hospital staff member.



Your Visitors

Visitor Guidelines

We realize family and friends are an important part of your health care team, and we encourage your family and friends to visit at any time. Please ask your visitors to read and follow all safety guidelines regarding the use of cell phones and the prevention of infections.

- General visiting hours are from 9 a.m. to 9 p.m. Some units have different hours.
- Children under 12 are discouraged from visiting.
- Smoking is NOT permitted in the hospital or on the hospital campus, including parking areas.
- Please ask your visitors to read and follow all safety guidelines regarding the use of cell phones and the prevention of infections on pages 8 and 9.



Lodging

If your visitors are traveling to Atlanta, there are a number of hotels near the hospital. The Guest Services desk in the lobby can provide a list. They can also provide information on local attractions and restaurants, as well as transportation options within the city.

Food Services

There is a wide variety of choices for meals and snacks in and near the hospital:

Asbury Court Cafeteria

The cafeteria (take the E-wing or G-wing elevators to the ground floor) features a variety of foods. Check postings outside the entrance for the most current menu.

The Bishop's Pantry

The Bishop's Pantry is located next to Asbury Court and offers Starbucks® coffee, assorted pastries and boxed lunches. Open from 5:30 a.m. to 4 p.m. on weekdays; closed on weekends and holidays.

Vending Machines

Snack and beverage vending machines, which include many healthy choices, and microwave ovens are available on the first and second floors.

Local Restaurants

Several restaurants are within walking distance or a short drive from the hospital. For information on area dining, check with the hospital concierge.



Preparing to Leave the Hospital

Your health care team will carefully plan a safe discharge for you. We will work with you and your family to make sure you understand the medications and health care services that you will require after leaving the hospital. Our social workers can help make arrangements for in-home care, equipment or supplies, if needed.

Discharge time is 10 a.m. Please arrange for a family member or friend to pick you up next to Valet Parking.

We will estimate how much of the hospital bill is your direct responsibility. That amount is due upon discharge unless prior arrangements have been made with the Business Office. You can fill any new prescription you have been given at any retail pharmacy, including those outside the state of Georgia. Our hospital inpatient pharmacy does not fill discharge prescriptions.

A Note to Our Medicare/Medicaid Patients

If you think you are being discharged too soon, you can talk to the hospital staff and your doctor about your concerns. You also have the right to an appeal. If you want to appeal, you must contact the Quality Improvement Organization (QIO) before you leave the hospital by calling 1-800-982-0411, ext. 3413.

Tell Us What You Think

After leaving the hospital, you may receive a survey asking how you feel about your stay here and how we can improve our services. It is important to us to know what you think. But you do not have to wait for a survey to keep in touch. We would like to hear from you any time.

Emory University Hospital
Office of Patient Relations
1364 Clifton Road, NE
Atlanta, Georgia 30322

Email: EHCGuest@emoryhealthcare.org

Understanding Your Bill

As a courtesy, we will file your insurance claims for you. However, final resolution of the claim is your responsibility. You are also responsible for any claims not paid on time by your insurance plan.

You will be billed separately for all services performed by The Emory Clinic, which include services from physicians in the hospital (such as radiologists, pathologists or anesthesiologists) who are involved in your care.

Please do not hesitate to ask if you have any questions regarding your hospital charges. Patient account representatives are available by phone from 8:30 a.m. to 4 p.m. at 6-7041 (404-686-7041 from outside the hospital) or toll-free at 1-800-827-7041. If you need to discuss your account in person, a representative is located across from the Cashiers Office from 8:30 a.m. to 4:30 p.m.



Patient Privacy

Emory is committed to protecting the privacy of your medical information. You have received our “Notice of Privacy Practices” (also available at emoryhealthcare.org), which includes detailed information on your legal rights and our obligations regarding the disclosure of your health records.

While You Are Here

Clinical Ethics

Conflicts and moral dilemmas force individuals, family members and health care workers to make difficult decisions when it comes to the areas of aging and health. Emory is committed to ensuring all aspects of ethical dilemmas are valued and considered in decisions affecting our patients.

Emory has an ethics committee comprised of professionals who meet regularly to discuss and seek solutions to ethical conflicts and dilemmas that arise in caregiving. The committee is made up of doctors, nurses, social workers, administrators, community members and chaplains. A patient, family member or healthcare team member should contact the ethics committee when an ethical conflict or question cannot be resolved. Issues can involve mobility, feeding, care, treatment or resuscitation. Please have your nurse call the chaplain on duty who will contact the committee.

Advance Directives

Advance directives are documents that should be written in advance of a serious illness or injury. These documents, including the living will and Durable Power of Attorney for Health Care (DPAHC), allow you to share your wishes for medical interventions and treatments with your family and healthcare team.

The living will relates to specific medical interventions and treatments you desire should a life-threatening occurrence affect your physical and mental capacity. The DPAHC lets you name a person to make healthcare decisions for you should you be unable to make them yourself.

Federal regulations require health professionals ask if you have advance directives. If these documents are available, please bring copies with you to the hospital so they can be placed in your medical record. If you do not have a living will and/or DPAHC completed, Advance Directives – A Guide to Planning Your Medical Care Options is available in the social services, admissions and pastoral services offices. Because completing an advance directive takes some time, please notify a staff member as soon as possible of your intentions so the social services or pastoral services office may be called. A representative from either department will provide assistance to you and your family in completing these forms. Both the living will and DPAHC may be changed as your options for healthcare evolve. Please be aware, advance directives may vary from state to state. For more information, please have your nurse call the chaplain on duty.

Patient Rights and Responsibilities

Emory University Hospital has adopted this statement of patient rights in the belief that the observance of these rights will contribute to more effective patient care.

The following is a summary of your patient rights.

You have a right to:

- Participate in the development and implementation of your plan of care
- Make informed decisions regarding your care
- Know who is responsible for coordinating your care
- Receive considerate and respectful care
- Expect your care to be given with regard to your safety and in a safe setting
- Expect care to be given in an environment free from all forms of abuse or harassment
 - Receive appropriate assessment and management of pain
 - Ask for and receive complete and understandable information about your condition and care
 - Request and/or refuse treatment
 - Have access to treatment facilities that are available and medically indicated
 - Request auxiliary aids when necessary for effective communication
 - Receive respect for your cultural and spiritual beliefs
 - Formulate advance directives and expect hospital staff will honor these directives
 - Have a family member or representative of your choice notified promptly of your admission to the hospital
 - Have your attending physician notified promptly of your admission to the hospital
 - Have a right to personal privacy
- Receive private and confidential care
- Receive an explanation of your bill
- Request information contained in your medical record and expect to receive it within a reasonable time frame
- Expect confidentiality of information in your medical record will be maintained
- Voice concerns to hospital or medical staff without fear of reprisal or discrimination
- Use the hospital's grievance process as well as or instead of filing a complaint with the State agency*
- Request assistance for concerns and receive a response from appropriate hospital representatives
- Ask for and receive guidance from the hospital ethics committee
- Be free from any restraint or seclusion that is not clinically necessary or necessary in an emergency situation



*Georgia Department of Human Resources, Atlanta, Georgia, 1-800-878-6442

You have a responsibility to:

- Provide complete and accurate health, medical and insurance information, including an advance directive if you have one
- Show consideration for others around you, including other patients and staff
- Ask questions when you are in doubt
- Communicate changes in your health and/or condition to your caregivers
- Follow your caregivers' instructions or discuss with them any obstacles you may have in complying with your prescribed treatment plan
- Accept responsibility for refusing treatment or not following your treatment plan
- Be aware that your right to be involved in your plan of care does not include receiving medically unnecessary treatment
- Meet financial obligations associated with the healthcare services received
- Follow all hospital rules affecting patient conduct and care

If you have a concern about the quality of care, service or safety you or your family member experienced at our hospital facilities, we encourage you to report your concerns to department leadership directly or call our Patient Administrative Liaison at 404-686-7593. Should we be unable to resolve your concerns, we encourage you to contact The Joint Commission (TJC) through its toll-free patient line, 1-800-994-6610, or by email at complaint@jointcommission.org. Ambulatory Surgery complaints may be filed with the Office of Medicare Ombudsman at 1-800-MEDICARE.

It is the policy of Emory University Hospital that a photograph of the patient be included in the medical record. This photograph is used for identification of the patient and will not be removed from the medical record or used for any other purpose.





Frequently Used Telephone Numbers

Asbury Court Cafeteria	404-712-GOOD (4663)
Business Office	404-686-7041
Guest Services	404-712-5619
Chaplain's Office (Spiritual Health)	404-712-7200
Emory Clinic	404-778-5000
Gift Shop	404-712-7218
HealthConnection SM	404-778-7777
Lost and Found/Security	404-712-5599
Nursing Administration	404-712-7223
Patient Relations	404-686-7593
Patient Information	404-712-3411
Social Services	404-712-4366
Volunteer Services	404-712-0375

Inside the hospital, please dial the last five digits only.

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404-712-2000
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