

IMPORTANT HOSPITAL PHONE NUMBERS & INFORMATION

When dialing from an internal hospital phone, dial the hospital extension (Ext.). Complete numbers are needed if calling from a cell phone or outside phone.

Operator/Information

Ext. O or (256) 737-2000

Guest Relations

Ext. 2853 or (256) 737-2853

Case Management/Social Services

Ext. 2399 or (256) 737-2399

Medical Records

Ext. 2591 or (256) 737-2591

Patient Concerns

Ext. 2591 or (256) 737-2591

Valet Service

Monday – Friday, 5 am-5pm: (256) 595–2838

• After 5 pm:

(256) 595-2634

Physician Referral & Information Line

(256) 735-5600

YOUR HOSPITAL INFORMATION	IMPORTANT CONTACTS DURING YOUR STAY
Unit Name & Room Number:	Nurse Manager:
	Physician:
Direct Room Phone Number:	Specialty:
	Physician:
Direct Line to Nurse or Front Desk:	Specialty:
	Nurse Practitioner:
Family Code:	
	Case Manager:

AMENITIES FOR GUESTS

- Family waiting rooms (located on 3-East, 3-West, 4-East, Critical Care and 5-East Patient Units)
 - Features: ice machine, filtered water dispenser, complimentary coffee, vending machines, chairs, tables and TV
- Food and beverage options see page 25



WELCOME

Welcome to Cullman Regional, and thank you for choosing us to care for you or your loved one.

We take pride in serving our community and are committed to providing the highest quality health care to you. Our goal is to provide compassionate care that respects and supports your individual needs while making you feel like family. We understand how stressful hospitalization can be; therefore, we want to ensure that we provide a safe and comfortable healing environment for you and your family.

This patient guide and toolkit provides information about your stay at Cullman Regional. We want to guarantee you are completely satisfied with your experience. In order to help you manage your hospitalization, we've included a Patient Journal section to help you write reminders, notes and questions for you and your care team. If you need additional assistance, please dial "0" and our guest services operators will assist you.

After your stay with us, you may receive a survey in the mail from an independent surveyor asking questions about your experience at our hospital. We want to guarantee you answer "very good" to all questions. Therefore, if at any point during your stay you are not completely satisfied with every aspect of your care, we want to hear from you. Please voice your concerns to your care team, or request additional assistance from our nursing directors.

Again, welcome to Cullman Regional and thank you for allowing us to care for you. We are here to provide excellent service and clinical expertise so that you can live an exceptionally healthy life.



James Clements,
Chief Executive Officer

A GUIDE TO YOUR STAY



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OUR MISSION

Improve the health of the community by providing excellent health care resources.

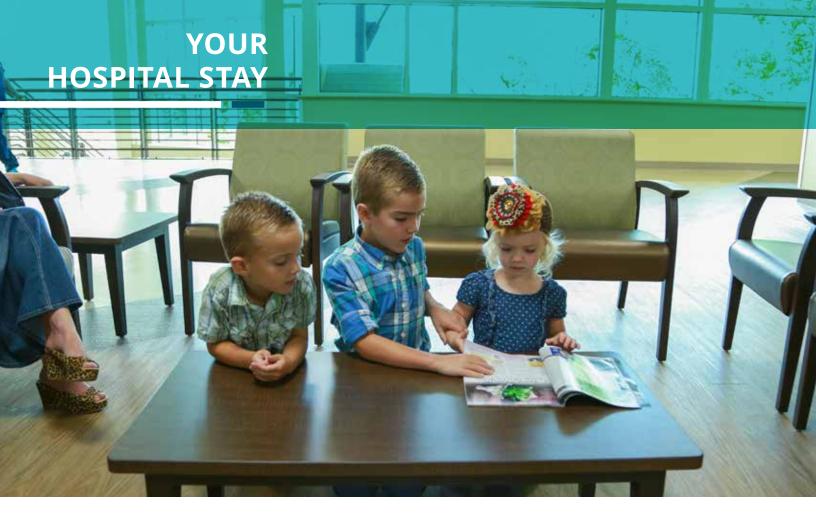




WHY CULLMAN REGIONAL

Established in 1939, Cullman Regional continues to grow in order to meet the consumer demands and to provide advanced medical care to more than 175,000 people in our six-county service area. Cullman Regional is dedicated to providing the highest quality health care and has been nationally recognized for this commitment. Some of the outstanding achievements include:

- · Nationally accredited Heart Failure, Chest Pain and Cardiovascular Cath Lab programs by the American College of Cardiology
- Orthopedic Excellence for Knee & Hip Replacement as a Blue Distinction+ Center by Blue Cross & Blue Shield of Alabama



YOUR RIGHTS & RESPONSIBILITIES

As our patient, we respect and honor your rights. Please review the Patient Rights & Responsibilities in the *Reference* section to understand your rights and responsibilities as a patient at Cullman Regional.

Advance Care Planning

It can be difficult for doctors and loved ones to know what kind of treatment you want if you are unable to tell them. The best way to make sure your wishes are respected is to discuss them with your health care provider and loved ones while you're healthy, and then fill out an Advance Directive form. Please refer to the Advance Care Planning page in the *Reference* section for information about how to develop an advance care plan.

Once completed, copies of your plan should be given to your health care provider and those closest to you so they can help carry out your wishes. If you already have an advance directive, please provide a copy to your nurse or physician.

As our patient, we respect and honor your rights.

KNOW YOUR CARE TEAM

Cullman Regional is proud to provide a team of health care providers who will be taking care of you. All physicians and staff are required to wear a photo identification badge that displays their name. All members of the care team are expected to introduce themselves, explain their role in your care and what you can expect.

Physicians and Advanced Practice Providers

Your care will be coordinated by your admitting physician or hospitalist, alongside other providers as needed.

- Admitting Physician the physician who determined that hospitalization is required in order to better manage your care.
- **Hospitalist** physicians and advanced practice providers who specialize in hospital patient care, and who have been asked by your physician to oversee your medical care while you are a patient at Cullman Regional.
- **Consulting Physician** may see you at the request of your admitting physician or hospitalist for specialized care such as a cardiologist, pulmonologist, gastroenterologist, surgeon, etc.
- Advanced Practice Provider treat physical conditions through comprehensive history taking, physical exams, physical therapy, ordering tests and assisting with therapies for patients. An Advanced Practice Provider is qualified to treat certain medical conditions without the direct supervision of a physician. At Cullman Regional, an Advanced Practice Provider can be any of the following specialties: Certified Registered Nurse Anesthetist (CRNA), Certified Nurse Practitioner (CRNP) or Physician Assistant (PA).

Although your physician and care team may change during your stay, we expect everyone to introduce themselves when they join your team.





KNOW YOUR CARE TEAM

Registered Nurse (RN) Cullman Regional takes pride in providing nurses with excellent skills and compassionate care. Your nurse will be your main contact in the coordination of your care. Your nurse is the first person you should ask if you have a problem or a question.

Nurse Unit Director (RN)

The Nurse Unit Director of each patient unit is responsible for overseeing the operations of that unit. If you have any concerns, comments or compliments about your care, please speak with the Nurse Unit Director during their daily rounds.

Patient Care Assistant (PCA)

Patient Care Assistants will assist clinical staff in many of your daily patient care needs.

Unit Secretaries (US)

The Unit Secretary helps coordinate the unit by answering the phones, assisting in supply management, answering patient call lights and organizing forms and charts.

Other members of your care team may include technicians or therapists fr

Pharmacists and Pharmacy Technicians prepare medication and monitor drug therapy for side effects, allergies and food and drug interaction. They may visit to discuss medications with you.

Pharmacists and Pharmacy
Technicians

A Registered Dietitian may evaluate your nutritional needs and work with your care team for any diet modifications to improve your health.

Registered Dietitian

Case Managers and Medical Social Workers will assist you in the discharge planning and care coordination process.

Case Management & Social Services

Hospitalization can be emotionally and spiritually challenging for patients, families and guests. Our chaplain team is available 24 hours a day, seven days a week to provide emotional and spiritual support specific to your faith and spiritual tradition. Please contact your nurse or dial "0" on your phone to request a visit by a Chaplain.

Pastoral Care

Our Environmental Services, or housekeeping team, will keep your room clean and tidy during your stay. Food Services will assist with your meal selection, delivery and tray setup.

Housekeeping & Food Service

om radiology, respiratory care, rehab and therapy services or hospital lab.



KNOW YOUR CARE TEAM



CPCAs
Techs
Scrubs
Escorts
Color:
Royal Blue



Radiology / Imaging Color:Wine



Nurses Color: Navy



Respiratory Color: Dark Grey



Case Managers
Dietitians
Speech Therapists
Color: Business with
white coat



Lab Color: Light Blue



Physical / Occupational Therapy Color: Black with Khaki pants



Housekeeping Color: Green and Black



Food Service Color: Black Vest & white shirt



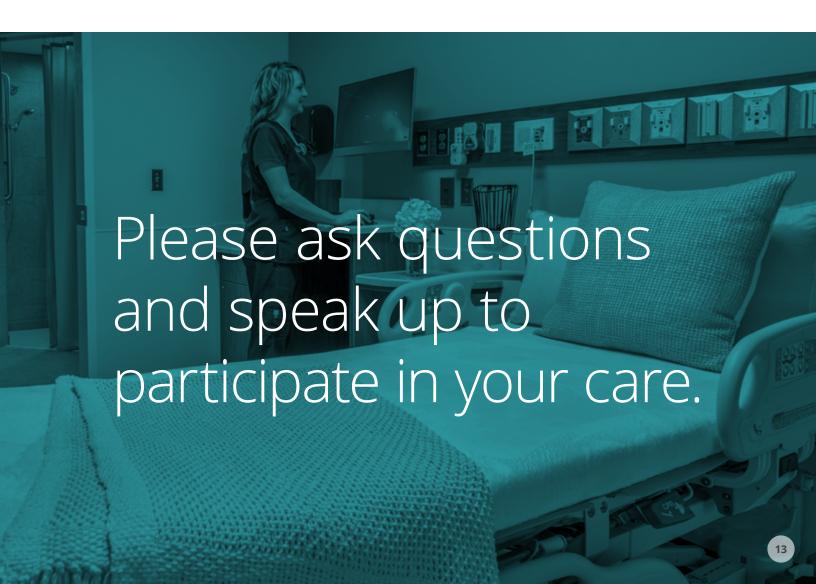
Pharmacy Color: Teal

DURING YOUR STAY

Cullman Regional strives to exceed your expectations in all aspects of your patient experience. Please ask questions and speak up to participate in your care.

Important Questions to Consider

- · Who will be my support person while in the hospital?
- Did I tell my health care providers about all of the prescription medications, over-the-counter medications and vitamins or supplements that I take?
- Do I know who is taking care of me (doctors, nurses, patient care assistants)? This information should be located on the white board in your room and changed as your care team changes. You may also wish to note this in the *Patient Journal* section.
- Do I have what might help make me more comfortable?
 - Music player and earphones
 - Extra socks and pajamas
 - Pen and paper
 - Toiletries



RAPID RESPONSE TEAM – Dial 777 from any Cullman Regional phone

Call the Rapid Response Team if you notice:



changes in heart rate or drop in blood pressure



changes in respiratory (breathing) rate or oxygen levels



changes in urine output (much more or less urine)



changes in mental status or level of consciousness



any time you are worried something might be wrong



any change in the patient's condition that needs immediate attention and the health care team is not responding, or if you continue to have serious concerns after speaking with the health care team

YOUR SAFETY AND SECURITY

Rapid Response Team

You know your loved one best. That's why Cullman Regional offers the Rapid Response Team (RRT), an important patient safety initiative that gives families an immediate voice in their loved one's care. Please notify our Rapid Response Team by dialing 777 from any Cullman Regional phone if you feel there is a breakdown in communication and your loved one is in danger of a medical emergency. RRT is available 24 hours a day, seven days a week.

Your care team is your first point of contact, and you should only use the Rapid Response Team after you have spoken to them.

Pain Management

Make sure you tell us if you have pain. We want to know so we can control it during your stay. Some medications have a minimum amount of time that has to pass before we can administer additional pain medication. Therefore, we may offer additional ways to control pain such as relaxation techniques, hot or cold therapy and deep breathing exercises. Please let us know what works best for you so we can help! Remember – you are not complaining when you tell us about your pain. Pain relief is important to your recovery.



If you or your family has any patient safety concerns or questions during your stay, you are encouraged to contact all members of your care team. If you are unable to get an issue resolved, please call the Patient Advocate at (256) 737-2591.

ID Bracelets

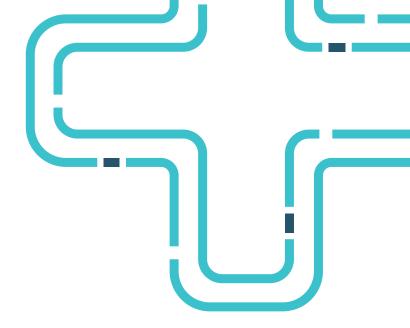
You will be given an ID bracelet with your name, date of birth and medical record number when you are admitted to the hospital. The ID bracelet ensures we are providing care to the right patient at the right time. Make sure your care team knows who you are and checks your ID bracelet before examination and treatment. Additional ID bands may be added for specific needs such as being at risk for falls or to alert against allergies. For your safety, please do not remove the bracelet(s) until you are discharged from the hospital.

Preventing Falls

Fall prevention is important to us and your safety is our priority. Certain factors can increase your risk for falling. Let your care team know if you have a history of falling and always call for assistance, especially if you feel lightheaded, weak or unsteady on your feet. Your care team will assist you in daily activities such as personal hygiene, walking and getting out of bed.

Hand Hygiene

We require all staff to clean their hands prior to entering a patient room and before any hands-on care. Cleaning our hands is the most important precaution we can take to prevent the spread of infection. We encourage families and guests to frequently clean their hands with the hand sanitizer provided throughout the hospital, or by using the sinks located in each patient room. Ask anyone who has contact with you if they have cleaned their hands – do not be shy. They will not mind. Help us by being a partner in your care!



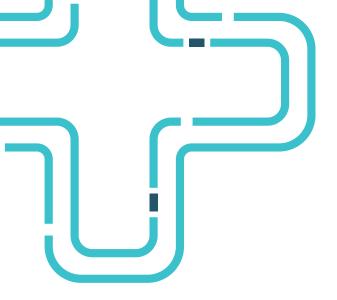
Medications

Tell your care team about any and all medications you are taking including prescriptions, over-the-counter medication, and any herbal, vitamin or nutritional supplements. Carry a list of your medications, dosage amounts and supplements at all times and make sure your care team is aware of any allergies.

While in the hospital, please do not take any of your medications from home without first talking with your care team. Your physician or nurse should discuss any new medications or changes in medications with you. Use the Medications page in the *Patient Journal* section to write down your medications, any new medications, instructions or questions you may have.

Pressure Ulcer Prevention

Lying in bed for long periods of time without moving can lead to pressure ulcers or damage to the skin, also called bed sores. To prevent pressure ulcers, your care team will help you get out of bed, keep you clean and dry and make sure you get enough nutrition. If you are unable to turn or get up, they will turn you frequently. Pressure relieving devices such as foam dressings, wedges and boots may also be used.



PARTICIPATE IN YOUR CARE PLAN

Here are some ways you can be involved:

- Listen carefully when the risks, benefits and alternatives of any procedure are being explained
 repeat what the doctors and nurses say in your own words and take notes.
- Ask any questions you have speak up if something is unclear or confusing and keep asking until you understand.
- Only agree to those things that you fully understand.
- Remember you have many rights as a patient, including the right to refuse any treatments.
- Provide complete and accurate information about your medical history, conditions and allergies.
- Let us know if you are participating in a research study.
- If you are having surgery, participate with the care team in marking your surgical site.
- Tell us who your family members or friends are and how you want them to be involved.
- Use the *Patient Journal* section of this handbook to write down any questions, notes or information.

What to expect

Rounding

Nursing directors and clinical staff will visit you throughout each day to make sure you are comfortable and all your care needs are met. We call this "hourly rounding" and we will come by once each hour while you are awake and every two hours throughout the night. We will ask you about your pain level and any other discomfort you may be experiencing. We will also assist you to the restroom and make sure you have everything you need within reach. If at any time during your stay you feel you are not getting what you need or are not receiving very good care, please let us know. If you need anything when we are not in your room, please use your nurse call button to have someone assist you with your needs. Speak up! This is your time to ask questions and be an advocate for yourself and your loved one.

Quiet Time - SHHH

A calm and healing environment can support the patient's sleep, health and overall recovery. We have instituted a house-wide quiet time to allow for rest each day from 2 p.m. until 4 p.m. While we try to decrease the noise during this time, feel free to close your door when resting and notify us if we are being too loud.



MAKING YOUR STAY MORE COMFORTABLE

Valuables

Every hospital visit is unique. Please check with your care team regarding what might be appropriate to bring or keep with you while in the hospital. We urge you to leave any valuables at home or send them home with family members. We know trips to the hospital are not always expected; therefore, if you have any valuables that need to be secured in the hospital safe, please let your nurse know and they will be happy to assist. Cullman Regional is not responsible for valuables kept in patient rooms.



Pet Therapy

In partnership with local pet therapy partner, Therapy Dogs International, you can enjoy pet therapy if your medical condition permits. A visit from a certified therapy dog combats boredom and loneliness, provides a welcome distraction from medical procedures and even supports physical and occupational therapy. This service is available for patients when the certified pets are on campus. Ask your nurse if this is available during your stay.

For the Deaf

We provide assistance for deaf patients with technology that brings American Sign Languagecertified interpreters via video to the bedside. Request this service from your nurse.



Patient Meals

Prior to each meal time, a Food and Nutrition Hostess will provide options for daily meal selections that meet your nutritional needs. We know there may be food preferences and diet restrictions for you while in the hospital. Our hostesses and registered dietitians are trained to help you with your menu selections in order to ensure you receive a well-balanced meal that will support your healing process. If you have questions or need additional information about your meals or diets, please feel free to dial 2130 from a Cullman Regional phone or (256) 737-2130 from an outside line.

Language Interpreters

We can provide interpretation services for many languages by telephone. Request this service from your nurse or by dialing 2736 from a Cullman Regional phone or (256) 737-2736 from an outside line.

Patient Advocate

Your Patient Advocate is here to assist you with anything you need during your stay, including your safety and security. You may reach the Patient Advocate by calling (256) 737-2591.

Patient & Family Education

Our goal is to educate you and your family as much as possible about your care plan and treatment during your stay. We encourage you and your family or care partners to become educated about your health including tests, procedures, medications and disease processes. If at any point you or your family have questions or concerns about your care, do not hesitate to ask for the information to be repeated or to request additional information. Speak Up! Make sure you understand every part of your care plan.

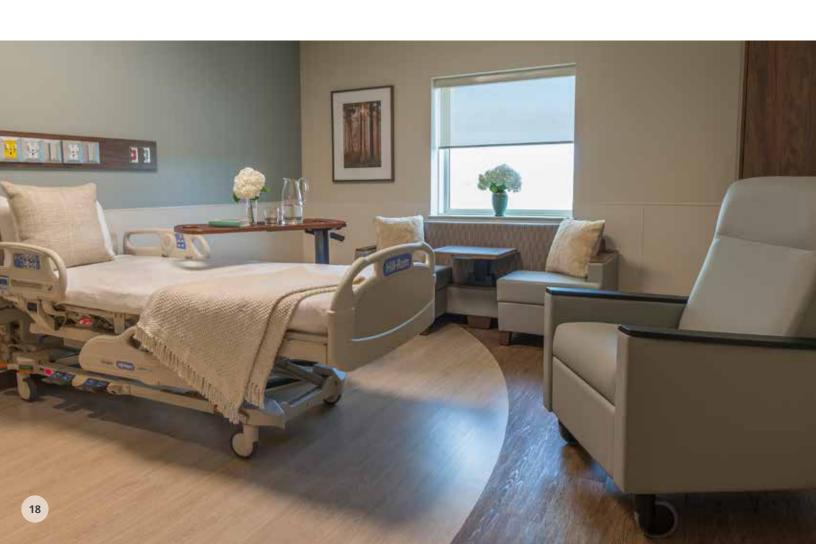
Linens

To support the environment and reduce waste, Cullman Regional refrains from changing bed linens every day. However, please speak up if your linens become soiled or you desire fresh bed linens at any time during your stay.

Smoking Cessation

Cullman Regional cares about your health and disease prevention. We know you may find it hard to refrain from smoking or tobacco use while in the hospital. Please talk to your doctor or nurse to get help for your tobacco cravings during your stay. We understand staying tobacco-free after discharge is hard, too. We encourage you to refer to one of the resources listed below for assistance. Remember, quitting smoking is one of the single best things you can do for your health.

- Alabama Quit Now Alabama Department of Public Health
- AlabamaQuitNow.com
- Toll free: (800) QUITNOW or 1-800-784-8669
- Smoking Quit line of the National Cancer Institute Toll free: (877) 44U-QUIT or (877) 448-7848
- Cullman Regional Wellness & Tobacco
 Cessation Program (256) 737-2298



Important Points to Consider

Use the *Patient Journal* section to write down the answers to the guestions below:

- Do I know the phone number to the patient's room?
- Do I know how to contact the nurses' station?
 - Who may call to get information regarding the patient?
 - Will I need a code to get information on the patient when I call?
- Do I know the plan of care for the patient?
- Is there any important information that I need to share with the health care team on behalf of the patient?

Guest Services

Cullman Regional Guest Services is here to make your visit as comfortable as possible and to provide exceptional service. Contact us on any hospital phone by dialing 2853, or contact the operator by dialing "0". You may also reach Guest Services by dialing (256) 737-2853 or hospital operators by dialing (256) 737-2000.

We're here to help with:

- Concerns and comments
- Pastoral care
- Housekeeping
- Patient advocacy
- Maintenance assistance

Welcome Desks

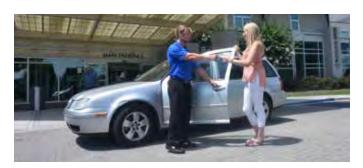
Guest Services representatives at our welcome desks are happy to provide information including directions, patient room numbers, or to help facilitate making your stay more comfortable. Our Guest Services desk is located at the main entrance of the hospital.

FINDING YOUR WAY

Valet

Free Valet parking is available for all patients and guests, Monday-Friday, 5 a.m. until 5 p.m. at the hospital main entrance. To use, simply pull your car up to the hospital main entrance and a valet attendant will give you a claim ticket to use when you have finished using our facility. The attendants are also happy to assist you in finding a wheelchair or providing directions to your destination.

- Ready to leave? Call down to the Valet Service at (256) 595-2838 with your ticket number. Our attendants will have your car waiting for you.
- Leaving after 5 p.m.? Call (256) 595-2634 and our security team will get your keys and take you to your car.



Maps

Maps of the facility are located on each visitor elevator throughout the facility as well as on page 40 of this booklet with a directory of locations throughout the campus. If you need help finding your way, please don't hesitate to ask a Cullman Regional staff member.

Transport Services

Our transport team is here to assist our patients and guests with transportation needs within the hospital. Your care team will help arrange patient transport between patient care departments.



Loving and caring attention from family and friends provides an important role in the well-being and speedy recovery of our patients. At Cullman Regional, we encourage patients' families and friends to:

Appoint a family representative

Please choose one person to be our point of contact in the patient's care who can also then communicate information to other family and friends. Our care team may give the representative a passcode to protect the patient's privacy and security.

 Spend as much time with the patient as possible

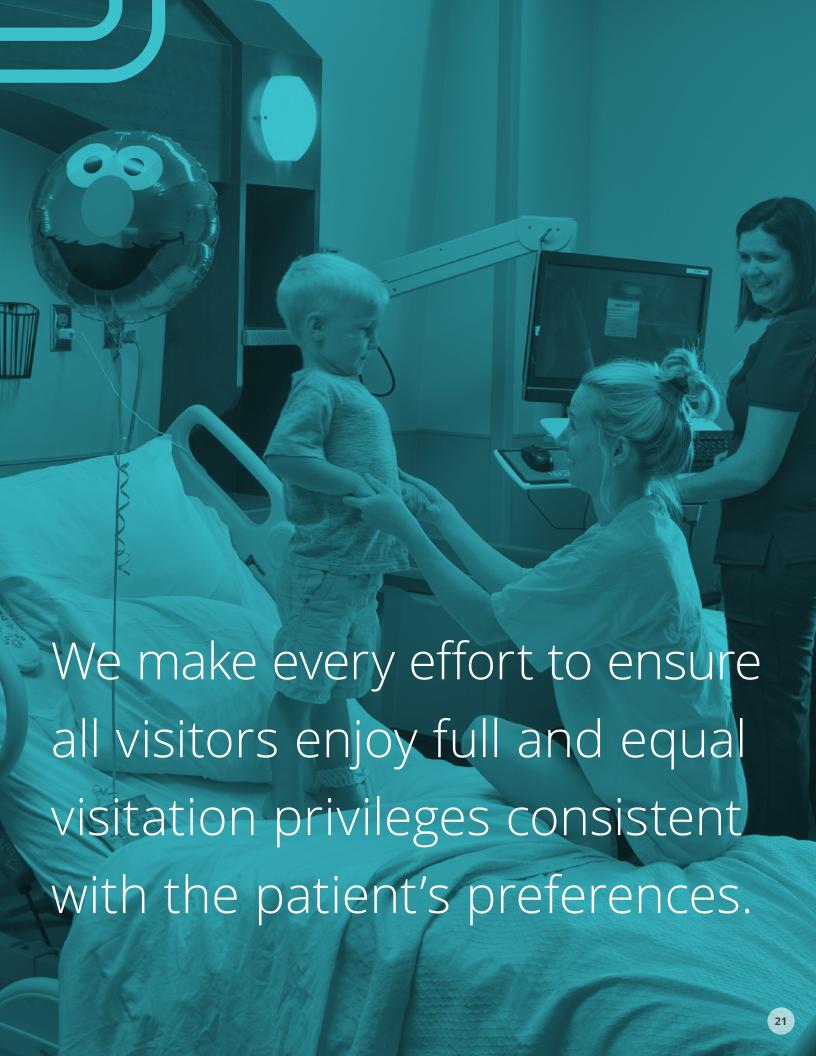
We offer open visitation 24-hours a day for most areas of the hospital, and encourage someone to stay with the patient at all times. Visitation may be limited in certain areas, such as the Critical Care Unit (CCU), or when it interferes with the patients' safety or the rights of others. Please ask your care team if there are any restrictions or precautions for visiting your loved one.

If you are not spending the night, please
 wrap up all visits by 10:30 p.m. Ensuring that
 patients get adequate rest is an important part
 of the healing process.

- If you are staying the night, we offer coffee throughout the night in the family waiting areas located on each floor.
- If privacy is needed, or if the care team feels the patient is too sick to have someone with them at all times, you may be asked to leave the room.
- Be there for doctor and nurse visits and ask questions!

The most important members of the care team are patients and their families. We encourage you to ask questions, become involved and speak up on behalf of you or your loved one.

It is our belief that the support of a patient's family and friends is invaluable. Their presence and involvement in the healing process can have a positive impact on delivering care more safely through enhanced communication with the health care team, a better understanding of the patient's condition and improved patient and staff satisfaction. We do not restrict or deny visitation privileges on the basis of age, race, gender, culture, religion, language, disabilities, socioeconomic status, sexual orientation, or gender identity and expression. We make every effort to ensure all visitors enjoy full and equal visitation privileges consistent with the patient's preferences.



GUIDELINES FOR VISITING

We understand this can be an overwhelming and stressful time. The following information may help you feel more comfortable while staying with your loved one.

- Please help us observe Quiet Time in our hospital each day from 2-4 p.m. This is to ensure adequate rest and healing for our patients.
- Monitors and equipment in the room may alarm frequently. Your care team is trained to know the difference between reminder and emergency alarms. If you hear an alarm, please do not attempt to reset the equipment; instead, please call for the nurse.
- Care providers may need to turn on some lights in the patient's room during the night. This is for the patient's safety as there are many lines and tubes to work around.
- If you or your loved one needs assistance please use the nurse call button on the controller near your bed and someone will help you.
- Your care team is specially trained and may use special equipment to move and/or adjust patients. Please talk to a nurse before moving the patient or their bed.
- The number of visitors at the bedside may be limited at times with consideration for the patient's safety and space restrictions. We have family waiting rooms located on each nursing unit for these times.
- Emergency situations may occur at any time.

- If this happens, you may be asked to leave the room so the care team can dedicate all of the attention on your loved one and their needs.
- We want you to be with your loved one as much as possible. However, if a conflict arises between family members and/or friends that interferes with our ability to provide care, we have the right to ask those involved to leave and return only when the conflict is resolved.
- A comforting touch or familiar item from home can help your loved one feel more comfortable and relaxed. Please ask your care team what items you may bring from home.
- Routine visiting hours are from 8 a.m. until 8 p.m. each day. For the safety and security of our patients and guests, all entrances to the hospital are closed from 8 p.m. until 6 a.m. The only available entrance during this time is through the Emergency Department.

Patients need to be around healthy people; even a cold can cause a problem for a patient in the hospital. If you or your children have been sick or around others who have been sick in the past three weeks, please speak with your nurse before visiting the patients. Your care team may ask you not to visit or to wear a mask or special clothing to protect the patient. Examples of illnesses and symptoms include fever, rash, flu or cold systems, nausea, vomiting, diarrhea, pink eye, strep throat, chicken pox or shingles.

Guidelines for Children Visiting

Children of any age may visit if they are supervised at all times by a parent or guardian who is not the patient. To encourage a safe and restful visit for both the patient and child, please follow the suggestions below.

- · Reasons a child should visit:
 - The child has a close relationship to the patient.
 - The situation is very serious and visiting may be important to the child's future well-being.
 - The child wants to visit if he/she decides not to visit the patient, they may stay in touch by talking on the phone, drawing pictures or writing letters or poems for the patient.

BEFORE THE VISIT:

· Tell children they must stay in the patient's room or

at the bedside during the visit.

- Tell children they must wash their hands before and after the visit.
- Briefly describe the equipment in the room and what the patient looks like today.

DURING THE VISIT:

- Even if the patient cannot talk, encourage the child to talk about school or activities he/she has been doing. The child may choose to remain silent that is okay too.
- Let the child know it is okay to touch the patient or give him/her a kiss on the cheek or forehead.
- Keep the visit brief. Don't give children empty minutes to start imagining negative situations.
 Even an older child's imagination may wander after taking in the situation.

- With the exception of adolescents who might want alone time with the patient, younger children should not be left by themselves.
- For their safety, do not allow children to crawl on the floor.
- For the patient's safety, do not allow children to pull on or push buttons on the equipment.

AFTER THE VISIT:

• Despite preparation, children may be very emotional when they leave. If the patient looks very different, have a picture ready of the patient before they got sick and remind the child this is the person they visited. Suggest they remember how he or she looked before this happened and the fun things they did together.

Guidelines for Babies Visiting

We understand the importance for patients, especially parents or grandparents, to see their children or grandchildren. However, babies under nine months old have weaker immune systems. The following precautions are intended to keep the baby safe while visiting:

- Parents should not set the baby down on the floor or on the patient's bed.
- Staff should not hold or touch your baby.
- Please do not feed or change the baby's diaper in the patient's room.

Guidelines for Visiting a Patient with Isolation Precautions

You may be asked to wear a gown, gloves and mask while visiting a patient with isolation precautions; this is for your safety. Do NOT wear these items outside of the room as that spreads germs.

- Clean hands before entering the room and immediately upon exiting the room.
- Please do not bring infants younger than nine months old to visit patients with isolation precautions.

Guidelines for Visiting New Moms & Babies

We understand the excitement around the arrival of a new baby, especially for family and close friends. However, we have established some guidelines during labor and to allow mom and baby to rest and recover.

 To allow for family to anxiously await the arrival of new family members, Cullman Regional has created family waiting areas adjacent to the maternity center. We ask that no family members wait in the

- hallways in order to allow for medical teams and equipment to move easily through the area in the event of an emergency.
- Visitors are restricted to two at a time during labor and delivery. Visitors will be permitted to change out with one another at the discretion of the patient.
- No one under the age of 12 should be permitted in the delivery room until after delivery.
- Although we understand the need for familycentered care, visitation may be restricted based on the condition and needs of the patient.

Guidelines for Visiting Critical Care Patients

- Daily Visiting Hours for CCU are:
 10 a.m.-10:30 a.m., 2 p.m.-2:30 p.m.,
 6 p.m.-6:30 p.m.; 10 p.m.-10:30 p.m.
- Although we try to keep visiting times as accurate as possible, please understand that times could be delayed depending on procedures being performed in the unit at any given time.
- Critical Care patients are only allowed to have one
 (1) chosen support person (e.g., family member, friend or trusted individual) stay with them at all times, unless it is medically or therapeutically contraindicated. For instance, visitors for patients with psychiatric or behavioral diagnoses are contraindicated.
- The support person should check in with the nurse before entering the room.
- No food or drinks may be brought into the patient room from outside the CCU.
- At any time, if the patient's care or sleep is disrupted or his/her physiological stress is increased, the visitor may be asked to leave.
- Sleep/rest is a way for the body to heal. If the patient is sleeping during visiting hours, please do not wake them.
- All communication will occur with the "Contact Person", as indicated in the chart.
- If the "Contact Person" is unable to come by at visitation and needs to call for an update, you may call (256) 737-2475. Please understand that the nurse may not be able to come to the phone immediately, but will return your call as soon as we are able.

Ecards

For loved ones who may be sick or too far away to visit, we are proud to offer FREE egreetings online at CullmanRegional.com. These greetings are delivered to patients while they are in our care.

AMENITIES FOR FAMILY & FRIENDS

Television

A complete listing of available channels is located in your room. If you do not have one in your room, please ask your nurse for a television listing.

Wi-Fi and Internet Access

Wireless internet access is available throughout Cullman Regional facilities. To access the Cullman Regional wireless network:

- Select "CRMCGUEST" from the list of available wireless networks on your mobile device or computer.
- Once connected, open your web browser. If you are prompted with a security alert, select "Yes" to continue.
- Your web browser will be forwarded to a "Connect" portal page." Click "Accept" to continue. By accepting you have agreed to the guidelines stated on the webpage.
- · You should now be online.
- If you need assistance, you can contact the Cullman Regional Help Desk by dialing 2649 from a Cullman Regional phone or (256) 737-2649 from any phone, Monday-Friday, 8 a.m. until 4:30 p.m.

Charging Stations

Electronic charging stations are located in the elevator lobbies on each floor. These can be accessed through the metal centers of each of the tables in the lobby areas.

Keeping in Touch

Staying in touch with loved ones and friends while managing a health care challenge can be difficult. But, staying connected is a crucial component to getting and staying well for both patients and caregivers. We encourage you to use Facebook,

Caring Bridge or blogs to keep others informed, share photos and collect supportive messages for the patient from loved ones and friends.

ATM

Cullman Regional has an ATM machine conveniently located at the main entrance of the hospital, next to the bottom of the staircase. Additionally, our cashier's office is open from 8 am to 4:30 p.m., Monday through Friday, and is located in the Main Hospital Lobby across from the Guest Services desk. The cashier's office accepts payment by cash, check or credit card.

Gift Shop

Cullman Regional has a gift shop located in the main lobby area of the hospital that offers gifts, cards, snacks and more. You may call the gift shop to purchase a gift and arrange delivery to a patient's room. From inside the hospital, dial 2645 or call (256) 737-2645 from an outside line. Hours: Monday-Friday, 7 a.m.-7 p.m.; Saturday, 9 a.m.-4 p.m.; Sunday, 1 p.m.-4 p.m.

Chapel and Chaplains

We know that hospitalization can be emotionally and spiritually challenging for patients, families and guests. We are proud to offer a Chapel for prayer and meditation 24-hours, 7 days a week in our hospital. The Chapel is located on the 4th Floor of the hospital, next to the Critical Care Waiting Area.

Cullman Regional has volunteer chaplains that serve throughout the community who are available to assist you with your spiritual needs 24-hours a day. Our chaplains are trained to minister to all denominations and those who may be of no



particular faith. Your nurse can assist you if you wish to contact a chaplain, or you can call the Cullman Regional operator by dialing "0" from a Cullman Regional phone or by calling (256) 737-2000. Ask the operator for Chaplain Services.

Dining for Guests

Cullman Regional offers a variety of dining options for guests. Options include:

SUBWAY

Main floor of Professional Office Building 1, next to Central Registration. 9 a.m.-8 p.m., Monday-Friday

CULLMAN REGIONAL CAFETERIA

Lower Level of the Main Hospital

- Breakfast: 6:30 a.m.-9:30 a.m., 7 days a week
- Snacks and Beverages: 6:30 a.m.-10:30 a.m.,7 days a week
- · Lunch: 11 a.m.-2 p.m., 7 days a week
- Dinner: 4 p.m.-6 p.m., Saturday and Sunday only

THE TIN ROOF COFFEE SHOP

Main Floor of Professional Office Building 3. Proudly serves Starbucks, grab-n-go meals and snacks. Monday-Friday, 7 a.m.-4 p.m.

VENDING AREAS

- · Emergency Room Waiting Area
- · Critical Care Waiting Area
- Maternity Center Waiting Area
- Professional Office Building 1, next to Subway
- · Lower Level of Main Hospital, outside of cafeteria
- Family Waiting Rooms on each Nursing Unit

Smoking and Tobacco Use

For the health of patients and guests, Cullman Regional is a tobacco-free facility and campus. This means the use of tobacco, of any kind (cigarettes, e-cigarettes, cigars, pipes, chewing tobacco, snuff, etc.), is prohibited anywhere on campus. The campus includes inside and outside all buildings, including parking lots.

At Cullman Regional, we are looking forward in order to provide you and your loved ones with the best in care, so that you can live exceptional lives.

COMMUNITY RESOURCES

PHYSICIAN REFERRAL

We make it easy to help you find a physician. Our Call Center is available 24-hours a day, 7 days a week at (256) 735-5600. To learn more about all of our physicians, visit Cullman Regional online at CullmanRegional.com.

WELLNESS & EDUCATIONAL PROGRAMS

Cullman Regional is dedicated to keeping our community members healthy. Therefore, we are proud to offer various programs to help you stay healthy.

HEALTHY LIFE MEMBERSHIP PROGRAM

This lifetime membership program keeps you up-to-date on new physicians and services available at Cullman Regional. The program offers free wellness screenings, health education opportunities and discounts with local merchants. For more information, call (256) 737-2600 or visit CullmanRegional.com to learn more.

BUSINESS & INDUSTRY WELLNESS PROGRAMS & SCREENINGS

Our Wellness Team provides on-site industrial screenings and programs to help make your workforce healthier and keep them on-the-job. For more information or to schedule a screening, call Cullman Regional Wellness at (256) 737-2298.

COMMUNITY HEALTH SCREENINGS

• Community Event Screenings: Our Wellness Team

- is proud to offer free screenings at local events throughout the communities we serve. To schedule our team at your next event, call (256) 737-2298.
- Screening Clinics: Our wellness team offers screening clinics on campus throughout the year by appointment. To schedule an appointment or get a list of upcoming screening clinics, call (256) 735-5600 or schedule online at CullmanRegional.com and search our calendar of events.

FITNESS PROGRAMS

Call (256) 737-2271 for more information about joining, or visit online at CullmanRegional.com. Programs include:

- Water Aerobics
- · Cardio Equipment
- Indoor Walking Track
- SilverSneakers Fitness Site

SPEAKERS BUREAU

Health education is a priority at Cullman Regional. This is why we are happy to coordinate speakers for presentations to local clubs, church groups and other organizations upon request. Contact the Marketing & Community Outreach department at (256) 737-2600 to schedule a speaker today.

VOLUNTEER PROGRAMS

Cullman Regional offers various opportunities for community members to serve. For more information, call (256) 737-2618.

Volunteer programs include:

- Adult Volunteers
- Hospice Volunteers
- Junior Volunteers

SUPPORT GROUPS

Cullman Regional is proud to partner with local groups to provide education and support to patients and families with various illnesses. Here's a list of programs currently offered in our community:

- Tobacco Treatment
- · Alzheimer's Caregivers Support Group
- Adult Diabetes Support Group

· CPAP A.W.A.K.E. Support Group

Victory Cancer Survivors & Caregivers
 Support Group



OUTPATIENT SERVICES

Ambulance Services - CEMS

(256) 737-2684

- 9-1-1 Emergency transports for Cullman County
- Transports from various facilities for patients that need full transport capabilities

Cardiovascular Services

Outpatient Testing Services

(256) 737-2700

 Provides a full range of diagnostic cardiovascular exams, diagnostic and interventional cardiology, and diagnostic and interventional peripheral vascular radiology

Cardiac & Pulmonary Rehab

(256) 737-2274

 Supervised exercise and therapy program for patients with cardiac or pulmonary disease

Cardiology Clinic

(256) 737-2095

 Appointments with cardiologists and interventional cardiologists

Center for Wound Healing

(256) 737-2980

 Healing treatment including Hyperbaric Oxygen Therapy for various types of non-healing wounds

Diabetes Care Center

(256) 737-2025

 Diabetes and medical nutrition therapy with a Registered Dietitian and Certified Diabetes Counselor

Family Care Clinic

(256) 735-5075

• Offers primary care for adults and children

Gynecology Clinic

(256) 737-2177

 Offers gynecology physician services and primary care for women

Home Care Services

(256) 737-2831

 In-home nursing and rehabilitation for patients who qualify

Hospice Services

(256) 739-5185

In-home, compassionate end-of-life care

Outpatient Imaging Services Cullman Regional Imaging Center

(256) 737-2667

Offering Large Opening MRI, 128-slice
 CT with cardiac imaging

Women's Diagnostic Center

(256) 737-2270

 Offering 3D mammography, bone density scans, breast ultrasound and digital mammogram

Pain Clinic

(256) 737-2235

· Offers procedural pain management

Sleep Disorders Center

(256) 737-2235

- · Care for patients 18 months and older
- Sleep studies to diagnose 1 of 84 types of possible sleep disorders

The Surgery Center of Cullman

(256) 736-2811

 Outpatient surgery center offering highquality, low-cost, efficient care for patients SurgeryCenterofCullman.com

Therapy Services

(256) 737-2271

- Physical therapy, occupational therapy, speech therapy and pool therapy
- Specialized hand therapy, lymphedema therapy and more

Urgent Care Center

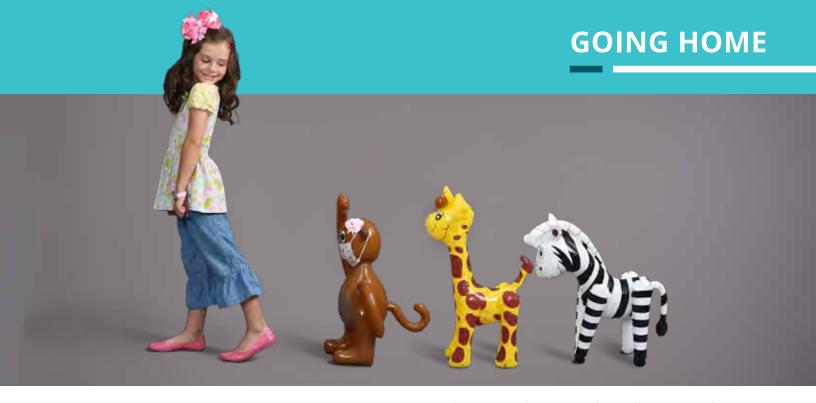
(256) 737-2090

 Offers same-day appointments, walk-ins and online check-in for acute, non-emergent illnesses
 CullmanRegionalCheckin.com

Urology Clinic

(256) 737-2177

 Offers physician services dealing with the function and/or disorders of the urinary system



Important Things to Know Before You Go

We are committed to your care while you are in the hospital and after you are discharged. Make sure to complete the *My Care Transition Plan* with your caregiver before you leave to ensure you are equipped with the tools and information you need to continue your care. All of the information can be written down in the *My Care Transition Plan* section.

Discharge Instructions

Place your discharge instruction sheet with your information regarding this hospital stay in the back of this booklet, next to your *Patient Journal* so that you may refer to or review the information. You may receive a survey request by mail asking about your stay. They may ask you to reference your discharge instructions at that time. If you have any questions, please ask your nurse.

Access Your Health Information through the Cullman Regional Patient Portal

Cullman Regional has created a Patient Portal which allows you or a patient-authorized user to view or download a portion of your inpatient visit records electronically. This access provides you with information including but not limited to, medical conditions, medications taken, allergies, vital signs, lab results, etc. During your stay, we will verify or obtain an email address that you want to use to receive an email invitation on instructions to create your account. Refer to the Reference Section of this booklet for more information and instructions on accessing our Patient Portal. If you have any questions regarding access to the Cullman Regional Patient Portal, visit CullmanRegional.com/me or call the Patient Portal Help Desk at (256) 737-2500, Tuesday-Friday, 9am-3pm.

Obtaining Medical Records

To request a copy of your medical records, please call (256) 737-2502 between 8 a.m. and 4:30 p.m., Monday through Friday. You will be required to complete an Authorization Form for the release of information, in compliance with HIPAA (Health Insurance Portability and Accountability Act). To request a copy while you are in the hospital, Dial 2502 from a Cullman Regional phone and request an Authorization Form for the release of your medical records or ask your nurse for assistance. For more information, visit us online at CullmanRegional.com/patient-care/patient-information.

COMMENTS & CONCERNS

Provide Feedback

We would like to hear your feedback and address any comments or concerns you have. Visit our Patient Advocate Feedback Center online at CullmanRegionalCares.com to let us know how we did during your stay. After you get home, you may receive a patient survey in the mail – please complete this survey to let us know about your experience.

Stay connected

Cullman Regional offers a number of online resources to help you stay connected with local health resources:

- · Facebook.com/CullmanRegionalMedicalCenter
- Twitter.com/CullmanRegional
- YouTube.com/crmchospital1
- Instagram.com/cullmanregional/
- Sign-up for Cullman Regional's Enews at CullmanRegional.com/contact

"Catch a Star" Program

We strive to recognize any team members, including all staff and physicians, for a job well done. If our employees or physicians exceed your expectations, we want to know. Please complete a "Catch a Star" card online at CullmanRegional.com/CAS or at one of the locations around our facility.



PATIENT RIGHTS & RESPONSIBILITIES

Patient Rights

At Cullman Regional, all patients have the right:

- To receive considerate, respectful and compassionate care regardless of your age, gender, race, religion, culture, language, disabilities, socioeconomic status, sexual orientation, or gender identity or expression.
- To receive information in a manner that is understandable and to have access to sign or foreign language interpreter services as needed.
- To be called by your proper name and to be told the names of health care team involved in your care.
- To receive care in a safe environment free from all forms of abuse, neglect or harassment.
- To have a family member or representative of your choice and your own private physician/ dentist notified promptly of your admission to the healthcare facility, if you so choose.
- To be told by your doctor/dentist about your diagnosis and possible prognosis, the benefits and risks of treatment, and expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- To have your pain assessed, reassessed and be involved in decisions about managing your pain.
- To be free from restraints and seclusion in any form that is not medically required.
- To expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. You may ask for a chaperone during any type of examination.
- To access protective and advocacy services.
 In cases of abuse or neglect, the hospital will provide protective and advocacy resources.
- To participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent

- permitted by law, to request another physician or to be moved to another hospital. If you leave against the advice of your doctor/dentist, Cullman Regional may not be responsible for any medical consequences that may occur.
- To agree or refuse to take part in medical research studies. You may withdraw from a study.
- To make an advance directive, appointing someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with the information and help to complete one.
- To be involved in your plan of care from admission to discharge. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge from the hospital or outpatient setting of care, you can expect to receive information about follow up care that you may need.
- To receive financial information as a result of your treatment, care and services received, including financial counseling resources.
- To expect that all communications and records about your care are confidential, unless disclosure is allowed by law. You have the right to see or get a copy of your medical records and have the information explained if needed. You may add information to your medical record by contacting the Medical Records Department. Upon request, you have the right to receive a list to whom your personal health information was disclosed.
- To participate in ethical decisions that arise in the course of your care.
- To voice your concerns about the care you receive. See page 32 on Patient Questions or Concerns.

Patient Responsibilities

Being involved in your own healthcare contributes to your safety and well-being. As a patient, you are encouraged and expected:

- To provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
- To provide the healthcare facility or your doctor/ dentist with a copy of your advance directive if you have one.
- To provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and other matters that pertain to your health, including perceived safety risks.
- To ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor/dentist. You are responsible for outcomes if you do not follow the care, treatment or service plan.

- To actively participate in your pain management plan and to keep your doctors/dentist and nurses informed of the effectiveness of your treatment.
- To please leave valuables at home and only bring necessary items.
- To treat all staff, other patients and visitors
 with courtesy and respect, abide by all Cullman
 Regional rules and safety regulations, and be
 mindful of noise levels, privacy and number of
 visitors.
- To provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- To keep appointments, be on time for appointments or to call your health care provider if you cannot keep your appointments.

PATIENT QUESTIONS OR CONCERNS

Our goal is to provide an exceptional experience during your stay at Cullman Regional. If at any time, you have a question or concern, you may:

- 1. Press the call button to speak to your nurse.
- 2. Ask to speak to the Charge Nurse, Nurse Manager or Unit Director.
- 3. If your needs remain unmet, ask your nurse to or contact the House Supervisor at (256) 737-2736.
- 4. If your needs remain unmet, contact the Cullman Regional Patient Advocate at (256) 737-2591.
- 5. You may also direct correspondence to: Cullman Regional Quality Department | PO Box 1108, Cullman, AL 35056 | CullmanRegional.com email: service@cullmanregional.com
- 6. Patient safety concerns can be reported to The Joint Commission:
 - At 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 the Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Excellence is our goal! All patient concerns will be handled courteously and promptly.

The patient or family member will be advised immediately of subsequent action taken. Patient and family members also have the right to access the following, if your issue remains unresolved:

- a. Send a written letter of your unresolved grievance to: Cullman Regional Administration PO Box 1108 Cullman, AL 35056-1108
- b. Alabama Department of Public Health Complaint Department
 201 Monroe Street, Suite 600 RSA Tower Montgomery, Alabama 36104 Phone: (800) 356-9596
- c. Center for Medicare and Medicaid Services KePRO, The Quality Improvement Org. Rock Run Center, Suite 100 5700 Lombardo Center Drive Seven Hills, OH 44131 Phone: (844) 430-9504

ADVANCE CARE PLANNING

It can be difficult for doctors and loved ones to know what kind of treatment you want if you are unable to tell them. The best way to make sure your wishes are respected is to discuss them with your health care provider and your loved ones while you're healthy and then fill out an Advance Directive form.

EXCELLENCE

Once completed, copies should be given to your health care provider and to those closest to you, so they can help carry out your wishes. We hope you will consider filling one out.

What is an Advance Directive?

An Advance Directive is a way to protect your right to choose or refuse medical treatment. Alabama law allows you, as an adult, to give instructions to your doctors before you become too ill to make your own decisions. Cullman Regional will be happy to provide the necessary forms. Please ask your nurse or contact our Case Management Department by dialing 2399 from a Cullman Regional phone or by dialing (256) 737-2399 from an outside phone. Federal law states that when you are admitted to a hospital, you must be asked if you have or want to complete an Advance Directive, even though you may not have a chronic or terminal illness. The hospital may accept an Advance Directive written in another state if it meets the Alabama requirement.

There are two types of Advance Directive – a living will and a durable power of attorney for health care. You may also appoint a health care proxy in your living will. If you need a living will or organ donation form, they can be provided to you.

Am I Required to Have an Advance Directive?

You do not have to have an Advance Directive. Cullman Regional is committed to preserving life and easing pain and suffering for every patient under our care. We will provide medical and nursing care to prevent pain and suffering and to provide comfort no matter what choice you make about cardiopulmonary resuscitation (CPR) or other treatment.

We will provide medically necessary and appropriate treatment, including CPR, unless a decision not to perform CPR has already been made or you have a living will that states you don't want such treatment. CPR is an attempt to restart your heart or breathing if it stops. Your doctor is responsible for telling you about your health problems and how treatment will or won't help so you can make a choice about CPR and other treatment.

Why Does it Help to Have an Advance Directive?

An Advance Directive helps your doctor know what you would choose in times of:

- Terminal illness where death is expected to occur within six months despite all medical treatment, or where life is impossible unless we use a treatment like a breathing machine, such as a ventilator; or
- Permanent unconsciousness a condition expected to last permanently without improvement, where you are unable to think, feel, move or interact with others, and where you are not aware of yourself or your surroundings.

IS OUR GOAL!

What Kinds of Choices Have to be Made?

New medication, treatments and equipment save many lives but may also prolong lives where there is little chance of recovery. If you were terminally ill or permanently unconscious, consider the following questions:

- Would you want the doctors to do everything they can for as long as they can?
- Do you want the doctors to try to restart your heart and breathing if it stops?

If you haven't put your wishes in an Advance Directive, doctors will talk with your family or proxy to make choices about your treatment if you are too sick to choose for yourself.

Who can Help me Make these Choices?

It's normal to feel anxious and uneasy about making these choices. Choose someone with whom you feel comfortable to discuss the kind of life you want in the event of terminal illness or

permanent unconsciousness. Your doctor, nurse, chaplain or pastor, medical social worker or patient representative is available to assist you. You may want to complete an Advance Directive while you are in good health, so you have time to think about what choices to include in your living will.

What is a Living Will?

A Living Will lets you put into writing which medical treatments you do and do not want at the end of your life. It takes effect only when you are not able to let your doctors know your wishes. It applies when you have a terminal illness from which death is expected within six months and when further treatment will not save your life or when you are in a state of permanent unconsciousness and improvement is not expected. You need to talk to your doctor about your health so you will know what may happen following treatment.

Durable Power of Attorney

A durable power of attorney is a legal document that names your healthcare proxy – someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues such as potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

GLOSSARY OF KEY TERMS

Below are some common terms you may hear while in the hospital:

- **ARTERIAL BLOOD GAS (ABG)** a blood test used to help the healthcare team check how well the patient is breathing.
- **ARTERIAL LINE (A-LINE)** a tube placed in an artery, usually in the leg or arm that continuously measures blood pressure. Blood for labs can also be obtained from the A-line.
- **BAIR HUGGER** a blanket that constantly blows warmed air on the patient.
- of IV placed into a large vein in the neck, chest or leg. It allows fluids/meds/blood products to be given quickly, blood tests/labs to be obtained, and monitoring of the central venous pressure (CVP).
- **CENTRAL VENOUS PRESSURE** a pressure in the heart. This gives the health care team an idea of the patient's fluid status.
- **CERVICAL COLLAR (ASPEN COLLAR)** used for neck and head injuries to prevent spinal cord damage.
- **CHEST TUBE** a tube placed into the chest that removes air or fluid from around the lungs.
- **CONTINUOUS RENAL REPLACEMENT THERAPY (CRRT)** a machine is used to filter the blood as the kidneys would do.
- **DELIRIUM** sudden confusion due to physical illness that is usually only for a short time.
- ENDOTRACHEAL TUBE (ETT) a tube placed in the windpipe (trachea) to maintain the patient's airway and to provide a means for mechanical ventilation. This tube can be in the mouth (OETT) or in the nose (NETT). The patient will not be able to talk, eat or drink when an ETT is in place.
- FLUID WARMER warms IV fluids
- **FOLEY CATHETER** a tube placed to drain urine. **HOSPITAL BEDS** – there are many types, and some are special to prevent skin breakdown, promote wound healing and patient comfort and improve breathing.
- **IV PUMP** a pump that delivers blood/fluid/ medications into the patient at a set rate.
- NPO nothing by mouth
- **ORAL/NASAL GASTRIC TUBES (OGT/NGT)** used to remove fluid and gas from the stomach to

- prevent vomiting. These tubes may also be used for tube feedings and giving medications.
- of oxygen in the patient's blood. In a healthy person, normal O2 Sat is greater than 90%.
- **CULTURES** blood, urine and sputum tests that check for infection.
- **PARALYTICS** drugs that prevent the patient from being able to move.
- **PATIENT CONTROLLED ANALGESIA (PCA OR PAIN PUMP)** a pump that gives pain medicine through an IV either continuously or at the patient's demand
- **PERIPHERAL INTRAVENOUS LINE (PIV OR IV)** a small flexible tube placed in a vein by a nurse, usually in the arm, that allows fluids, medications and blood to be given. There is NO metal needle left in the vein after insertion.
- **PERCUTANEOUS ENDOSCOPIC GASTROSTOMY (PEG)** a feeding tube surgically placed into the stomach
- **PULMONARY ARTERY (PA) CATHETER/SWAN GANZ CATHETER** a tube that sits in the heart and provides the healthcare team with information on how well the heart is working.
- **RESTRAINTS** soft wrist or ankle bands that are used for patient safety.
- **SEDATION** drugs that relieve stress and help the patient relax.
- **SEQUENTIAL COMPRESSION DEVICE (SCD)/ THROMBO-EMBOLIC DETERRENT (TED) HOSE** –
 SCDs and TEDs aid in prevention of blood clots.
- that involves an incision in the neck which creates a direct airway, allowing a patient to breathe without the use of the nose or mouth. A tube is usually passed through that surgical incision into the windpipe (trachea). It is usually used when a patient is expected to require the mechanical ventilator for a long time. It also helps to wean off the ventilator.
- **TUBE FEEDINGS** liquid food given to the patient by a feeding tube.
- **VENTILATOR (VENT)** a machine used to help the patient breathe.

PARKING & CAMPUS MAP

Cullman Regional is proud to provide free parking in a secured area for patients and visitors.

Valet

Free Valet parking is available for all patients and guests, Monday – Friday, 5 a.m. until 5 p.m. at the hospital main entrance. To use, simply pull your car to the hospital main entrance where a valet attendant will assist you with wheelchair and directions to your destination. Our attendant will give you a claim ticket to use to get your car when you have finished visiting our facility.

- Ready to leave? Call our Valet Service, (256) 595-2838, with your ticket number. Our attendants will have your car waiting for you.
- Leaving after 5 p.m.? Call (256) 595-2634 and our security team will get your keys and take you to your car.



Parking

HOSPITAL DIRECTORY

Lower Level

Cafeteria

1st Floor/Ground Floor/ Main Hospital Entrance

Gift Shop

Guest Relations Desk

Cashier

Patient Financial Services

Emergency Department

Cardiovascular Services

Pain Clinic

Endoscopy

Imaging/X-Ray

Cardiology Clinic

Women's Diagnostic Center

Medical Day

Central Registration/Outpatient Registration

2nd Floor

Maternity & Maternity Waiting

Nursery

Discharge Lounge

Surgery & One-Day Surgery

Surgery Waiting Room

3rd Floor

3-East

3-East Waiting

3-West (Pediatrics)

Pediatric Waiting

4th Floor

Critical Care Unit (CCU)

Critical Care Waiting Room

Chapel

4-East

4-East Family Waiting

5th Floor

5-Fast

5-East Waiting

OTHER HOSPITAL SERVICES & LOCATIONS

PROFESSIONAL OFFICE BUILDING 1

Ground Floor:

Subway

Rehab & Therapy Services

Wound Care Center

Outpatient Lab

Pre-admission Testing

Diabetes Care Center

Foundation

Nurse Navigation

2nd Floor:

Medical Records, Suite 260

Patient Advocate, Suite 220

Marketing & Outreach, Suite 220

Administration, Suite 200

Human Resources, Suite 240

Volunteer Services, Suite 240

4th Floor:

Cullman Regional Family Care Clinic, Suite 450

PROFESSIONAL OFFICE BUILDING 2

Ground Floor:

Community Education Center

Col. Cullmann Room

Depot Room

Governor's Room

CPAP Care Center

PROFESSIONAL OFFICE BUILDING 3

Ground Floor:

The Tin Roof Coffee Shop, proudly brewing Starbucks

2nd Floor:

Sleep Disorders Center

Cullman Regional Urology Clinic, Suite 201

Cullman Regional Gynecology Clinic, Suite 201

OFF-CAMPUS LOCATIONS

The Surgery Center of Cullman

CEMS Ambulance Service

Urgent Care Center

Imaging Center

PATIENT PORTAL – ONLINE PATIENT MEDICAL RECORDS ACCESS INFORMATION

Share your email with us to access your medical records through our online Patient Portal! Upon discharge from Cullman Regional, the email address you share with us during registration will receive an email from our electronic health record. This email will provide step-by-step instructions on how to access your personal medical records. If you have not already given an email address to us, you may do so prior to discharge – just notify our staff that you wish to do so.

FREQUENTLY ASKED QUESTIONS ABOUT THE PATIENT PORTAL:

What is the Patient Portal?

The Cullman Regional Patient Portal is an online tool that includes portions of your Electronic Medical Record from inpatient visits at Cullman Regional. Including:

- Test results
- Medications
- · Allergies/Immunizations
- Medical Conditions

How do I access the Patient Portal once I have completed the invitation/account set-up process?

After you have completed the initial setup process, visit CullmanRegional.com/ME to gain access to the Cullman Regional Patient Portal. You will sign in using the user ID and password you created from your email invitation after discharge.

Who should I contact if I have trouble logging in or accessing the Cullman Regional Patient Portal?

If you have trouble logging in or accessing the Cullman Regional Patient Portal, or if you have forgotten your user ID or password, please contact our Patient Portal Help Desk at (256) 737-2500, Tuesday thru Friday 9am until 3pm CST.

May my family/friends access the information found on my portal?

Yes, but only after you have given them permission and the user name and password you created in order for them to access the information.

How do I add/change and email address?

To add/change an email address, please go to our Medical Records department located on the Cullman Regional campus in Professional Office Building I, 2nd floor.

What if I have questions about my medical records?

If you have questions about any information on your medical records, please contact your physician. The Patient Portal Help Desk line cannot answer questions about your medical records.

Will I receive emails after each admission to the hospital?

No. Once the initial email has been sent, you will not be sent an email with each new visit. After each admission to the hospital, a new summary of care document will post to your patient portal. You may access the document any time after you are discharged.

The Cullman Regional Patient Portal will ONLY provide information related to Cullman Regional inpatient services and will not include health information from any other healthcare facilities you may utilize.

PATIENT JOURNAL

Date:

Note to families and caregivers: If you plan to assist the patient with care at home, please make plans to be at their hospital bedside to learn about how to help your loved one. Ask your nurse when this discussion will be scheduled prior to discharge. If there are special care needs (i.e., changing dressings, turning and skin care, use of feeding tubes, giving shots, etc.) you will need time to learn about these needs and practice with the help of the nurses.

Day #:

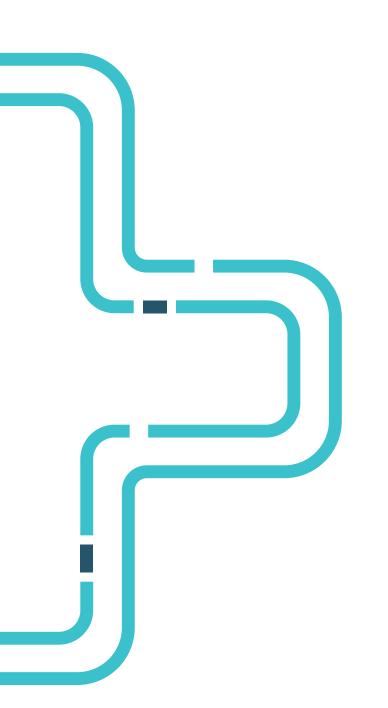
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TEST/PROCEDURE AND RESULTS

Use this space to write down any test or procedure you may have and the results.

NOTES



CULLMAN REGIONAL

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