



## NORTHSIDE HOSPITAL



### TIPS FOR FALL PREVENTION

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Falls are a serious matter and can lead to injury. If you have fallen or experienced a near fall, please inform your physician or medical practitioner. Below are basic strategies to prevent falls and improve your safety.

#### General Precautions:

- Wear your glasses as prescribed; wear your hearing aids if you have them.
- Use recommended walking device; do not use the furniture.
- Wear well-fitted shoes with low heels and non-slip soles. Do not wear flip-flops, mule style shoes or high heels. Do not walk around bare foot.
- Get up and down slowly to avoid dizziness or loss of balance.
- Have a cordless telephone easily accessible at all times.
- Ask for help, do not attempt activities that are too difficult.

#### Living Areas:

- Remove loose rugs and tack down loose carpeting/flooring to prevent tripping.
- Remove electrical cords, phone cords, and other clutter.
- Arrange furniture to provide clear pathways; if you use a walking aid make sure it will fit.
- Arrange home environment to avoid excessive bending or over reaching.
- Avoid slippery floors and walk carefully on uneven walking surfaces.
- Install night-lights in bathrooms, bedrooms and hallways.
- Use chairs and couches at proper height (not too low) and with arm rests to get in and out of them easily.
- Check or install hand railing on stairs or step-ups (inside and outside).

#### Bathrooms:

- Put non-slip strips in showers/tub.
  - Install grab bars in the shower/tub and near the toilet.
  - Consider installing a shower seat (especially if you have a history of falls or unsteady balance) and arrange toiletry items so they are at waist height.
  - Install a night-light.
  - Incorporate the use of dressing equipment such as a reacher or sock aid.
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#### Role of Physical and Occupational Therapy

If you are experiencing falls, near falls or balance issues, physical and/or occupational therapy may be beneficial and necessary. Therapists will evaluate your balance, strength, mobility, self-care tasks, sensory deficits and home conditions. They will develop a therapeutic plan to address your limitations and help improve your overall mobility and safety. If your physician orders therapy services for you, please be sure to call to schedule your appointment:

#### NSH Outpatient Rehabilitation Service locations:

- Forsyth: 770-844-3650
- Atlanta: 404-236-8030
- Alpharetta: 770-667-4231
- Cherokee: 770-720-5127



# NORTHSIDE HOSPITAL

English - Spanish

## Advance Directives: “Your Right To Decide”

Georgia law gives competent adults the right to make choices about their own health care. This includes the right to choose medical care, to refuse certain care or to stop care altogether. Georgia law also lets you choose someone to make health care choices for you if you are unable or unwilling to do so.

The best way for you to be in control of your medical treatment is to sign a **‘Georgia Advance Directive For Health Care’** before you have an illness that prevents you from communicating your wishes.

### **What is an ‘Advance Directive’?**

An advance directive is a legal form that lists your wishes about medical care and treatment. You may also name someone to make choices about your medical care and treatment if you can't. These forms are called advance directives since they are written in advance of a serious illness, to let other people know your wishes.

### **Do I have to have an advance directive?**

No. Federal law makes it against the law for a hospital to refuse to take care of you because you do not have an advance directive.

### **What is the ‘Georgia Advance Directive For Health Care’?**

The **‘Georgia Advance Directive For Health Care’** is a legal document that that you complete. It is a standard form approved by the Georgia legislature. You can print a copy from Northside's website under Patient Information: Advance Directives. The form includes detailed instructions and guides you in answering important questions about how you want to be treated when you can no longer communicate or make decisions.

### **What is Northside Hospital's policy about advance directives?**

- Northside will honor a patient's advance directive if it meets the requirements of Georgia law.
- Northside also recognizes and respects the right of competent patients to accept or refuse offered medical or surgical treatment, to the extent permitted by law.
- Northside Hospital's policy is that employees MAY NOT sign as a witness to any of these documents.
- If a patient becomes unstable in one of Northside's outpatient centers, including affiliated medical practices, Northside will initiate first line emergency care for the patient and transfer the patient to the emergency department via EMS. Healthcare providers in the emergency department will evaluate the patient's condition and decide if it is appropriate to follow the advance directive.



# NORTHSIDE HOSPITAL

## If I am pregnant, will my wishes in my advance directive be carried out?

That depends.

If the baby is developed enough that the baby could survive delivery, any instructions that would result in withholding or withdrawing life-sustaining treatments would not be honored.

Even if the baby is not developed enough to survive delivery, your treatment choices would not be honored unless you initial the statement on the **'Georgia Advance Directive For Health'** form that you want life sustaining treatment withheld or withdrawn when you are pregnant with a non-viable infant.

## After I complete the advance directive, what do I do with it?

Once you have completed your advance directive and it is properly signed and witnessed, make sure you give a copy to:

- Your health care agent
- Your doctor or health care provider
- Your relatives.
- You may also complete the **'Georgia Advance Directive For Health'** Card included at the end of the form and keep it in your wallet.

This card says that you have an advance directive and whom to contact.

### Georgia Advance Directive For Health Card

Directives I have completed: (check one or more as appropriate)

- Part 1 Healthcare Agent  
 Part 2 Treatment Preferences  
 Part 3 Guardianship

Person to Contact: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_ Phone \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

### Georgia Advance Directive For Health Card

Directives I have completed: (check one or more as appropriate)

- Part 1 Healthcare Agent  
 Part 2 Treatment Preferences  
 Part 3 Guardianship

Person to Contact: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_ Phone \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

## Oncology Social Work

At Atlanta Cancer Care, master's prepared and licensed *Oncology Social Workers* are available to help patients and their caregivers in managing the emotional, social, financial, and lifestyle changes associated with cancer and its treatment through all phases of the cancer journey.

### We can help you:

- Access information to help you understand your diagnosis and treatments.
- Cope with your diagnosis of cancer and the many emotions that you may be experiencing.
- Consider decisions about treatment options as you think about your work, family and other things in your life.
- Understand entitlement programs such as Social Security, Veterans Affairs benefits and Medicaid.
- Apply for programs that offer financial assistance.

### We offer:

- Crisis intervention and short-term counseling for you and your family members.
- Support groups and educational programs.
- Referrals for psychiatric and counseling services in the community.

### We can teach you about:

- Talking with your medical team members.
- Talking with your children, family, friends or co-workers about your diagnosis.
- Coping with your emotions – sadness, anger, worry and fears.
- Reducing stress and using relaxation skills.
- How cancer affects sex, intimacy, fertility and feeling good about your body.
- Complementary and alternative medicine.
- Clinical trials and palliative care.
- Issues commonly experienced during and after cancer treatment and resources that may be helpful.
- Planning for your care with the use of advance directives.

### We can help you access:

- Medical services and pharmaceutical patient assistance programs.
- Transportation to and from medical care.
- Lodging and travel resources during your treatment.
- Legal assistance related to discrimination, estate planning and entitlement benefits.
- Referrals for senior services.

### How can you reach an Oncology Social Worker at Atlanta Cancer Care?

If you would like to speak with an *Oncology Social Worker*, please contact the Atlanta Cancer Care outpatient location where you receive your care:

**Alpharetta** (770) 740-9664   **Canton** (770) 721-3800   **Conyers** (770) 761-7260   **Cumming** (770) 205-5292  
**Decatur** (404) 321-1950   **Lake Spivey** (770) 507-0070   **Perimeter/Tower** (404) 851-2300

# YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

English - Spanish

YOUR WELL BEING AND HEALING ARE OUR PRIMARY CONCERN. WE BELIEVE THAT A POSITIVE HOSPITAL EXPERIENCE IS A RESPONSIBILITY THAT IS SHARED BY YOU AND YOUR HEALTHCARE PROVIDERS.

## YOUR RIGHTS

- You have the right to request and receive information on patient rights, responsibilities and ethics.
- You have the right to considerate, respectful care and compassionate medical care, regardless of your race, religion, national origin, any disability or handicap, gender, sexual orientation, gender identity or expression, age, military service or the source of payment for your care
- You have the right to have a family member or representative of your choice and your own physician promptly informed of your hospital admissions
- You have the right to an identified surrogate decision-maker, as allowed by law, when you cannot make decisions about your own care, treatment, and service.
- You, your family, and/or surrogate decision maker have the right, as appropriate and as allowed by law, to be involved in care, treatment, and service decisions, including the assessment and treatment of your pain.
- You have the right to request an environment that preserves dignity and contributes to a positive self-image, including room accommodations as available, reasonable and medically appropriate.
- You have the right to request privacy and confidentiality as reasonable and appropriate under the circumstances.
- You have the right to visitors, subject to clinically necessary, reasonable restrictions established by the hospital and you have the right to refuse visitors.
- You have the right to have a support person, who may be different from your surrogate decision maker, who can exercise your rights to receive or refuse visitors when you are unable to communicate.
- You have the right to communication that you understand, including qualified medical interpretation services and other reasonable accommodations, free of charge, if you have special communication needs due to vision, speech, hearing, language, or cognitive barriers or impairments.
- You have the right to telephone and mail services, as reasonable, available and appropriate within the hospital setting and patient population .
- You have the right to request, in a timely manner, the name of the physician(s) and other practitioners responsible for all aspects of your care, treatment and services. You have the right to know information about any relationship of the hospital and staff to other healthcare and educational institutions, as it relates to your care.
- You have the right to request consultation with another physician or specialist, including a pain specialist.
- You and, when appropriate, your family have the right to be informed about the care you receive, including treatment, services and anticipated and unanticipated outcomes.
- You or your surrogate decision-maker have the right to accept or refuse medical or surgical treatment to the extent permitted by law, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services, in accordance with law and regulation.
- You have the right to execute, review and revise an advance directive, and, upon admission, receive information on the extent to which the organization is able, unable or unwilling to honor advance directives. (The existence or lack of an advance directive does not determine an individual's access to care, treatment and services.)
- You have the right to access, request amendment to, and receive an accounting of disclosures regarding your own health information as permitted under applicable law, including current information concerning your diagnosis, treatment and prognosis (*Health Information Portability & Accountability Act 1996*).
- You and your family have the right to consultation to assist in resolving any ethical issues, concerns or dilemmas regarding your care, treatment and services.
- You have the right to receive pastoral care and other spiritual care services while you are a patient in this hospital.
- You have the right to be considered as a candidate for organ/tissue/eyes donation.
- You have the right to have your wishes concerning organ donation honored, within the limits of the law or organizational capacity.
- You have the right to reasonable personal safety while you are a patient in this hospital, including access to protective services, as allowable by law and as reasonable under the circumstances.
- You have the right to be informed of hospital rules and regulations that apply to you as a patient, and to speak to a Patient Relations Representative to have complaints, suggestions for improvements or concerns heard.
- All patients have the right to be free from physical or mental abuse and corporal punishment.
- All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, staff member or others, and must be discontinued at the earliest possible time.
- You have the right to freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services.
- You have the right not to be transferred to another facility or organization, except in an emergency, without your consent to the transfer, including a complete explanation and alternatives to a transfer. (The other facility and you must accept the transfer.)
- You have the right to informed consent for certain care, treatment and services provided to you, and the right to refuse participation in research programs and recording and filming for internal and/or external purposes.
- You have the right to rescind consent for care, treatment, and services provided, including your participation in research programs and recording or filming for internal and/or external purposes.
- You have the right to receive an itemized and detailed explanation of hospital charges for services rendered, and to be provided with financial counseling, free of charge as appropriate.
- Northside Hospital strives to provide satisfactory care, however if you have a concern that you feel was not satisfactorily addressed, you have the right to contact a Patient Relations representative. You also have the right to file a concern with the Georgia Department of Community Health. You may reach them at 404-657-5728 or by mail at 2 Peachtree Street, NE, 33rd Floor, Atlanta, GA 30303. Patient safety concerns can be reported to The Joint Commission:
  - At [www.jointcommission.org](http://www.jointcommission.org), using the "[Report a Patient Safety Event](#)" link in the "Action Center" on the home page of the website
  - By fax to 630-792-5636
  - By mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181



## YOUR RESPONSIBILITIES

*In order to create a partnership that will improve your care, we ask that you give careful consideration of your responsibilities to:*

- Provide, to the best of your knowledge, accurate and complete information about your health history, current condition and current medication and adverse reactions.
- Ask questions if you do not understand any aspect of the care, treatment, or services provided for you.
- Cooperate with your doctor, nurse, and other caregivers.
- Follow the recommended treatment plan.
- Request pain relief when pain first begins and immediately report when pain is not relieved.
- Report changes in your condition or anything you think might be a risk to you.
- Ask the doctor or nurse what to expect regarding pain and pain management.
- Take responsibility for the outcome if you decline or refuse the recommended treatment.
- Communicate your wishes regarding end of life decisions, including advance directives, with your family, physician, personal attorney and spiritual advisor.
- Discuss your wishes regarding organ/tissue/eye donation with your family, physician, personal attorney, and spiritual advisor.
- Show respect and consideration of others.
- Follow the hospital's policies and regulations.
- Fulfill the financial obligations of receiving care, including accepting financial responsibility for any consultations with physicians or specialists, including pain specialists.
- Request interpretation services when necessary.

## BE AN ACTIVE PARTNER IN YOUR HEALTHCARE

*We believe that you need to be an active and full partner in your care. Listed below are tips to help prevent medical errors.*

- Make sure that all of your doctors know about everything you are taking. This includes prescription and over-the counter medicines, and dietary supplements such as vitamins and herbs.
- Make sure your doctor and nurse knows about any allergies and adverse reactions you have had to medicines.
- Be sure you can read all prescriptions your doctor prescribes.
- Ask if you have any questions about the directions on your medicine label.
- Ask your doctor or nurse to explain your home treatment.
- If you are having surgery make sure that you, your doctor, and your surgeon all agree and are clear on exactly what will be done.
- Speak up if you have any questions or concerns.
- Be sure that all health professionals involved in your care have important health information about you.
- Ask a family member or friend to be there with you and to be your advocate (someone who can help get things done and speak up for you if you can't).
- Know that "more" is not always better. It is a good idea to find out why a test or treatment is needed and how it can help you.
- If you have a test, don't assume no news is good news. Ask for the results of all tests.
- Learn about your condition or treatments by asking your doctor and nurse, and by using other reliable sources.

## TEN QUESTIONS TO ASK BEFORE TAKING A NEW MEDICATION

1. What is the name of the medicine and what is it for?
2. Is the generic version of the medicine available?
3. How and when do I take it and for how long?
4. Will this work safely with my other medications?
5. What food, drinks, activities, and dietary supplements should I avoid while taking it?
6. When should I expect this medicine to begin to work, and how will I know if it is working? Are there any tests required with this medication?
7. Are there any side effects, what are they and what do I do if they occur?
8. Can I get a refill? If so, when?
9. How should I store the medicine?
10. Is there any written information available about this medication?

## IMPORTANT PHONE NUMBERS

### Atlanta

Northside Hospital-Atlanta	(404) 851-8000
Patient Relations	(404) 851-8904
Pastoral Care	(404) 851-8754
Home Care Pharmacy	(404) 851-8897
Security	(404) 851-8797
Health Resource Library	(404) 851-6431

### Forsyth

Northside Hospital-Forsyth	(770) 844-3200
Patient Relations	(770) 844-3686
Pastoral Care	(770) 844-3341
Home Care Pharmacy	(770) 844-3396
Security	(770) 844-3444
Health Resource Library	(404) 851-6431

### Cherokee

Northside Hospital-Cherokee	(770) 224-1000
Patient Relations	(770) 224-2580
Pastoral Care	(770) 224-1100
Security	(770) 224-4444
Health Resource Library	(404) 851-6431





## NORTHSIDE HOSPITAL

English - Spanish

# Frequently Asked Questions about “Provider-Based” or “Hospital Outpatient” Billing

**Q: What does “provider-based” or “hospital outpatient” mean?**

**A:** “Provider based” or “hospital outpatient” refers to the billing process for services rendered in a hospital outpatient clinic or location. This is the national model of practice for large, integrated delivery systems where the hospital owns space and employs support personnel involved in patient care. This is a Medicare status for hospitals and clinics that meet specific Medicare regulations and requires that we bill Medicare in two parts (Part A and Part B). We are required to follow the same billing guidelines for all other insurance carriers, as well.

**Q: How does this affect billing?**

**A:** Under this model patients may receive two (2) bills. One bill will be for the outpatient services provided by Northside Hospital and a second will be for the care given to you by your physician. Previously, all services were provided by the physician office and charges were grouped together on your physician billing statement. Depending on a patient’s specific insurance, it is possible that some benefits may differ for these services and procedures. Patients are advised to review their insurance benefits or contact their insurance provider to determine what their policy will cover and identify any out-of-pocket expenses.

**Q: Does this mean patients will pay more for services?**

**A:** Depending on their particular insurance coverage, it is possible benefits may differ for certain outpatient services and procedures at provider-based/hospital outpatient locations. We recommend patients review their insurance benefits or contact their insurance provider to determine what their policy will pay and what out-of-pocket expenses they may incur based on the location of the services provided.

**Q: Does this affect patient co-pays or deductibles?**

**A:** Depending on each patient’s specific insurance benefits, deductible, co-insurance and co-payments may be applied for provider-based services. If there is a secondary insurance, the benefits may cover a portion of the expense.

**Q: What can patients do if they are having difficulty paying for healthcare services?**

**A:** Northside Hospital offers discounting and charity programs to assist qualifying patients with their expenses. Detailed information is available by calling the Northside Hospital Customer Service Department at 404-851-6500.

**Q: Why does the Medicare Secondary Payer (MSP) questionnaire need to be completed?**

**A:** As a participating Medicare provider, we are required to screen Medicare patients according to the MSP rules. These questions help us to confirm if Medicare or another payer should process the insurance claim as primary.