On behalf of Augusta University Health’s physicians and caregivers, I want to welcome you and thank you for choosing us for your health care needs. It is our goal to provide you with the highest quality of care possible during your stay.

As an academic medical center, we have three missions – patient care, medical education and research. We take a team approach to medicine, with you being the most important member of the team. No matter how major or minor your needs may be, the needs of our patients and families are always our priority.

We are also pioneers in patient- and family-centered care, an approach that removes barriers and encourages collaborative partnerships between health care providers, patients and families. You are recognized as a member of your healthcare team, and we encourage you to engage in your own unique health care experience. It is our job to listen and address your concerns, and we hope to relieve any uncertainty or discomfort associated with your visit.

Our highly skilled and compassionate team are fully committed to your health needs and expectations, and I want to personally thank you for giving us the chance to be a part of your journey to better health. If at any time you have any concerns about the quality of care or patient safety you or a family member have experienced, please feel free to contact our Quality Management Department at 706-721-6222.

Thank you again for choosing Augusta University Health. We are honored to serve you.

Sincerely,

Lee Ann Liska, MBA, FACHE
Executive Vice President for Health Affairs
Chief Executive Officer, AU Medical Center
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About Augusta University Health

Based in Augusta, Georgia, Augusta University Health is a world-class health care network, offering the most comprehensive primary, specialty and subspecialty care in the region. Augusta University Health provides skilled, compassionate care to its patients, conducts leading-edge clinical research and fosters the medical education and training of tomorrow’s health care practitioners. Augusta University Health is a not-for-profit corporation that manages the Augusta University Medical Center, Children’s Hospital of Georgia and the clinical operations associated with Augusta University.

Mission: Our mission is to provide leadership and excellence in teaching, discovery, clinical care and service as a student-centered comprehensive research university and academic health center with a wide range of programs from learning assistance through postdoctoral studies.

Vision: Our vision is to be a top-tier university that is a destination of choice for education, health care, discovery, creativity and innovation.

Tobacco-Free Campus: Augusta University Health and all of its facilities prohibit tobacco use anywhere on the property, including but not limited to cigarettes, e-cigarettes, cigars, bidis, kreteks, pipes and smokeless or spit tobacco and vapors. Please inform your nurse if you would like help to become tobacco-free.

The Joint Commission: We are a Joint Commission accredited organization. The Joint Commission has created quality and safety standards for health care organizations. The Joint Commission reviews, accredits and certifies health care organizations that meet their high standards. Quality reports for all accredited organizations are available on their website: qualitycheck.org

During Your Stay: Tips for Patients, Parents and Caregivers

It is our goal to provide excellent care, and we hope your stay in our hospital will be comfortable. For your convenience, we have provided some safety tips and additional information.

Valuables: Send valuables (such as jewelry and money) home with a friend or family member, or ask that they be sent to the hospital safe. If this is not an option for you, please ask your nurse to contact security on your behalf. Never leave valuables unattended, as the hospital cannot be responsible for them.

Other Personal Items: Be aware that it is easy to lose personal items in bed linens and on meal trays. Ask for a denture cup if you need one, and make sure your name is on it. Keep dentures, glasses and hearing aids in their containers in the bedside table drawer when you are not using them. DO NOT leave such items on your meal tray or on the bed, as the hospital cannot be responsible for them.

Food Brought From Outside: Packaged and unopened food that has not been brought to the patient’s room may be stored in a dedicated patient refrigerator located on the unit. Please ask the staff on your unit for more information. Any food taken into the patient’s room cannot be returned to the refrigerator. All food must be properly labeled with the patient’s name and expiration date. Food older than two days is considered expired and will be discarded by staff. Refrigerator temperatures are checked daily.

Questions: Prepare a written list of questions you would like to have answered so you will remember all of them when you see your doctor. Ask your Care Partner to help you with making this list.

Safety/Health Concerns: Share any safety and/or health-related concerns you have with your health care team. The nurse manager and charge nurses will visit you regularly during your stay; please let them know when you have any concerns.
**Discharge:** Make sure you understand your discharge orders and that you will be able to follow them at home. Be sure you know what medication(s) is/are ordered, why you are being prescribed the medication(s), how and when you should take it/them, (with water, during a meal, twice a day, etc.) and the proper dosage. If you are a Medicare beneficiary, you will receive a document titled “An Important Message from Medicare about Your Rights” at registration. This explains your right to be involved in your hospital stay and discharge disposition, including your right to appeal the discharge decision.

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**Your Personal Care Team – Patient- and Family-Centered Care**

**What is Patient- and Family-Centered Care?**

Augusta University Medical Center is a pioneer in the concept of Patient and Family-Centered Care, an approach that removes the barriers to having collaborative partnerships between health care providers, patients and families. This means that we put patients and families first. We believe that families are an extension of the patient, not a burden. The more involved a family is, the more our quality and safety improve, along with your satisfaction. We view our patients’ families as health care partners, as they are an integral part of the health care team. Accordingly, we practice these four principles:

- We treat patients and families with dignity and respect.
- We provide clear, comprehensive information in ways that are useful and empowering.
- We create opportunities for patients and families to participate in ways that enhance their control and independence.
- We ensure that collaboration is inherent in our policies, programs, education and delivery of care.

You and your family members will see and interact with many staff members during your stay. Together, we will make goals and track progress. Those staff members include:

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**Your Physician Team**

- **Attending Physician/Admitting Physician/Hospitalist:** For many reasons, your regular physician may not be able to directly oversee your treatment while you are in the hospital. In this case, you will be admitted to the hospital by an attending/admitting physician. This physician is responsible for directing your treatment plan, monitoring your progress and communicating information to your regular physician.
- **Specialist:** A physician specialist may review your health care treatment. Specialists have extensive training in their specialty field.
- **Resident:** You may receive care from resident physicians. A resident physician has a medical degree and is a physician who is completing a course of study to specialize in a certain field of medicine. Residents work under the supervision of an attending physician.
- **Medical Student:** You may receive visits from medical students. A medical student is studying to become a physician. A medical student may ask you questions about your condition and may ask to examine you. Medical students will be under the direction of a supervising physician.
- **Physician Assistant (PA):** PAs practice medicine as part of a specialized physician/PA team. They are trained under the physician model and assist in all areas of medicine and surgery.

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**Your Nursing Team**

- **Nurse Practitioner (NP):** NPs are registered nurses (RNs) who have received additional specialized training and are capable of providing more intensive services. They work under the supervision of a physician specialist.
- **Registered Nurse (RN):** You will have an RN assigned during your stay in the hospital. RNs are responsible for assessing your health care needs and progress. RNs provide care as directed by your physician, including administering medication, changing wound dressings, obtaining samples for lab tests and administering intravenous (IV) therapy. RNs oversee other health care team members who also may be involved in your treatment.
- **Patient Care Technician (PCT)/Certified Nursing Assistant (CAN):** PCTs/CANs assist the nursing team with your daily needs. They obtain information regarding your health, monitor blood pressure and temperature, and obtain samples for lab tests.
**Nursing Student:** A nursing student is studying to become a registered nurse (RN). Providing care may include asking questions about your condition, examining you, providing certain treatments and giving medication under the supervision of an RN.

**Your Therapy Team**

**Physical Therapist (PT)/Occupational Therapist (OT):** As directed by your physician, physical and occupational therapists help patients with walking and improving mobility, motor function and other activities of daily living.

**Respiratory Therapist (RT):** Respiratory therapists are responsible for administering breathing treatments, chest physiotherapy and other treatments related to the respiratory system as directed by your doctor.

**Speech Therapist (ST):** As directed by your physician, speech therapists work with patients to evaluate and assist with the ability to speak, understand and swallow.

**Certified Therapeutic Recreational Specialist (CTRS):** CTRS personnel use various recreation and leisure activities as a form of treatment to restore or improve physical, cognitive, social and emotional functioning. Activities address the goals that the therapist has in place through leisure participation, education and community re-integration. Therapeutic interventions may address one goal or numerous goals simultaneously.

**Your Hospital Care Coordination Team**

The Care Coordination Departments provide registered nurse care coordinators and social workers who will work with you, your family, your health care team and your insurance company to coordinate a place for discharge that meets your unique needs. They coordinate any care that may be needed after hospitalization to assure a timely, safe and successful discharge. Services provided by the care coordination team may include but are not limited to the following:

- Placement in:
  - Rehabilitation.
  - Long-term care.
- Arranging:
  - Home health care.
  - Respite care.
  - Medication assistance.
- Assisting with:
  - Transportation.
  - Lodging.
- Referrals for financial aid assistance.
- Obtaining durable medical equipment.

To speak with your care coordinator or social worker, please ask your nurse.

**Your Nutritional and Pharmaceutical Needs Teams**

**Registered Dietitian (RD):** RDs provides clinical diet assessments for patients on an as-needed basis or as prescribed by their physician. These assessments include calorie intake, nutritional needs and other dietary requirements. RDs provide nutrition education and work with patients and families to help with maintaining a healthy diet. They also consult with doctors to choose appropriate supplements for patients who may have dietary restrictions because of illness or a weakened immune system.

**Pharmacist:** Pharmacists are responsible for medication-related care for all of our patients. As part of their daily activities, pharmacists look at patient information and work with your health care team to decide on the best patient-centered treatment. Your pharmacist is also a resource for information on your medications and how to take them safely. Pharmacy technicians and pharmacy students are supervised by a licensed pharmacist and assist with many aspects of medication preparation, delivery, record-keeping and monitoring your medications.
Non-Clinical Support Staff You May Meet

**Patient Transport:** When your discharge orders have been written and your nurse has reviewed your discharge instructions, it will be time for you to go home. Patient transport will be called to help you (and your belongings) to your car. Hospital policy states that all patients must be taken out in a wheelchair. Patient transport will also bring a cart for your belongings.

**Pastoral Care:** The Department of Pastoral Counseling provides spiritual and emotional support to all patients, visitors and staff personnel of Augusta University Medical Center, particularly in times of loss and grieving – and to do so in an interdenominational, multicultural manner in which all faiths receive proper respect. Chaplains work with the community to ensure access and availability to the spiritual resources requested by our patients.

Chaplains in the department of pastoral counseling perform their duties in various settings throughout the medical center. Patient rooms, waiting areas, clinic rooms, intensive care units and common areas throughout the hospital serve as settings for pastoral meetings. The department works to remain visible in and maintain a relationship throughout all clinics, nursing units, clinical areas and support areas throughout the medical center. A chaplain is available 24 hours a day, seven days a week by contacting your nurse or by calling the pastoral care office directly at 706-721-2929.

The department of pastoral counseling also assists patients who wish to have more information concerning advance medical directives. If a patient chooses to develop an advance directive, the pastoral staff assists them with completing the necessary paperwork and placing the completed advance directive into the appropriate chart. The pastoral staff has been trained in the Critical Decisions program and provides advance directive assistance to the community through this program.

**Housekeeping:** Housekeepers wear blue scrubs that are labeled with “Environmental Services.” This team will clean your room and empty your trash.

**Nutrition Ambassador:** Each day, a nutrition ambassador will come to your room and tell you about meal selection for the following day.

**Volunteers:** Volunteers wear issued polo shirts. During the summer, student volunteers wear issued t-shirts. They may visit you as requested by nursing to enhance your patient experience. If you prefer to NOT have a volunteer be part of your care, please let your nurse know.
Our staff is committed to protecting and promoting your rights. As a patient in this hospital, you have the right to:

- Receive considerate, respectful and compassionate care in a safe setting that is free from all forms of abuse, neglect or mistreatment.
- Have access to care regardless of:
  - Age
  - Race
  - Ethnicity
  - Religion
  - Culture
  - Language
  - Physical or mental disability
  - Socioeconomic status
  - Sex
  - Sexual orientation
  - Gender identity or expression
  - National origin
  - Source of income
- Have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital.
- Receive communication you can understand. Information given will be appropriate to your age, understanding and language. We will provide sign language and foreign language interpreters if needed. If you have vision, speech, hearing and/or other impairments, additional aids are available to make sure your care needs are met.
- Know the names and professions of those involved in your care.
- Be told by your doctor about your diagnosis and possible prognosis, the benefits and risk of treatment and expected outcomes of treatment, including unexpected outcomes. When your condition keeps you from receiving this information firsthand, then it may be provided to your legally authorized individual on your behalf.
- Participate in decisions about your care, your treatment and services provided, including the right to refuse treatment to the extent permitted by law.
- Have your pain assessed and to be involved in decisions about treating your pain, which will include many types of pain-relieving therapies and treatments.
- Receive a list of all your current medications
- Have someone remain with you during your care, unless it would compromise your or others’ rights, safety or health.
- Deny visitation at any time.
- Freedom from restraints and seclusion in any form that is not medically required.
- File an advance directive, such as a living will or durable power of attorney for health care.
- Privacy and confidentiality in care discussions, exams, treatments and medical records.
- Access protective or advocacy services in cases of abuse or neglect.
- Agree or refuse to take part in any clinical research. You may withdraw from a study at any time without your decision affecting your care.
- Give or refuse consent for recordings, photographs, films or other images to be made or used for internal or external purposes other than identification, diagnosis or treatment. You may withdraw consent up until a reasonable time before the item is used.
- Information about your hospital and physician charges and any assistance with paying your bills or filing your insurance forms.
- See or get a copy of your medical record in a reasonable timeframe.
- Access religious or spiritual services of your choice.
- Be involved in your discharge plan, including explanation of the need for any transfer to another facility.
- Voice concerns and/or file complaints through Patient Advocates at 706-721-6222
- Refuse care.
If your concern is not resolved you may also contact:

Georgia Department of Community Office of Regulatory Services
2 Peachtree St., NW
Suite 21-325
Atlanta, GA 30303
1-800-878-6442

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
patientsafetyreport@jointcommission.org

As a partner in your health care, you also have responsibilities.

You are responsible for:
1. Providing complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays and use of medications.
2. Asking questions when you do not understand information or instructions.
3. Contacting your care providers if you cannot follow through with your treatment.
4. Treating all hospital staff, other patients, and visitors with courtesy and respect and abiding by all hospital rules and safety regulations. We will not allow nor tolerate:
   a. Loud, rude or vulgar language.
   b. Large gatherings.
   c. Hostile action of any kind.
   d. Hurting or trying to hurt anyone physically.
   e. Weapons of any kind.
5. Providing complete and accurate information about your health insurance coverage and paying your bills in a timely manner. If you have questions regarding your medical bill, please call 706-721-2961. They will be happy to assist you.
6. Providing the hospital or your doctor with a copy of your advance directive/living will if you have one.
7. Accepting any consequences of refusing treatment or failing to follow instructions provided by your care providers.

Keeping appointments, being on time and calling your health care provider if you cannot keep appointments.
Patient Safety and Satisfaction

Patient safety is important to us, and we need your help in making safety a priority. Prohibited items for any patient or visitor include the following:

- Tobacco products
- Firearms or weapons
- Alcoholic beverages
- Illegal drugs

Patient Complaints and Concerns

We realize that there may be times when we do not meet your expectations. If that happens, we encourage you to speak up. Ask questions, voice your concerns and don’t be afraid to raise issues relating not only to your care and treatment but also to overall hospital services. No complaint will ever jeopardize your current treatment or future access to care.

- Ask any team member at any time to contact the department director or nursing supervisor.
- Ask any team member to contact a patient advocate for you, or you may do so directly by calling extension 1-6222 within the hospital or 706-721-6222 outside of the hospital.

You have the right to file a complaint with state authorities at 1-800-878-6442 or speak with a Joint Commission Representative by calling 1-800-994-6610 or emailing patientsafetyreport@jointcommission.org.

Augusta University Health Ethics Consultation Committee

Augusta University Health provides a multidisciplinary ethics committee that may be accessed by any patient, family member or staff on a 24/7 basis. The role of the committee is to create open dialogue concerning the patient’s care and to ensure clear communication and ethical practices by all involved. Request a consult by calling 706-721-7475.

Patient Safety Information

Oxygen: Electrically operated equipment and aerosol products are not allowed where patients are receiving oxygen. Smoking is not permitted anywhere in the hospital or on hospital property.

Fire Drills: The hospital conducts fire and other important safety drills on a regular basis. If a drill occurs, please remain calm, and stay in your room.

Safe Patient Handling: The safe patient handling program provides a way for staff to move, lift and transfer patients safely.

Turn to the last page for a list of important phone numbers.
Infection Control
A person – child or adult – showing any symptoms of illness should not visit a patient in the hospital until the symptoms are gone. For the protection of patients, all family members and visitors are asked not to visit if they have any of the following:

- Runny nose.
- Cough.
- Sore throat.
- Sneezing.
- Rash.
- Fever (greater than 100.4° F).
- Vomiting.
- Diarrhea.
- Draining wound.

For safety reasons, visitors of all ages must wear shoes and appropriate clothing.

Medication Safety

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse or therapist. Patients may not take their own drugs or keep personal medication at their bedside, unless approved to do so by their doctor.

Before taking medications, please notify your physician of any drug allergies you may have. Also, tell the doctor about any vitamins, supplements, antioxidants, etc., that you have taken recently because such items may interfere with prescribed drugs.

Be sure you know why you are receiving a prescribed medication(s), how and when you should take it/them (with water, during a meal, twice a day, etc.) and the proper dosage. Tell your nurse if you do not receive medication when you should. Also, make sure the doctor or nurse checks your wristband or asks you your name before giving you any drug.

Many medications have been found to interact with grapefruit juice. Please notify your nurse if you have consumed grapefruit juice within three days or fewer before being admitted.

The pharmacy is aware of growing patient interest in alternative therapies, which include herbal medicines, vitamins and supplements. Always tell your doctor, pharmacist, nurse or other health care professional if you are using alternative medicines, especially if you take prescription medication, plan to have surgery or have chronic health problems. Taking these products during your hospital stay may interfere with your care, so we discourage use of alternative therapies while you are a patient in this facility.

Meds to Beds: Meds to Beds is a service provided by the onsite pharmacy that allows you to have your discharge medications delivered to your room before you leave the hospital! Contact the pharmacy from your bedside at extension 6-1245, or call 706-446-1245. You may also email grhealthrx@augusta.edu.

Retail Pharmacy: Our retail pharmacy is open 365 days per year for your medication and pharmaceutical needs. This pharmacy also offers free home delivery for patients who routinely fill prescriptions, as well as medication compounding when prescribed by your physician and medication assistance programs.
WHAT IS MEDS TO BEDS?
Meds to Beds is a service provided by the Augusta University Pharmacy that allows you to have your discharge medications delivered to your room before you leave the hospital.

No waiting in long lines. No hassle at an outside pharmacy.

WHAT DO YOU NEED TO KNOW?
Payment is required at time of delivery. We will take payment at bedside and accept cash and credit cards.

Once we have your prescriptions, we will call you with the total.

Contact us from your bedside phone by dialing 6-1245

706-446-1245
GRHealthRX@augusta.edu

WE’RE OPEN
365 DAYS A YEAR!

Mon-Fri 8 a.m. - 6 p.m.
Sat-Sun 8 a.m. - 4 p.m.
Holidays 8 a.m. - 4 p.m.
Visitor Information

Augusta University Health understands that family and friends play an important role in the healing process. Our visiting program enables patients to choose whom they want to see and when.

- Families and other partners in care are welcome 24/7.
- At the beginning of the hospital stay, we ask patients to define “family” and “partners in care” or to provide a visitation list. This information is then documented in the patient’s record.
- The patient, family and caregivers determine the number of people welcomed at the bedside at any one time without compromising safe delivery of care.
- Children supervised by an adult are welcomed and are expected to remain with the supervising adult at all times. Children may not be allowed in some areas, such as Intensive Care Units (ICU).
- All partners in care and any family and friends of the patient must adhere to the hospital’s infection control policies, which include absence of any communicable disease, avoiding food storage in patient rooms or waiting room and adherence to transmission-based precautions policies.
- Family and friends may be restricted to reduce any risks to the patient, including: disruptive behavior or unsafe practices.
- For safety reasons, visitors of all ages must wear shoes and appropriate clothing.
- Note: Children visiting the hospital must be up-to-date with immunizations. Any child who has a cold, the flu, chickenpox, measles or mumps within the past week may not visit.
- As a place of healing, Augusta University Health supports the following:
  - Presence of supportive family and loved ones.
    - A sense of safety and security.
    - A quiet environment.

Pet Visitation

Patients who wish to see their pet(s) visit during their hospital stay are encouraged to do so. There is a designated area directly in front of the Children’s Hospital of Georgia that any of our patients may use. We do ask that you keep the pet on a leash and clean up any debris the pet may leave behind. Approval must be obtained from the patient’s physician to confirm that visitation will not negatively impact recovery. Patients will be required to show their pet’s immunization record.

With your consent, a pet therapy volunteer and dog may visit you during your hospital stay. Service animals for individuals with disabilities are allowed throughout Augusta University Health facilities in accordance with the Americans with Disabilities Act (ADA) and applicable Augusta University animal policies. Please contact your nurse for further information.

Speak Up

Speak up if you have questions or concerns, and, if you don’t understand, ask again. It’s your body, so you have the right to know.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right health care professionals. Don’t assume anything!

Educate yourself about your illness, the medical tests you are undergoing and your treatment plan.

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

Know what medication(s) you take and why you take it/them. Medication errors are the most common health care mistakes.

Use a hospital, clinic, surgery center or other type of health care organization that has been carefully reviewed. Organizations, such as the Joint Commission, visit hospitals to see if they are meeting quality standards.

Participate in all decisions about your treatment. You are the center of the health care team!
Take a Closer Look

Have you noticed a recent change in your loved one?
Have you asked your nurse to assess/check on this change?
Has a physician or nurse followed up with your concerns?
Are you still concerned?

If a physician or nurse has followed up regarding any concerns you may have, ask your nurse to contact the Rapid Response Team for a prompt “Closer Look.” You may also dial 1-2223 or 706-721-2223, and ask the operator to page the Rapid Response Team to your room.

Questions? Ask your nurse or physician or request to speak to the Unit Manager, or call Quality Management by calling 1-6222 or 706-721-6222.

Speak Up™ is a program of The Joint Commission, American Hospital Association, Association for Professionals in Infection Control and Epidemiology Inc., Centers for Disease Control and Prevention; Infectious Diseases Society of America and Society for Health Care Epidemiology of America.

Services and Amenities

Telephone Services

If you would like your family and friends to call your room directly, please tell them to call 706-721-0211. This will connect to the hospital operator, who will confirm the patient’s room number and provide the phone number that will ring directly to the room.

Press “9” to get an outside line. If you need to dial a long distance number, please call 1-0211 for assistance.

To allow our patients to rest, incoming calls are restricted between 11 p.m. and 6 a.m. During these hours, all calls will be routed to the operator. Patients may use the telephone anytime.

Computer and Internet Access

Patients, family members and visitors may access wireless internet from a laptop or tablet device. Join the guest network by accepting the rules that apply to using the site. Resource libraries are also located in both the adult and children’s hospital. Please ask your nurse for locations.

Language and Communication Services

The Augusta University Health interpreters and translation services team addresses the need of patients and families who are not fluent in English or who are deaf or hard of hearing by providing qualified medical interpreters as well as translations of key documents. The department provides interpretations over the phone or in person.

If you or a family member would prefer to communicate with Augusta University Health staff members through an interpreter, please let a member of the care team know. Interpreters are available throughout the hospital 24/7.

Services for the Deaf and Hard of Hearing

Augusta University Health provides interpreting services for deaf or hard-of-hearing patients. We employ the services of outside agencies to provide both in-person and video-remote interpreters.
Deaf Talk is a telephonic and computerized device that provides the patient with a view of the interpreter through a computer screen that helps hospital staff to communicate with patients while waiting for an interpreter or for situations when a live sign language interpreter is not available.

For more information, please call 706-721-6929 (inside the hospital -1-6929)

**ATM**

An ATM is located in the lobby of the Children’s Hospital of Georgia and on the 2nd floor of Augusta University Medical Center, at the entrance to Terrace Dining.

**Gift Shops**

The Little Store is located on the 2nd floor of Augusta University Medical Center, near Terrace Dining. Ferns and Fossils is located on the first floor of the Children’s Hospital of Georgia, near McDonald’s. Gift items, magazines, greeting cards, paperback books, stationery supplies, postage stamps, candy and toiletries are available.

**Lodging**

Augusta University Health has made arrangements with local hotels to provide our patients and their family members with discounted rates. Visit the Information/guest service desk in the medical center’s south entrance lobby for a current list.

The Ronald McDonald House provides a “home-away-from-home” for out of town families of seriously ill children who are receiving treatment at nearby hospitals. It is located across the parking lot from the Children’s Hospital of Georgia. For more information, please contact your nurse or care coordination team member.

**Food Service**

Expressly For You Personal Service Dining® is a host/hostess-style customer service program, similar to restaurant service for patients. Our hosts/hostesses are called ambassadors.

“At your service…throughout your day, throughout your stay.”

Things to know:

- A new kid-friendly or adult menu is staged in each patient’s room.
- Please communicate your diet restrictions so we can work with you to modify menu items accordingly.
- You may speak to a supervisor by calling the diet office at 1-3130 or 706-721-3103. Supervisors are available from 6 a.m. to 8 p.m.
- The same full-time ambassador is assigned to each unit and learns each patient’s needs.
- Your ambassador:
  - Performs all food service functions with a dietitian.
  - Takes meal orders.
  - Delivers meals and snacks and retrieves specially requested items. Snacks are delivered at 10 a.m., 2 p.m., and 8 p.m.
  - Assists with opening containers and other tray setup issues and checks in with you.
  - Communicates with nursing staff about your diet changes, requests or ideas.
Preparing for Discharge

Before you leave the hospital, please review this checklist:

**Instructions:** Review any written instruction from your doctor or nurse, and ask any questions you have about medications, activities, treatments and care.

**Medications:** Review the list of medications that you should take after discharge. Give the list to your doctor to review at your next visit. Keep the list current by adding, removing or changing medications as directed by your doctor, and carry the updated list with you at all times in case of an emergency.

**Appointments:** Make sure you have scheduled any and all necessary follow-up appointments with your physicians or therapists.

**Activities:** Make sure you are aware of any limits to your daily activities set by your physician. Recovery can be a slow process.

**Personal Care Items:** Check every drawer, closet and bathroom to make certain that you have all of your personal items that you brought with you or may have received during your stay.

**Virtually Informed Patient (VIP Patient Portal):** This portal allows our patients to access portions of their personal medical record, pay bills and contact their physician online. If you are interested in joining the VIP Patient Portal, please contact your nurse to request an enrollment form.

If you are a Medicare beneficiary, you will receive a document titled “An Important Message from Medicare About Your Rights” at registration. This explains your right to be involved in your hospital stay and discharge disposition, including your right to appeal the discharge decision.

**Advance Directives**

You have the right to make decisions about your medical care, including the right to accept or refuse treatment. There could be a time where you are not able to communicate with your physician to make your decisions. The best way to express your wishes, if you are unable at the time, is with advance directives.

A Living Will is one type of advance directive. It is a document that allows you to express your wishes in the event that you are diagnosed with a terminal condition or are in a state of permanent unconsciousness, and in the further event that you are incapacitated or otherwise unable to express your desires.

A Health Care Power of Attorney is another type of advance directive. It allows you to designate another person to make medical (or mental health) care decisions on your behalf in the event you cannot make those decisions yourself. If you are a legal parent or designated guardian of a child under the age of 18, you are considered their Health Care Power of Attorney.

If you do not have an advance directive and are unable to make your health care decisions, Augusta University Health will follow Georgia law, which provides for surrogate decision-making in a health care setting. Possible decision makers are prioritized according to their relationship to the patient, but it will be a person(s) related to the patient by blood or marriage.

If you are interested in learning more about advance directives, please contact pastoral care. Augusta University Health has forms available for you to complete, as well as knowledgeable staff members who can answer your questions.

**Important Telephone Numbers**

- Main Number for Augusta University Health: 706-721-CARE (2273)
- Chaplain Services: 706-721-2929; available 24/7
- Rapid Response Team: 1-2223
- Interpreters and Translation Services: 706-721-6929
- Patient Advocates for patient complaints or concerns: 706-721-6222
- Patient Accounting: 706-721-2961
- Food Services: 706-721-3130
- Ethics Consultation: 706-721-7475
- Telephone Services Questions: 706-721-0211
- Retail Pharmacy/Meds-to-Beds: 706-446-1245
Features Include:
- Appointment Scheduling
- View Upcoming Appointments
- Bill Payment
- Secure Provider Messaging
- Online Prescription Renewal
- Provider Notes
- Lab Results
- Pathology Results
- Radiology Results
- Medications
- Allergies
- Patient Education (Discharge instructions)

Download the app for iOS or Android

Search ‘Cerner Portal’ in the app store
Install ‘HealtheLife’
Login using VIP credentials to view the portal

Questions?
augustahealth.org/vip  |  706-446-0024
vip@augsuta.edu