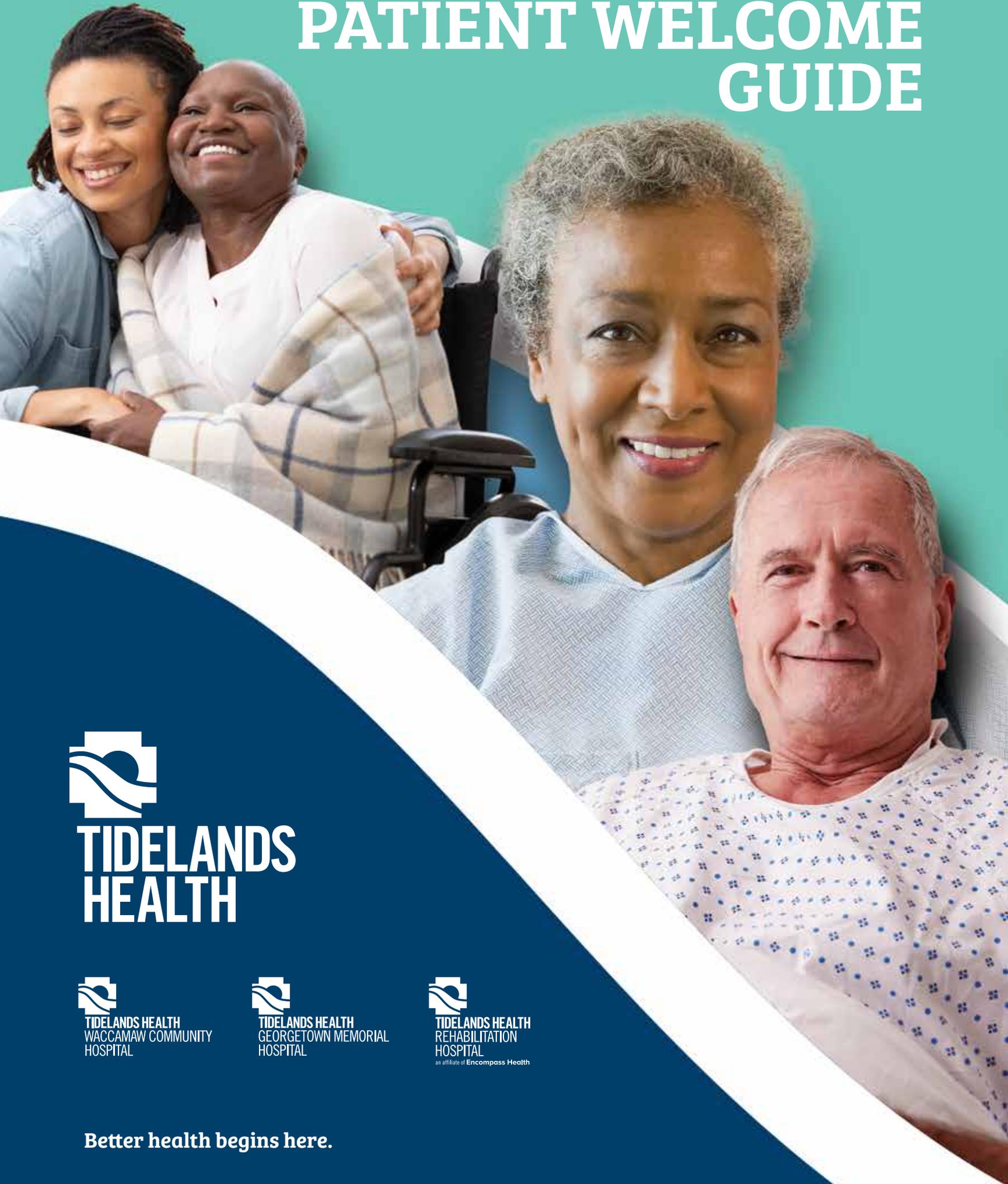


PATIENT WELCOME GUIDE



**TIDELANDS
HEALTH**



**TIDELANDS HEALTH
WACCAMAW COMMUNITY
HOSPITAL**

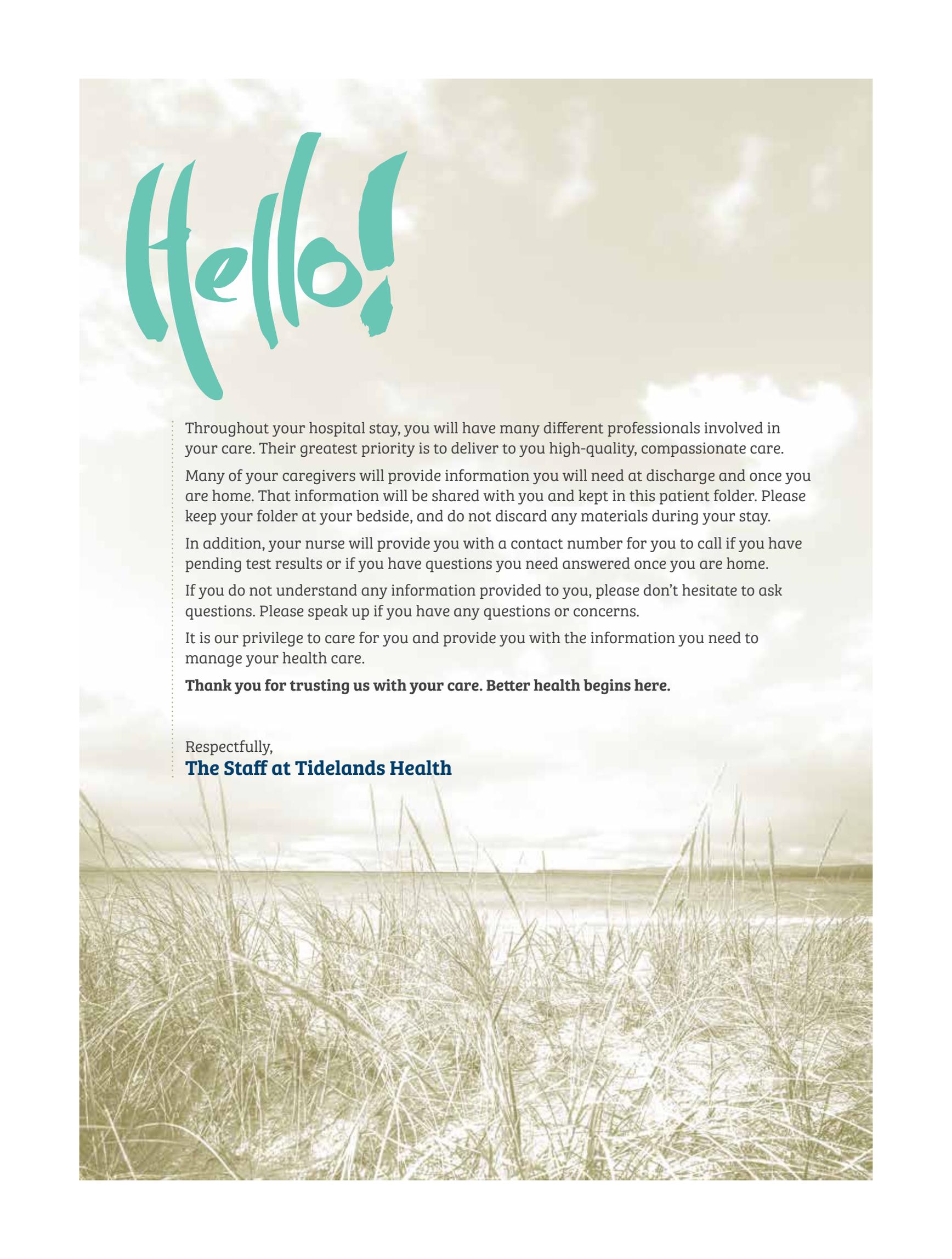


**TIDELANDS HEALTH
GEORGETOWN MEMORIAL
HOSPITAL**



**TIDELANDS HEALTH
REHABILITATION
HOSPITAL**
an affiliate of Encompass Health

Better health begins here.



Hello!

Throughout your hospital stay, you will have many different professionals involved in your care. Their greatest priority is to deliver to you high-quality, compassionate care.

Many of your caregivers will provide information you will need at discharge and once you are home. That information will be shared with you and kept in this patient folder. Please keep your folder at your bedside, and do not discard any materials during your stay.

In addition, your nurse will provide you with a contact number for you to call if you have pending test results or if you have questions you need answered once you are home.

If you do not understand any information provided to you, please don't hesitate to ask questions. Please speak up if you have any questions or concerns.

It is our privilege to care for you and provide you with the information you need to manage your health care.

Thank you for trusting us with your care. Better health begins here.

Respectfully,

The Staff at Tidelands Health

IN THIS GUIDE:

During your stay at a
Tidelands Health
hospital..... 2-15
At discharge..... 16-18
Your care notes..... 19-20

If you have a need, concern or would like to recognize an employee partner for a job well done, please call

843-520-8888

Our Service Response Center is available 24 hours a day. We'll be glad to help you any way we can.

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

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals.

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

Ask a trusted family member or friend to be your advocate.

Know what medicines you take and why you take them. Medication errors are the most common health care mistake.

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

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

Rapid response teams

Tidelands Health hospitals have rapid response teams available 24/7 to provide immediate intervention if a patient is experiencing a change in condition that "just doesn't seem right." Anyone – a nurse, patient or patient's family member – can call the rapid response team for assistance. We encourage patients and/or family members to discuss changes with a nurse before calling the rapid response team, but it is not required. To activate the rapid response team, use any patient room phone and dial the appropriate five-digit extension:

**Tidelands Waccamaw
Community Hospital
22222**
**Tidelands Georgetown
Memorial Hospital
77777**

To help ensure high-quality care, we offer language translation service. If you need language translation to better understand your care and treatment, please ask your nurse to access the service.



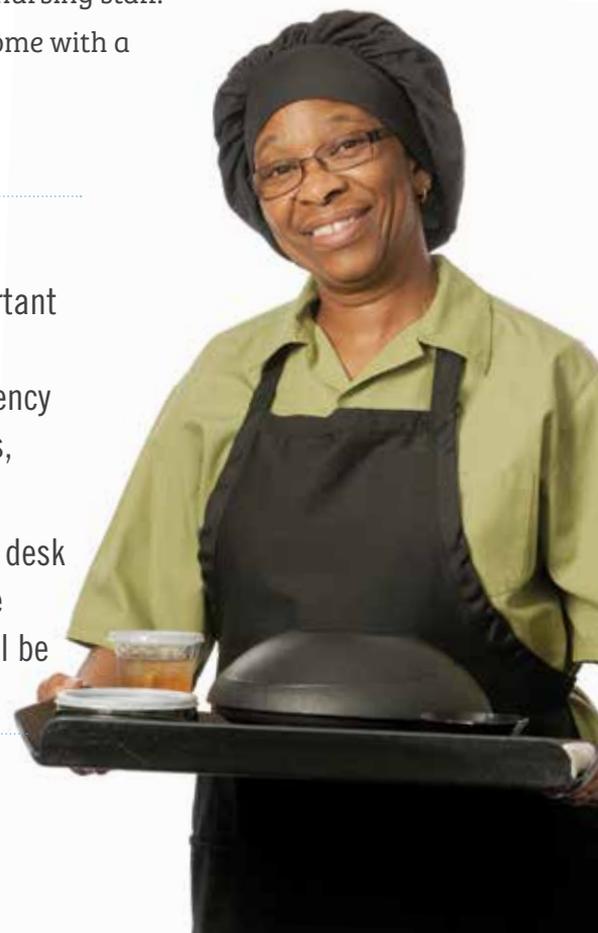
For your convenience during your stay

- At Your Request room service dining allows hospital inpatients the flexibility to order food from a printed menu during specified hours. Please ask your nurse for a menu.
- Free wireless Internet access is available at each Tideland's Health hospital. Log on to **Tideland's Guest** for wireless access.
- All Tideland's Health facilities are tobacco-free. Smoking and the use of tobacco products are not allowed in any Tideland's Health building or on Tideland's Health property. Patients, visitors, employees, physicians, volunteers and all members of the public are prohibited from smoking inside or outside any Tideland's Health facility.
- We respectfully ask that employees, patients and visitors keep their noise level to a minimum. We appreciate your understanding and cooperation in helping us provide a safe, healing environment for our patients.
- Tideland's Health has volunteer chaplains available at each of our hospitals to provide pastoral care to our patients and their family members. To request a visit from the volunteer chaplain, please contact a member of our nursing staff.
- Please leave your valuables at home or send them home with a family member or friend.

FOR ALL VISITORS:

Our goal is to provide a healing environment, and we know the important role visitors can play in the healing process. Visitors are generally allowed 24/7, but specific units of the hospital, including the emergency department, the critical care unit and women and children's services, have some visitor restrictions. Please check with the unit.

When you visit our hospitals, please go to the welcome desk/security desk near the main entrance. You will be asked to provide the name of the patient you are visiting and to show a government-issued ID. You will be given a visitor badge to wear during your visit.





Take advantage of the convenience of having your prescriptions filled at discharge at the Family Pharmacy. The pharmacy also offers a variety of over-the-counter medications.

Tidelands Waccamaw Community Hospital
843-652-1545

Tidelands Georgetown Memorial Hospital
843-520-8550

For your convenience, each of our hospitals has a gift shop filled with special gifts that convey “get well” wishes or “congratulations on your new arrival.” Gift shops are located in the lobby area on the first floor of each hospital.

Tidelands Waccamaw Community Hospital • 843-652-1184
Monday-Friday 9:30 a.m.-3 p.m.

Tidelands Georgetown Memorial Hospital • 843-527-7145
Monday-Friday 9:30 a.m.-4:30 p.m.

Each of our hospitals offers daily cafeteria service during breakfast and lunch hours. In addition, snack selections are available in our vending machines. For visitors staying with a patient, a tray can be purchased from registration for \$5.

Monday-Friday
Breakfast, 6:30-10 a.m. • Lunch, 11 a.m.-2 p.m.

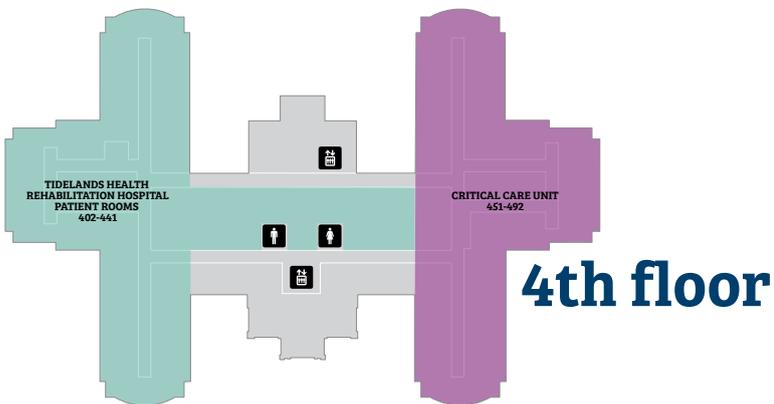
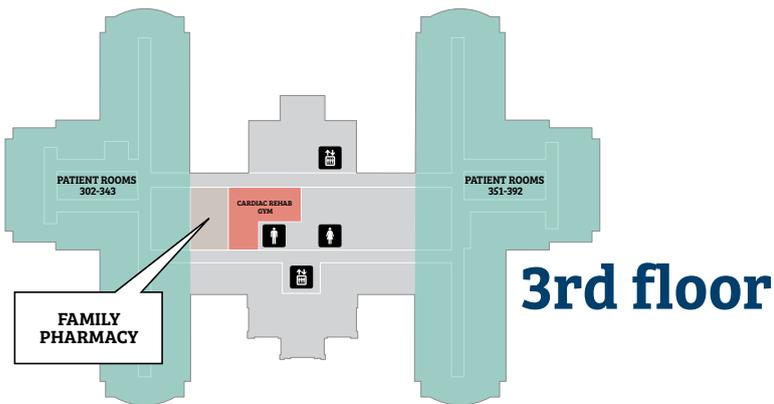
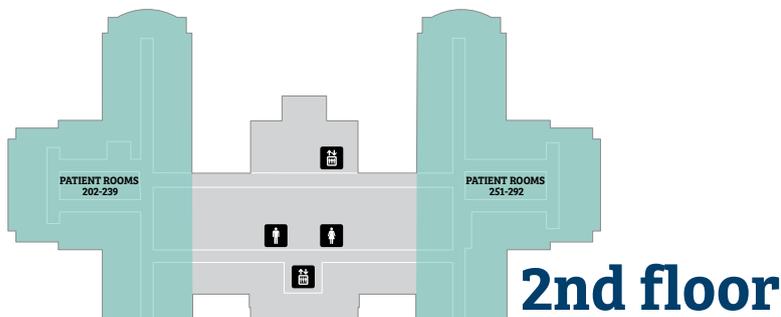
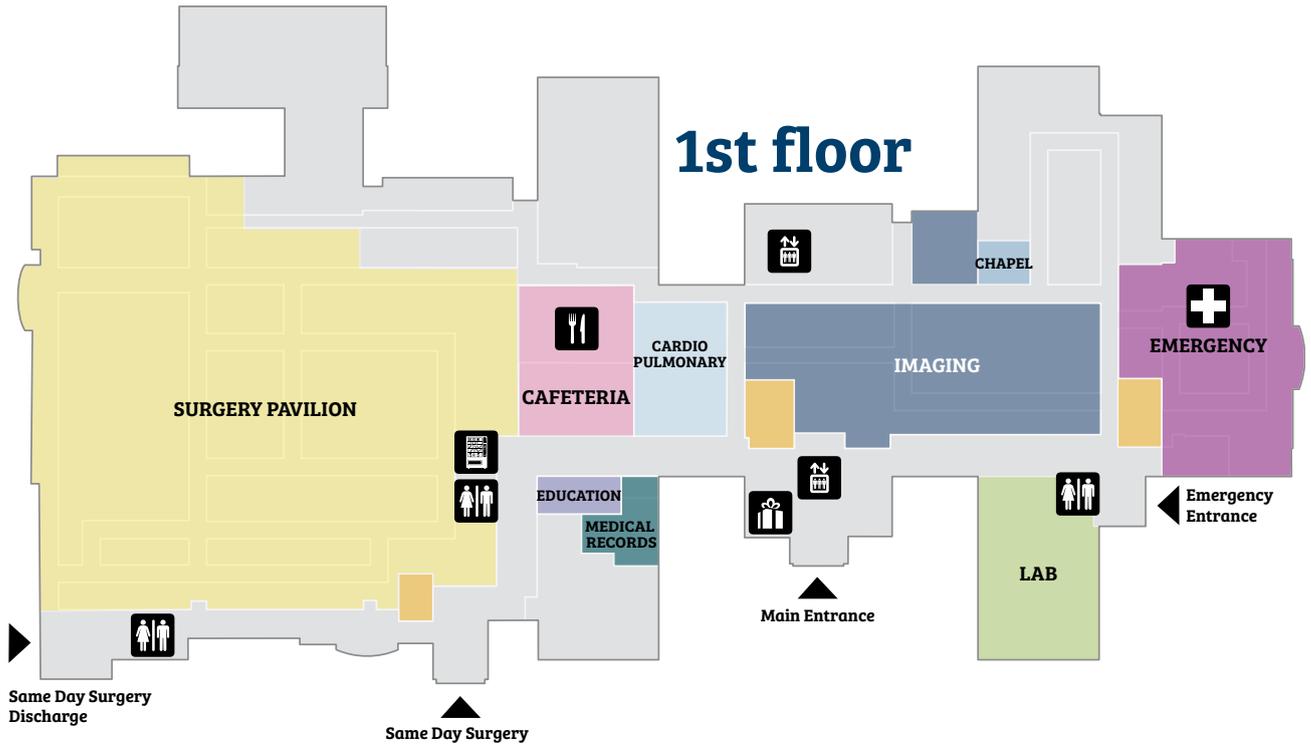
Weekends
Breakfast, 8-10 a.m. • Lunch, 11 a.m.-12:30 p.m.

Family Pharmacy

Monday - Friday
9 a.m.-5 p.m.

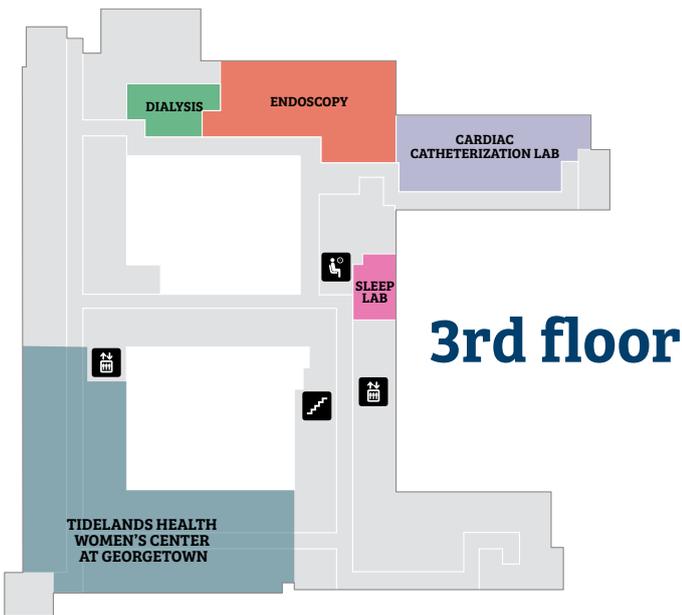
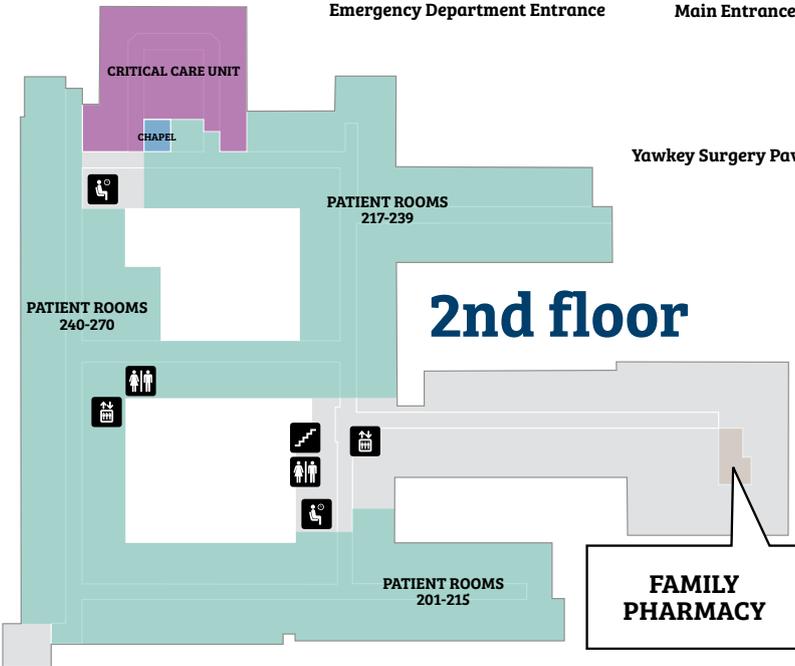
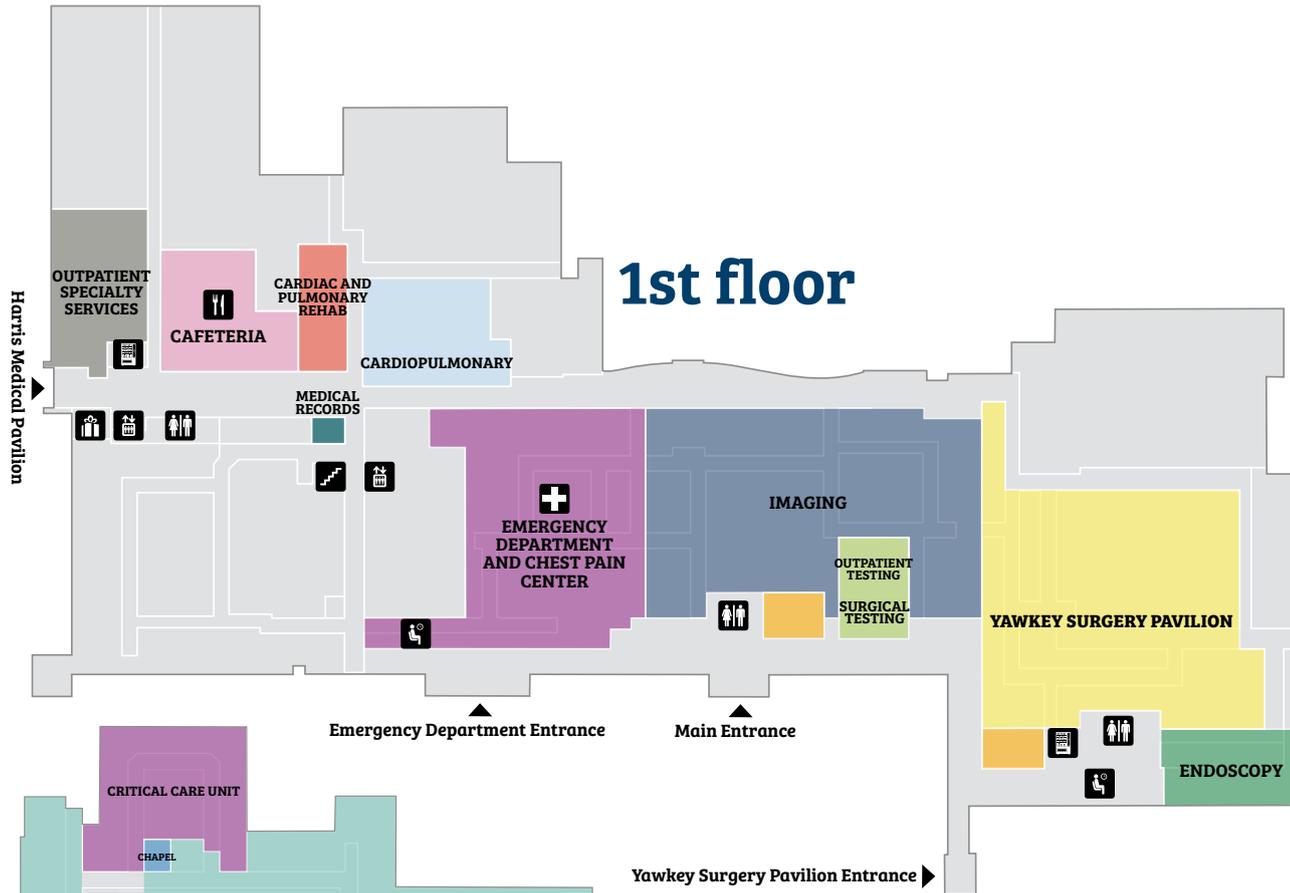
Gift shop

Cafeteria hours



TIDELANDS HEALTH
WACCAMAW COMMUNITY
HOSPITAL

- Cafeteria
- Cardiac Rehab Gym
- Cardio Pulmonary
- Chapel
- Education
- Emergency
- Imaging
- Lab
- Medical Records
- Family Pharmacy
- Registration
- Surgery



**TIDELANDS HEALTH
GEORGETOWN MEMORIAL
HOSPITAL**

- Cafeteria
- Cardiac Catheterization Lab
- Cardiac and Pulmonary Rehabilitation
- Cardio Pulmonary
- Chapel
- Critical Care Unit
- Dialysis
- Emergency and Chest Pain Center
- Endoscopy
- Family Pharmacy
- Imaging
- Lab Services
- Med Records
- Outpatient Specialty Services
- Registration
- Sleep Lab
- Surgical Services

PATIENT SUPPORT PARTNERS

Tidelands Health offers a patient support partner program for inpatients and outpatients at Tidelands Waccamaw Community Hospital and Tidelands Georgetown Memorial Hospital. This program allows patients to designate another person or persons who will assist the patient in making decisions and be involved with the patient and the health care team in discussions about the patient's care. Tidelands Health encourages the participation of patient support partners because they can play a vital role in a patient's recovery.

Patient support partners have access to the patient and the patient's condition and can provide information to friends and family as directed by the patient. The patient support partner can remain in the patient's room outside of visiting hours. Note: If necessary to deliver care, the health care team may ask a patient support partner to leave the patient's room temporarily. Patient support partners can also accompany a patient for tests and remain with the patient as long as space and conditions allow.

Patient support partners will be given a patient privacy number to use when calling for patient information and also have a special identification band to wear at all times. Note: Although a patient can designate more than one patient support partner, only one band will be given and it must be worn by the support partner on duty.



Hospitalists are partners in your hospital care

During your hospital stay at Tidelands Health, you may receive treatment from a physician called a hospitalist. A hospitalist works full time in the hospital and is a medical specialist focused solely on caring for hospitalized patients. Hospitalists are highly qualified internal medicine or family medicine specialists, and they have the same education and training as primary care providers in private practice. Tidelands Health hospitalists work closely with and communicate with your primary care provider or specialist, functioning as an inpatient partner to your primary care physician.

Because our hospitalists limit their practice only to hospital inpatients, they have greater availability that can result in more rapid response to diagnostic test results, leading to early diagnosis and the beginning of treatment. And because hospitalists spend all of their time in the hospital, they're available to attend to medical needs that arise throughout the day or night, explain test results and answer questions for you and your family members. Hospitalists provide patients with continuity of care, allowing you to see the same physician for much of your hospital stay.

When you are discharged, your hospitalist provides a full summary of your diagnosis, care plan and treatment to your primary care practice for follow-up care.

Caring for you

During your hospital stay, family medicine resident physicians may observe your care and treatment or provide your care and treatment. Tidelands Health is proud to offer a family medicine residency program that lets new doctors refine their family medicine skills under the supervision of our experienced physicians.

Nurse shift reports

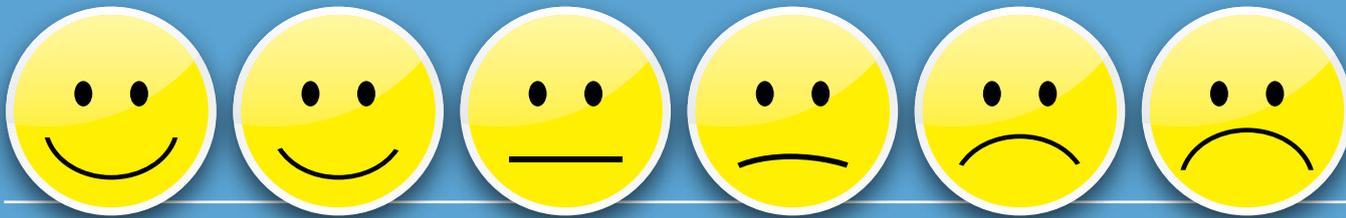
Nurse shift reports occur when nurses who are going off duty share information about your care with nurses who are coming on duty. This transition gives you a chance to meet the nurse taking over your care, ask questions and share important information with your nurses. The nurse bedside shift reports take place daily from 6:45-7:15 a.m. and 6:45-7:15 p.m. In addition, any time from 1-3 p.m., team-based bedside rounding may occur.

CRITICAL CARE UNIT PATIENT SUPPORT PARTNERS

The critical care unit welcomes patient support partners and has additional guidelines for access, waiting area, physician rounding times and use of cell phones. Please ask the clinical secretary or certified nursing assistant for this information.

PAIN SCALE

If you are experiencing pain, please inform your nurse and use the scale below to discuss your level of pain.



0
No pain

2
A little pain

4
A little
more pain

6
Even more
pain

8
A lot of pain

10
Severe pain

5

things you can do to prevent infection

1. Clean your hands using soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers and the backs of your hands. Wash your hands with soap and water or use hand sanitizer often. Ask health care workers and your visitors to do the same.
2. Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, drawing blood, touching wounds or body fluids and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.
3. Cover your mouth and nose to prevent the spread of germs through sneezes or coughs. Be sure to throw away used tissues and clean your hands after coughing or sneezing. If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, wash them right away.
4. If you are sick, avoid close contact with others. Don't shake hands or touch others.
5. Get shots to avoid disease and fight the spread of infections. Make sure your vaccinations are current. Check with your doctor about shots you may need.

Preventing falls

Patients of all ages are at risk for falls. Here are some simple guidelines to help keep you safe.

- When you need assistance, use the call light by your bed or in the bathroom and wait for help to arrive.
- Remain lying or seated while waiting for assistance. Please be patient. Your call will be answered as soon as possible.
- Stand up slowly to avoid getting dizzy. Always ask for assistance if you feel dizzy or weak.
- If you have been practicing walking with physical therapy staff, do not attempt to get up without assistance.
- Walk slowly and carefully when out of bed. Do not support yourself on objects with wheels such as an IV pole or a bedside table.
- Keep important items such as call button, hospital phone, cell phone, glasses or hearing aid within your reach at the bedside.

If you have been identified as having an increased likelihood of falling, a discreet notice will be placed on your patient room door frame so all hospital personnel will know to take extra precautions in your care.

Patient rights and responsibilities

As our patient, you have the right to:

- Impartial access to treatment that is available or medically indicated regardless of age, race, color, religion, sex, national origin, gender identity, sexual orientation, disability or source(s) of payment.
- Considerate and respectful care, with understanding of spiritual, psychosocial, spiritual and cultural needs that affect response to care.
- Make decisions involving your health care in collaboration with your physician. These rights include the right to accept or refuse treatment and formulate advance directives.
- Appoint a primary support partner to stay and support you during your hospital stay.
- Every consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are confidential and are conducted discreetly.
- Wear appropriate personal clothing and religious or other symbolic items as long as they do not interfere with diagnostic procedures and/or treatment.
- Receive care in a safe setting and to be free from all forms of abuse or harassment.
- Know the identity and professional status of individuals providing your care.
- Obtain complete and current information concerning your diagnosis, treatment, and prognosis in terms you can be reasonably expected to understand. When it is not medically advisable to give such information to you, the information will be made available to an appropriate person on your behalf.
- Full and equal access to people outside the hospital by means of visitors and by verbal or written communication. If you do not speak or understand the dominant language of the community, you will have access to an interpreter.
- Information necessary to enable you to make treatment decisions that reflect your wishes such as type of treatments/procedures, potential benefits of procedures, potential drawbacks of procedures, problems related to recuperation, the likelihood of success and alternative treatments/procedures. This includes the right, in collaboration with your physician, to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of any refusal. When refusal of treatment by you or your legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the patient-provider relationship may be terminated with reasonable notice.



- Formulate advance directives and appoint a surrogate to make health care decisions on your behalf. You have the right to have a guardian, next of kin or a legally authorized responsible person exercise, to the extent permitted by law, the rights delineated on your behalf if you have been adjudicated incompetent in accordance with the law, are found by your physician to be mentally incapable of understanding the proposed treatment or procedure, are unable to communicate your wishes regarding plan of care or treatment or are a minor.
- To consult with a specialist at your request and expense.
- To refuse transfer to another facility or organization, unless the need for the transfer and the alternative(s) to transfer have been clearly explained to you or your legally authorized representative.
- To be informed of any continuing health care requirements following your discharge.
- Request and receive an itemized and detailed explanation of the total bill for services rendered.
- Upon admission, to be informed of the hospital rules and regulations regarding your conduct as a patient.
- To receive information about the Tideldands Health mechanism for the initiation, review, and resolution of patient complaints.
- To participate in any discussion of ethical issues should they arise during your stay. If consideration of ethical issues becomes necessary, Tideldands Health will involve you and/or your family in decision-making.
- To have a family member/representative and your physician promptly notified of your admission to the hospital.
- Be free from restraints of any form that are not medically necessary or required to ensure your physical safety.



As our patient, you have the responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, previous hospitalizations, medications, and other matters relating to your health.
- Report unexpected changes in your condition to your caregivers.
- Report whether you clearly understand a contemplated course of action and what is expected of you, the patient.
- Attempt to follow the recommended treatment plan.
- Be respectful to our employee partners and be accountable for your treatment of our employee partners.
- Be accountable for your actions if you refuse treatment or do not follow your physician's instructions.
- Be accountable for the financial obligations of your health care.
- Follow the rules and regulations regarding patient care and conduct at our facilities.
- Be considerate of the rights of other patients and hospital personnel. This includes assisting in the control of noise, non-smoking and the number of visitors.
- Be respectful of the property of others and of Tideldands Health.

At any time during or after your hospital stay, a concern may be raised by calling or writing:



For non-medical concerns:
Patient and Family Engagement
843-520-8506

For medical and clinical concerns:
Patient Advocate
843-652-1922



Tidelands Health
606 Black River Road • Georgetown, SC 29440

If you have concerns about your care or would like to file a complaint or grievance, we would appreciate the opportunity to first resolve any issue through discussion with our patient advocate, whose phone number is listed above.

You also have the right to contact:

South Carolina Department of Health and Environmental Control
2600 Bull Street • Columbia, SC
803-898-3432

The Carolinas Center for Medical Excellence
246 Stoneridge Drive, Suite 200 • Columbia, SC 29210
803-251-2215 or 1-800-922-3089

Tidelands Health hospitals are accredited by The Joint Commission. If you have any concerns regarding safety or quality of care in a Tidelands Health hospital, you can also contact The Joint Commission.

The Joint Commission
One Renaissance Boulevard • Oakbrook Terrace, IL 60181
1-800-994-6610
complaint@jcaho.org

NO SMOKING IT'S HEALTHY TO BE TOBACCO-FREE

GOOD REASONS FOR QUITTING TOBACCO USE:

- You will live a longer, healthier life.
- Quitting will lower your chance of having a heart attack, stroke or cancer.
- If you are pregnant, quitting smoking will improve your chances of having a healthy baby.
- The people you live with, especially your children, will be healthier.
- You will have extra money to spend on things other than cigarettes.



For more information about smoking cessation classes, please call 843-520-8490 or visit us online at tidelandshealth.org.

Additional resources:
American Heart Association, 1-800-AHA-USA1
American Cancer Society, 1-800-ACS-2345
South Carolina Quitline, 1-800-QUIT NOW

Lewis Blackman Patient Safety Act

All patients at Tideland's Health have the right to voice concerns about their care with an administrative representative and/or their attending physician or a physician designee, 24 hours a day, seven days a week.

Your nurse will call your physician or the physician's designee if you request that he or she be contacted about your medical care. If you wish to speak to your physician or physician's designee, your nurse will provide the phone number and assist you in placing the call.

Your health care team

In addition to your attending physician, who is the coordinator of your treatment and care plan, and our professional nursing staff, other important team members may participate in your care or offer support. Among these are professionals from laboratory, diagnostic imaging, cardiopulmonary, case management, pharmacy, nutrition services and nursing students. In addition, family medicine residents may observe patient care and treatment, provide care and treatment and interact with our patients. Tideland's Health is proud to offer a family medicine residency program that lets new doctors refine their family medicine skills under the supervision of our experienced physicians. Each hospital and clinical staff member must wear a badge stating name, department and job or trainee title. All clinical trainees, medical students, interns and resident physicians are identified as such on their badges.

For additional information, please review the patient rights and responsibilities included in this patient guide.

To prevent health care errors, patients at Tideland's Health are encouraged to SPEAK UP if they have questions or concerns (see Page 1 of your patient guide). In the event of a medical emergency outside of the hospital, call 911.

Section 504 Notice of Program Accessibility

The regulation implementing Section 504 requires that an agency/facility “. . . adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities and facilities that are accessible to and usable by disabled persons.” (45 C.F.R. §84.22 (f))

Tideland's Health and all of its programs and activities are accessible to, and usable by, disabled persons, including persons who are deaf, hard of hearing or blind or who have other sensory impairments. Access features include:

- **Convenient off-street parking designated specifically for disabled persons**
- **Curb cuts and ramps between parking areas and buildings**
- **Level access into the first floor with elevator access to all other floors**
- **Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria and patient treatment areas, including exam rooms and patient wards**
- **A full range of assistive and communication aids provided to persons who are deaf, hard of hearing or blind, or with other sensory impairments. There is no additional charge for such aids.**

Some of these aids include:

- **Qualified sign language interpreters for persons who are deaf or hard of hearing**
- **A 24-hour telecommunication device (TTY/TDD) that can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units for use by persons who are deaf, hard of hearing or speech impaired**
- **Readers and taped material for the blind and large-print materials for the visually impaired**
- **Flash cards, alphabet boards and other communication boards**
- **Assistive devices for persons with impaired manual skills**

If you require any of the aids listed above, please inform your nurse.

Advance directives

The best way to make sure your wishes as a patient are known is to complete and sign a health care power of attorney and a living will. These legal documents let others know your wishes about the type of care you want when you are unable to communicate. If you have specific questions about signing a health care power of attorney or a living will, you should discuss them with your doctor, clergy member and/or attorney.

It is important to make multiple copies of your completed, signed and witnessed advance directive and health care power of attorney forms. Make sure other family members know where these documents are kept and have copies or access to these documents. If you come to the hospital, you will be asked to provide a copy that will become part of your medical record. If your documents are changed, submit new ones to the hospital.

Health care power of attorney

This legal document allows a patient to appoint an agent to make health care decisions when the patient is unable to do so independently. This document is only in effect if the patient is unable to make his or her own decisions; otherwise the patient is always the decision-maker.

Living will

A living will expresses the patient's wishes regarding the use of life-sustaining treatment if the patient is unable to speak for himself. This document often outlines the wishes of the patient regarding nutrition, hydration and organ donation.

IF YOU HAVE ADDITIONAL QUESTIONS OR NEED ASSISTANCE OBTAINING APPROPRIATE FORMS, PLEASE CONTACT:

Tidelands Waccamaw Community Hospital

| | |
|--|--------------|
| Case management | 843-652-1130 |
| Patient advocate..... | 843-652-1922 |
| Nursing supervisor (after 5 p.m. and weekends) | 843-652-1802 |

Tidelands Georgetown Memorial Hospital

| | |
|--|--------------|
| Case management | 843-527-7448 |
| Patient advocate..... | 843-652-1922 |
| Nursing supervisor (after 5 p.m. and weekends) | 843-520-8002 |

To aid in the coordination of your health care, Tidelands Health will store a copy of these completed documents for you. Please contact the health information management department to complete this process.

| | |
|--|--------------|
| Tidelands Waccamaw Community Hospital | 843-652-1092 |
| Tidelands Georgetown Memorial Hospital | 843-527-7433 |

Tidelands Health is committed to caring for our patients in an environmentally responsible way. Your room will be cleaned and sanitized daily, and your bed linens will be changed every other day. If you have questions or concerns, please call the Service Response Center at 843-520-8888.



Food, medication and herbal interactions

Many medications can be affected by the food and beverages you consume. Vitamin-rich foods can interact with some medications, and ingredients like salt and potassium should be avoided when taking certain medications. If you have questions about possible interactions with medications you are prescribed, please talk with your physician, nurse, pharmacist or dietitian.

Foods high in vitamin K

Beef, chicken or pork liver
Mustard greens
Broccoli
Collard greens
Cabbage
Green tea
Soybean oil
Cauliflower
Kale
Spinach
Chickpeas
Lentils
Turnip greens

Foods high in salt

Bacon
Fast food
Prepared mixes

BBQ sauce
Ketchup
Salted snacks
Canned foods
MSG
Sausage
Cheese
Mustard
Self-rising flour
Gatorade
Pickled foods
Tomato juice

Foods high in potassium

Apricots
Lima beans
Potatoes
Avocados
Milk

Prunes
Bananas
Mushrooms
Pumpkin
Cantaloupe
Oranges
Raisins
Chocolate
Papaya
Rhubarb
Honeydew
Peaches
Salt substitute
Leafy greens
Peanuts
Sweet potatoes
Lentils
Peanut butter
Tomatoes

Use of herbal products

Herbal products are not regulated by the Food and Drug Administration and are not used at Tideland's Health hospitals. We recommend you inform your nurse if you use herbal products at home. Some herbals may interact with medications you have been prescribed. Please discuss the use of any herbal products with your physician and pharmacist.

Examples of herbal products include, but are not limited to, St. John's Wort, echinacea and CBD products.

WE ENCOURAGE YOU TO STAY UPDATED ABOUT THE CHANGING RESEARCH ON HERBALS AND HEALTH. INFORMATION MAY BE FOUND AT:

NIH Office of Dietary Supplements..... <http://ods.od.nih.gov>

NIH National Center for Complementary and Alternative medicine..... <http://nccam.nih.gov>

Or you can call the National Institutes of Health at 1-888-644-6226 to get answers to basic herbal/supplement questions.

If you are unable to access these resources, our Family Pharmacy technicians are available to discuss herbal, medication and food interactions with you.

Tidelands Waccamaw Community Hospital 843-652-1545

Tidelands Georgetown Memorial Hospital 843-520-8550

What you need to know about your medicine

- Always take your medications as your physician has prescribed. Read all label directions.
- Always check what over-the-counter medications you can and cannot take with your prescription medication.
- Avoid alcoholic beverages while on any medication until you have discussed possible interactions with your provider.

At home

- Take only the medicine given to you by your doctor or pharmacist. Do not share other people's medicine.
- Each time you take your medicine, read the label to make sure you are taking it correctly. If you have any questions, call your doctor or pharmacist.
- Never take medicine in the dark.
- Do not stop taking the medicine just because you feel better unless your doctor tells you to stop taking it.
- Do not take your medicine out of one bottle and put it into another one.
- Put all of your medicine in a place where children and pets cannot reach it.
- Keep your comprehensive medication list updated.
- If you take medicine each day, using a compartmental medication box may be helpful.
- Do not keep medicine in the car, by the stove or in the bathroom, since heat and dampness can affect how it works.
- Check the date on all medicine. Do not use medicine that has passed its expiration date.
- If you believe any medicine is making you sick or causing you pain, call your doctor right away.

In the hospital

- When you are admitted to the hospital, bring your updated comprehensive medication list or bring all of your medicines in the original bottles. Include over-the-counter medicines, vitamins and herbals.
- Tell your doctor or nurse about any allergies or reactions you have had to medicine in the past. Also, write these on your comprehensive medication list.
- If you believe that any medicine is making you sick or causing you pain, tell the doctor or nurse right away.
- When you are being sent home from the hospital, ask your doctor or nurse to clearly tell you what medicines you should be taking and how to take them. You will be given an updated comprehensive medication list before you leave the hospital.

At the pharmacy

- Take new medicine prescriptions and refills to the same pharmacy so the pharmacist then has a list of your medicines. He or she can make sure all of the medicine works together and will not make you sick.
- If you use more than one pharmacy, make sure each one has a list of all your medicines.
- Ask the pharmacist the name of the medicine and how you should take it. Make sure that this information matches what your doctor told you.
- Make sure any refill of the medicine is the same color, size and shape. If there is any difference, ask why.
- If you have ANY questions about your medicine, ask your pharmacist.

At the doctor's office

- Always take your updated comprehensive medication list. This will tell your doctor everything you are taking, including prescription medicines, over-the-counter medicines and herbals.
- Tell your doctor about any allergies or reactions you have had to medicine in the past.

What I need to know about each medicine I take

- What is the name of each medicine?
- What is its purpose?
- What time should I take it?
- How much of it should I take each time?
- How should I take it?
- Should I take it with food?
- How long should I take it?
- What should I do if I miss a dose?

Some prescription medications have side effects. For more information regarding side effects, please ask your nurse.

- How should I properly store this medicine?
- Are there any side effects? What should I do if I have any?
- Is it safe to take with other medicine that I am taking, including over-the-counter medicine, vitamins or herbals?
- What food, drink or activities should I avoid while taking it?

Taking an active role in your care can help prevent medication errors. Maintain your personal comprehensive medication list and keep it in your wallet/purse for easy access. Remember that your doctor, nurse and pharmacist are there to answer your questions.

Need help with the cost of your medications?

Many pharmaceutical companies offer medication assistance programs to individuals and families who need help with expensive medications associated with hospitalizations and ongoing therapies.

Tidelands Health can assist patients who may benefit from medication assistance programs. Your application to the program will be completed on your behalf and submitted to the appropriate manufacturer. You may be asked to provide documentation of lack of medical coverage or inability to pay. This information will be kept confidential as required by law.

Tidelands Health will be notified of your acceptance in a medication assistance program and will notify you.

Please record any questions, comments, instructions or follow-up discussion you believe may be necessary regarding your medications.

Discharge and transition of care

Verification of personal information

Because our goal is for you to have the best patient experience possible, we want to be sure you know the many steps that must occur before you can leave the hospital. When the doctor says, “You can go now,” he or she actually means, “You can go as soon as we are confident you have all of the information you need to have a safe transition out of the hospital.” If you believe you are not ready to go home or may need help when you get home, speak with your nurse.

Before I can be discharged, I understand:

- I need to talk with doctors, nurses or other hospital staff about help I will need when I leave the hospital.
- I need to obtain information in writing about what symptoms or health problems to look out for after I leave the hospital.
- My doctor will need to complete his or her documentation in my medical record.
- My lab tests or radiology tests will need to be completed.
- My patient education will need to be completed.
- All physicians who have cared for me will need to be contacted and agree to my discharge.
- My follow-up appointments will need to be arranged.
- My nurse will need to review all of my medications to inform me what the medicines are, their potential side effects and to arrange prescriptions if necessary.
- New prescriptions can be filled at the Family Pharmacy. (Family Pharmacy is open Monday-Friday 9 a.m.-5 p.m.)
- My nurse will review my “discharge instructions” with me before I leave the hospital, and I will receive a copy to take home.
- I need to gather my personal belongings such as home medications, valuables, glasses, dentures, hearing aids and other items that belong to me.
- I need to make arrangements for a family member or friend to take me home.

To help ensure a safe transition home, please be aware that the discharge process could take up to four hours.

Taking care of these matters will help you stay on the road to recovery. Please be sure to take this guide with you, because it has important instructions on how to care for yourself at home.

Discharge and care transition checklist

Before you leave the hospital, the following tasks should be completed:

- I have talked with doctors, nurses or staff about help I will need after I leave.
- I understand what symptoms I need to watch out for and whom to call if I notice any of the symptoms.
- I have been involved in decisions about what will take place after I leave.
- I understand where I am going after I leave.
- I understand what my medications are, how to obtain them and how to take them.
- I have new prescriptions that I requested be filled by the Family Pharmacy.
- I understand the potential side effects of my medications and whom I should call if I experience the side effects.
- My family or someone close to me knows that I am being discharged and what I will need once I leave the hospital.
- If I am going directly home, I have a follow-up appointment with my doctor, and I have transportation to this appointment.

Thank you for letting us care for you. After your discharge, you may receive a phone or mail survey asking for your opinions about the care you received. Please take the time to complete the survey. Your comments will help us to recognize staff members who have provided outstanding service and care, as well as make improvements to anything that did not meet your expectations.

Family Pharmacy

Monday - Friday
9 a.m.-5 p.m.

A Family Pharmacy is located inside Tideldands Waccamaw Community Hospital and Tideldands Georgetown Memorial Hospital and can be used to fill prescriptions when you are being discharged to home.

- Refills can be transferred to your pharmacy of choice.
- Family Pharmacy accepts most insurance plans for your same co-pay. Cash, MasterCard or Visa accepted.
- Patients, friends or family members may pick up prescriptions for you.

Tideldands Waccamaw Community Hospital
843-652-1545

Tideldands Georgetown Memorial Hospital
843-520-8550

Please see the hospital maps earlier in this guide for our Family Pharmacy locations in each hospital.



Case management

Case managers can provide information about resources you may need after your hospital stay. As a vital part of your care team, your case manager will help guide you through the discharge planning process.

Discharge planning

- Your discharge plan will begin on the first day of your admission. We will monitor your progress as your condition changes to help ensure your discharge plan is appropriate.
- Your case manager will review your health care record and treatment plan and will communicate with your physician and insurance company. Our goal is to facilitate a smooth and timely transition from the hospital to your home or, if necessary, to another health facility.
- Your case manager can link you and your family to services that enhance your functioning at home and in the community. Your case manager can also make referrals for patient assistance with finances, legal issues, entitlement programs and other resources.
- Case management provides eligibility screening for clinic services for uninsured adults who need ongoing medical care.

Resources

Below is a list of the types of resources your case manager can help you contact.

- Referrals to public assistance programs (i.e. Medicaid, SSI, SSD, local welfare)
- Referrals to community agencies such as Tidelands Community Care Network, Meals on Wheels, support groups, self-help groups and others
- Skilled nursing facilities (short- and long-term care), rehabilitation centers
- Ambulance transportation to rehabilitation facilities, home, etc. can be provided, when medically necessary.

Your care team will try to make the best possible recommendation for continued care when you leave the hospital. The medical orders given by your doctor, the services covered by your health insurance and federal and state government regulations play a role in planning for your care. In some cases, these factors may limit the options we may pursue on your behalf. Please contact case management if you have any questions or concerns.

| | |
|---|---------------------|
| TIDELANDS WACCAMAW COMMUNITY HOSPITAL | 843-652-1130 |
| TIDELANDS GEORGETOWN MEMORIAL HOSPITAL | 843-527-7448 |

Toll-free help/ hotlines



| | |
|---|---|
| American Cancer Society | 1-800-ACS-2345 (or 1-866-228-4327 for *TTY) |
| American Diabetes Association..... | 1-800-DIABETE (1-800-342-2383) |
| American Heart Association | 1-800-AHA-USA-1 or 1-800-242-8721 |
| American Lung Association | 1-800-548-8252 |
| American Stroke Association | 1-888-4-STROKE or 1-888-478-7653 |
| Childhelp National Child Abuse Hotline | 1-800-4-A-CHILD or 1-800-422-4453 |
| National Domestic Violence Hotline | 1-800-799-SAFE (7233) or 1-800-787-3224 (*TTY only) |
| National Alcohol and Substance Abuse Center | 1-800-784-6776 |
| Poison Center..... | 1-800-222-1222 |
| Sickle Cell Disease Association of America..... | 1-800-421-8453 |
| Suicide and Crisis Hotlines | 1-800-SUICIDE or 1-800-784-2433 1-800-273-TALK or 1-800-273-8255 1-800-799-4TTY (4889) – for *TTY only |

**TTY – Text Telephone or Teletypewriter. It is sometimes called a TDD, or Telecommunication Device for the Deaf.*



CaringBridge is a non-profit organization offering free personalized websites that allow people to stay in touch with family and friends during a health crisis, treatment and recovery. The goal of the service is to ease the burden of keeping friends and family updated, while also providing a way for them to send their love, support and encouragement.

With a few keystrokes, CaringBridge authors quickly and easily create private and personalized websites that display personal journal entries and photographs. Family and friends visit the site to read updates and leave messages of support in the guestbook.

To create your personalized website at no cost, please visit caringbridge.org.

CaringBridge



Our mission: We help people live better lives through better health.
Our vision: We will be our region's first choice for health and wellness.
Our purpose: Better health begins here.

P.O. Box 421718 • Georgetown, SC 29442
tidelandshealth.org

1-866-TIDELANDS
physician referral • health information • class registration

