



CULLMAN REGIONAL

A GUIDE TO YOUR STAY



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. 0 or 256-737-2000

Guest Relations

Ext. 2853 or 256-737-2853

Case Management

Ext. 2399 or 256-737-2399

Medical Records

Ext. 2502 or 256-737-2502

Patient Advocate

Ext. 2591 or 256-737-2591

Shuttle Service

- Monday – Friday
4:30 am - 5 pm: 256-595-2838
- After 5 pm: 256-595-2634

YOUR HOSPITAL INFORMATION	IMPORTANT CONTACTS DURING YOUR STAY
Unit Name & Room Number:	Unit Director:
Direct Room Phone Number:	Physician:
Direct Line to Nurse or Front Desk:	Specialty:
Family Code:	Physician:
	Specialty:
	Nurse Practitioner:
	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, vending machines, chairs, tables and TV
 Food and beverage options – see page 16.



WELCOME

Welcome to Cullman Regional.

This patient guide includes important information about your stay. We want you to feel informed and confident in the care you receive while in the hospital. You are encouraged to review the information and use the Patient Journal section located in the back of this guidebook to note any information you are given and write questions you want to ask your care team.

All Cullman Regional team members have a common goal and that is to provide you with high quality care and a positive experience, but we recognize that being in the hospital can be difficult for you and your family. If you need assistance or have questions during your stay, please let your nurse know.

Your feedback matters greatly to us. If you feel we are missing the mark at any time during your stay, please let us know as soon as possible. There are several ways you can make us aware of your concerns. You can speak with your nurse, request to speak with the nurse director or a house supervisor, or contact the patient advocate at 256-737-2591.

After your stay with us, you may receive a patient survey in the mail from an independent surveyor asking questions about your experience at our hospital. The feedback you provide through the patient survey will be used to help improve our services and elevate the quality of care we provide.

Thank you for trusting us to care for you.



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:

Two American Heart Association Achievement Awards

- Get With The Guidelines – Heart Failure GOLD Plus
Target: Type 2 Diabetes Honor Roll (3rd Consecutive Year)
- Get with the Guidelines - Stroke Gold Plus



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WE TAKE A SURGICAL APPROACH TO ELEVATING THE PATIENT EXPERIENCE

Surgical excellence is more than high quality surgical care. It's the precision of advanced robotic technology in the hands of exceptional surgeons. And it's your trust that we will support you with compassionate care the whole way.

It's also how we are raising the bar for the better.

Start getting better today. Learn more at cullmanregional.com.

BETTER EVERY DAY



**CULLMAN
REGIONAL**

**Surgical
Excellence**



KNOW YOUR CARE TEAM

You'll see members of your care team wearing the colors listed below. Each department wears a specific color of scrubs so you can easily recognize which department they represent.



CPCAs, Tech Scrubs, Escorts

Royal blue



Lab

Light blue



Radiology or Imaging

Wine



Physical/Occupational Therapist

Black with khaki pants



Nurses

Navy



Housekeeping

Green and black



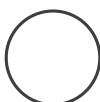
Respiratory

Dark grey



Pharmacy

Teal



Case Managers, Dieticians, Speech Therapists

Business attire with white coat

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).

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.

Pharmacists and Pharmacy Technicians

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.

Registered Dietitian

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

Case Management

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

Pastoral Care

Hospitalization can be emotionally and spiritually challenging for patients, families and guests. Our chaplain team is available 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.

Housekeeping

Our Environmental Services, or housekeeping team, will keep your room clean and tidy during your stay.

Other members of your care team may include technicians or therapists from radiology, respiratory care, rehab and therapy services or hospital lab.

PARTICIPATE IN YOUR CARE

At Cullman Regional, we want to provide you with high quality care and a positive experience. We encourage you to communicate openly and ask questions to better understand your treatment options and to ensure your comfort and safety.

Participate in your care:

- Identify your primary support person during your hospital stay and inform us how you'd like your family and friends to be involved in your care.
- Provide complete and accurate information regarding your medical history, conditions, any allergies, and all medications you are taking (prescription, over-the-counter, vitamins and supplements).
- Inform your care team about any participation in research studies.
- Make your stay more comfortable by bringing personal items like earphones, extra socks, pajamas, a pen and paper, and toiletries.
- Stay informed about who is on your care team.

Their names should be displayed on the whiteboard in your room, and updates should be made as changes occur.

- Listen attentively to explanations about the risks, benefits, and alternatives of procedures.
- Feel empowered to ask questions and seek clarification until you fully understand your treatment options.
- Consent only to the things you fully understand and remember that you have the right to refuse any treatment.
- Engage with your care team in marking the correct surgical site if you are undergoing surgery.





REDEFINING PHYSICIAN CARE FOR THE BETTER

What's your version of better? We believe it includes timely appointments, convenient scheduling and a responsive, friendly care team. There is a reason Cullman Regional Medical Group's award winning primary care providers and leading physician specialists are redefining physician care and that reason is you and your family.

Start getting better today.
Learn more at cullmanregionalmedicalgroup.com.

BETTER EVERY DAY



**CULLMAN
REGIONAL**







**Medical
Group**



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**

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.

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.

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.



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.

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!

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.

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.

DURING YOUR STAY

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.

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.**

For the Deaf

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

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.

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.



WHEN EVERY SECOND COUNTS COUNT ON BETTER

Our expanded and remodeled ER is clean, efficient and convenient. With a team of board certified emergency physicians and experienced ER nurses all focused on a better experience for you, it's no wonder Cullman Regional's ER is consistently recognized for beating state and national benchmarks for quality care.

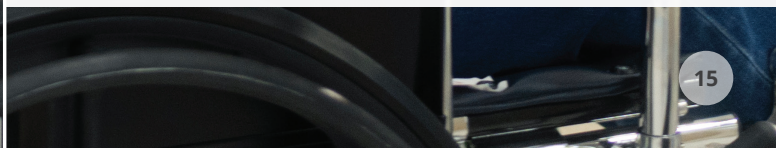
Better every day starts here.
Learn more at cullmanregional.com.

BETTER EVERY DAY



**CULLMAN
REGIONAL**

**Emergency
Department**



FAMILY & FRIENDS

Guest Services

A guest services representative is available at the welcome desk located at the hospital main entrance. They are happy to provide information including directions, patient room numbers, or to help make your stay more comfortable. We can also help with concerns and comments, pastoral care, housekeeping, patient advocacy and maintenance assistance.

After hours you can contact us by:

- Dialing 2853 from any hospital phone
- Contacting the operator by dialing 0
- Calling Guest Services directly at 256-737-2853
- Dialing 256-737-2000 for hospital operators

Shuttle Service

Free shuttle service is available for all patients and guests, Monday - Friday, 4:30 am until 5 pm. Upon arriving at the Main Entrance, request shuttle service at the front desk. You will then be directed to park your car in a designated spot with a shuttle service team member following in the shuttle. Once parked, the shuttle will transport you back to the Main Entrance for convenient access to the facility.

For assistance, call:

- Monday - Friday, 4:30 am - 5 pm
256-595-2838
- After 5 pm:
256-595-2634

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.

Dining for Guests

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

Cullman Regional Cafeteria

Lower Level of the Main Hospital

Open Every Day

- Breakfast 6:30 - 10:30 am
- Lunch: 11 am - 2 pm

The Coffee Shop

Ground floor of the Main Hospital

Proudly serves Starbucks, grab-n-go meals and snacks. Monday-Friday, 6 am - 8 pm

Vending Areas

- Emergency Room Waiting Area
- Critical Care Waiting Area
- Maternity Center Waiting Area
- 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.



YOUR FAMILY'S ROLE

At Cullman Regional, we understand that the support from family and friends is crucial for the wellbeing and speedy recovery of our patients. Here's how you can help:

Designate A Point of Contact

Select one person as the main point of contact for the care team who can also update other family members and friends. This representative may receive a passcode to ensure the patient's privacy and security when given patient information and updates over the phone.

Engage During Medical Visits

Patients and their loved ones are vital members of the care team. You are encouraged to be present during doctor and nurse visits, ask questions, and actively participate in care decisions. We believe that your 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 on the patient's condition and improve patient and staff satisfaction.

Important Points to Consider:

- 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?

VISITATION POLICY & HOURS

General visitation hours are 8 am to 8 pm daily. There are some units that allow visitors after 8 pm. Visitors arriving after 8 pm must use the emergency room entrance.

Exceptions and flexibility in visitation guidelines are considered on a case-by-case basis with the welfare and wishes of the patient above all else.

All visitors are encouraged to utilize the hand sanitizer dispensers available throughout the hospital and at guest elevators to maintain hand hygiene.

Visitors deemed unwell/contagious will be asked to leave or to wear a mask while visiting the patient.

Some patients are prescribed a special diet while in the hospital. Please check with the patient's nurse before bringing food or drink to a patient.

Visitors who are 18 years of age or younger must be accompanied by an adult. In the interest of the health and safety of patients and children, it's best that children under 12 years of age do not visit patients in the hospital.

Visitors may be asked to leave the patient room temporarily so patients can receive care or speak with their care team in private.

Arrangements for overnight visitation must be made in advance with the patient's nurse. In semi-private rooms, the overnight guest must be the same sex as both patients in the room. Both patients must agree to the overnight visitor. Visitors may not use empty beds in semi-private rooms.

Visitation guidelines during a pandemic will be enforced based on current CDC guidelines. Visitors

will not be required to provide proof of vaccination or immunization.

While we want to accommodate patient visitors, Cullman Regional will enforce visitation restrictions to protect patient care, safety and wellbeing if any of the following circumstances are in place.

- Infection control concerns
- Court order or legal restriction
- Disruptive, threatening, or violent behavior
- Privacy concerns
- Request of the patient, family member or physician
- State or national mandated orders or emergencies, threats, or natural or man-made disasters

CRITICAL CARE UNIT (CCU) VISITATION

Patients in the Critical Care Unit are receiving a higher level of care appropriate for their medical condition. This higher level of care requires a different visitation plan than other hospital units.

The critical care is an open unit that allows 2 visitors at the bedside from 9 am - 7 pm. The unit is closed for visitation every day from 7-9 am and 7-9 pm. One person may stay the night with the patient after 9 pm.

Critical Care Unit visiting hours are for immediate family only. No visitors under the age of 12 are allowed.

To ensure patient care comes first, no visitation is allowed when it is medically or therapeutically contraindicated in the patient's care. For example, visitation may be contraindicated for patients with psychiatric or behavioral diagnosis.

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.

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 a **designated contact person** who must be listed on the patient's chart.

The designated contact person may call 256-737-2475 for updates if unable to be at the hospital during regular visiting hours. Please understand that the nurse may not be able to come to the phone immediately but will return calls as soon as possible.

MATERNITY CENTER VISITATION

Cullman Regional recognizes the importance of family-centered care and will always strive to provide patients with the opportunity to share their birth experience with immediate and extended family members. Decisions to limit visitation are for the health and safety of our patients.

Regular Maternity Center visiting hours are from 8 am until 8 pm.

During labor, there is a limit of three visitors at a time. Visitors may alternate at the patient's discretion.

During delivery, two visitors are allowed in the room. No one under the age of 12 is allowed prior to delivery.

After delivery, the newborn's siblings of any age are welcome in the room during visiting hours.

For patients who are not in labor, visitation is based on the patient's condition determined by the care team. At the discretion of the nurse or physician, visitors may be asked to leave the room based on the patient's condition.

Visitors cannot linger outside patient rooms or in hallways. There are two convenient waiting rooms located adjacent to the Maternity Center.

The Maternity Center doors are locked at all times to protect the privacy and safety of our patients. Visitors must enter through the waiting area near the patient elevators.

After 9 pm, incoming phone calls will not be transferred to patient rooms unless it is deemed an emergency.

NURSERY VISITATION

Visitation is limited to parents or significant others who wear intact, matching armbands.

EMERGENCY ROOM VISITATION

Allows two visitors at a time in a patient's room.

SEMI PRIVATE/PRIVATE ROOM VISITATION

Allows for two visitors at a time.

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 consistent with the patient's preferences.

CARING FOR OUR COMMUNITY

LOCAL IS BETTER

Cullman Regional is expanding local quality healthcare services in Cullman and Morgan counties, so residents don't have to travel far for specialized medical services like robotic surgery, bariatric surgery, specialty physician care, and state-of-the-art diagnostic imaging technology. With a focus on adding and improving local healthcare services, we are proud to care for the communities we serve.

CULLMAN REGIONAL MEDICAL GROUP

Cullman Regional Medical Group is a growing network of more than 50 providers employed by Cullman Regional. With clinics located in Cullman and Hartselle, Cullman Regional Medical Group offers award-winning primary care and physician specialists representing more than 20 medical specialties. For a complete list of Cullman Regional Medical Group providers visit CullmanRegionalMedicalGroup.com or scan the QR code.

Hartselle Health Park

Opened in 2021, Hartselle Health Park has become the premier healthcare provider in Hartselle and south Morgan County. Services located at Hartselle Health Park include a diagnostic imaging center, urgent care clinic and two physician clinics offering primary care and specialty care. A freestanding ER is scheduled to open in 2024 and in 2026 an ambulatory surgery center will also open.

WOMEN'S SERVICES

Cullman Regional is expanding obstetric and nursery services with the addition more OB-GYN physicians and neonatology services, which is the medical specialty that treats newborns who are premature (born early) or have medical problems. The hospital also offers a dedicated women's diagnostic imaging center with 3D mammography, and breast health services including breast surgery.

URGENT CARE CENTERS

With locations in Cullman and Hartselle, our Urgent Care Centers are open every day to provide treatment for minor illness and injury.

HYPERBARIC & WOUND CARE CENTER

The Cullman Regional Hyperbaric & Wound Care Center offers the area's only hyperbaric oxygen therapy (HBOT) and provides specialized treatment for chronic or non-healing wounds.

SLEEP CENTER

Cullman Regional Sleep Center is accredited by the American Academy of Sleep Medicine (AASM) and our physicians are board-certified in sleep medicine. Our experienced team offers sleep consultation appointments, diagnostic sleep studies and a comprehensive CPAP Care Center all conveniently located within steps of each other on Cullman Regional campus.



HOSPICE CARE

The hospice program at Cullman Regional was established in 1986 as the community's first hospice program. The patient-centered hospice services are covered 100 percent by Medicare, Medicaid and most other insurance plans.



For a complete list of Cullman Regional Medical Group providers visit CullmanRegionalMedicalGroup.com or scan the QR code.



COMMENTS & FEEDBACK

Provide Feedback

We would like to hear your feedback and address any comments or concerns you have. After you get home, you may receive a patient survey in the mail. Please complete this survey to let us know about your experience.

DAISY Award

The DAISY Award is an international program that rewards and celebrates the extraordinary, compassionate and skillful care provided by nurses every day. Cullman Regional is proud to be a DAISY Award Partner, recognizing our outstanding nurses with this prestigious honor. To nominate a nurse, visit cullmanregional.com/daisy

PHIL Awards

Cullman Regional is proud to partner with the FACES foundation to present the PHIL Award to respiratory therapists for their professional excellence and compassion in the education

and care of patients with pulmonary illness. To learn more about the PHIL award or to nominate an outstanding respiratory therapist visit cullmanregional.com/phil.

Patient Happiness

We want to make sure we're offering the best possible healthcare experiences. This quick 7-question survey is sent out via text message after your visit. We use survey results to better understand what is important to our patients and how we can improve our services.



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

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
- 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
KeyPRO, The Quality Improvement Org.
West Kennedy Boulevard
Suite 900 Tampa Bay, FL 35609

Phone: (888) 317-0751

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 23 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 or 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.

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.

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.

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, 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.

PATIENT JOURNAL

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.

Date:	Day #:
Nurse: Questions for the Nurse:	
Doctors: Questions for the Doctor:	
Plan for the day/goals:	
Notes:	

Date:	Day #:
Nurse: Questions for the Nurse:	
Doctors: Questions for the Doctor:	
Plan for the day/goals:	
Notes:	

Date:	Day #:
Nurse: Questions for the Nurse:	
Doctors: Questions for the Doctor:	
Plan for the day/goals:	
Notes:	

Date:	Day #:
Nurse: Questions for the Nurse:	
Doctors: Questions for the Doctor:	
Plan for the day/goals:	
Notes:	

TEST/PROCEDURE AND RESULTS

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

TEST OR PROCEDURE	RESULTS/COMMENTS

NOTES



RESOURCE GUIDE

There are many local resources available to help you and your family after you go home from the hospital. Scan the QR code for a digital guide with information about these resources and how to access them.



GOING HOME

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 text message or email 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.

Stay informed with patient portal

It is important for you to be informed about your health and the healthcare you receive. One tool that can help you stay informed is Cullman Regional's patient portal which is a secure website where you or someone you authorize to view information about your hospital stay. This can include medical conditions, medications, test results, and provider notes. After your discharge from the hospital, an

email will be sent to the address you provided on admission. This email will include instructions on how to set up your patient portal account and a link to get started.

Obtaining medical records

To request a copy of your medical records, please call 256-737-2502 between 8 am and 4:30 pm, 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.

PARKING & CAMPUS MAP

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



For a complete list of Cullman Regional Medical Group providers visit CullmanRegionalMedicalGroup.com or scan the QR code.



1912 AL HWY 157 | Cullman, AL 35058
256-737-2000 | CullmanRegional.com