Phoebe offers a wide variety of health-related educational videos. We encourage you to watch any/all videos of interest.

To watch an educational health video:

Turn on TV. Use telephone to dial 2-1234. Use telephone to enter your birthday. Example: 03-05-1956 (8 numbers required) You will be instructed to go to a certain channel.

From the television screen, choose the number next to the subject you wish to watch.

- Enter the number on the telephone keypad

From the television screen, choose the number next to the VIDEO you wish to watch.

- Enter the number on the telephone keypad

Press 1 on the keypad to start the video. When video begins, hang up the telephone.

Press 0 on the keypad to return to the main menu.

Please call your nurse if you need assistance!

TV Channel Guide

2 ShopNBC
3 WALB (NBC Albany)
4 WFXL (FOX Albany)
6 WSWG (CBS) Valdosta
7 WSWG (MyNet) Valdosta
8 WABW (PBS Albany)
9 WALB (ABC Albany)
10 WRBL (CBS Columbus)
11 WGST (UND Cordele)
12 WSB (ABC Atlanta)
13 QVC
15 Religious Access
16 Local (Gov. Access)
18 The Weather Channel
19 Educational Access
21 WGN America
23 ION
24 CW
26 Weather/WALB
28 C-span
29 Fox News
30 Lifetime
31 Spike
32 TNT
33 SportsSouth
34 TBS
35 ESPN
36 ESPN2
37 FS South
38 VHI
39 MTV
40 CMT
41 USA
42 HLN
43 ABC Family
44 CNBC
45 MSNBC
46 Discovery
47 TLC
48 Animal Planet
49 Nickelodeon
50 Disney
51 TF1
52 TVEI
53 Arte
54 TV5
55 National Geographic
56 PBS
57 HGTV
58 SyFy
59 FX
60 Bravo
61 AMC
62 Food
63 WE
64 Hallmark
65 TRUTV
66 UNI
67 TV Land
68 History
69 AETV
70 CNN Live
71 LMN
72 Golf Channel
73 Travel
74 WGN
75 Nat Geo Wild
76 Nat Geo Channel
77 Nat Geo Wild
78 Nat Geo Explorer
79 Nat Geo Channel
80 Nat Geo Wild
81 Nat Geo Channel
82 Phoebe
83 CARE Channel
84 Educational videos
We are pleased that you and your physician have selected our hospital to provide your medical care.

Phoebe has been committed to delivering quality healthcare since 1911.

Our Mission
To deliver superior healthcare services that improve the health and wellness of the people and communities we serve.

Our Vision
To be the leading healthcare provider of choice, delivering uncompromising quality through innovation, education and community service.

Our Values
Phoebe pursues its mission through a patient-centered environment of care reflecting high standards and promoting a balance of professional preparation and service, continuous improvement and based on core values where:

- **PEOPLE** come first, are treated with dignity and respect, and diversity of culture and thought is respected.
- **RELATIONSHIPS** are built on honesty and integrity.
- **REPUTATION** is built on trust and pride.
- **EXCELLENCE** is achieved through teamwork, leadership, creativity and a strong work ethic.
- **EFFICIENCY** is achieved through wise use of human and financial resources.
- **COMMITMENT** is our guiding inspiration.
Notes / Questions to ask my Care Team...
Thank you for choosing Phoebe Putney Memorial Hospital for your healthcare needs. For more than a century our hospital has been serving the needs of our friends and neighbors in Southwest Georgia and beyond. It is my pleasure to welcome you and present you with this Guide to Patient Services.

Our focus is on caring at Phoebe. This guide highlights some of the special services we offer you and your visitors. It is our goal to make your visit as comfortable and convenient as possible. Answers to many of the questions that you or your family may have will be right here whenever you need them.

Your Phoebe healthcare team is proud to provide you with world-class medicine and an outstanding patient-care experience.

Sincerely,

Joel Wernick
President/CEO

Phoebe is proud to be a member of the
American Hospital Association,
Voluntary Hospital Association,
Georgia Hospital Association, and
Georgia Alliance of Community Hospitals.
Grateful Giving is a meaningful way to express your appreciation for exceptional, quality care and service.

Make a donation in honor of a Phoebe Putney Memorial Hospital physician, nurse, or staff member who made a difference during your visit and share a brief note of thanks. A note will be delivered to recognize your caregiver with an ‘Exceptional Care’ pin that will be worn to commemorate your generosity.

Enclosed is my gift to support:

- Cancer Services
- Surgery Services
- Heart Services
- Greatest Need
- Orthopedic Services
- Children’s Services
- Other

Please check here if we may use your written comments for public recognition of our physicians and staff.

Please share your story . . .

Thank you for making a difference!

In appreciation of:

Employee name

Department

Signature

Your Room

Your room assignment is based upon your admitting diagnosis and bed availability on the day of your admission. Every effort will be made to accommodate requests for a private room. However, a private room may not be available.

Your Room Temperature

Your room temperature may be adjusted for your comfort. Please notify the nursing staff if you need assistance.

We’re Tobacco Free

Smoking poses a significant risk to the health of both the smoker and the non-smoker. Smoking by employees, medical staff, patients and visitors is prohibited on all the hospital grounds, including the parking lots. This tobacco-free policy includes all tobacco products. If you are a patient who smokes, ask your physician if you can have a nicotine replacement in order to be more comfortable.

Your Bed

Your hospital bed is electrically operated. The nursing staff will teach you how to operate your bed properly. Your hospital bed may be higher and narrower than your bed at home; therefore, the bedside rails are for your protection. They may be raised at night or during the day if necessary.

Calling for Assistance

If you need assistance, press the call button at your bedside. The button alerts the nursing station that you need assistance and a staff member will respond. Your care team makes rounds throughout the night to check on you, but may not wake you.

Television

Televsions are provided in each room. Please be considerate of other patients by keeping the volume at a reasonable level during viewing hours and turning off your TV at bedtime. Channel 83 provides soothing instrumental music along with peaceful scenery for your rest and relaxation. A complete TV Guide Listing is provided on the back cover.

Telephones

- To place a local call from your room phone, dial “9” followed by the phone number.
- To place a long distance call, please use your cell phone or calling card. Should you need further assistance, dial “0” for the hospital operator.
- The switchboard will transfer calls to your room only between 7 a.m. and 9 p.m.
- Family and friends may dial your direct line, by dialing “312-3” followed by your room number, except for the following:
  - If you are in the “B” bed of a semi-private room (by the window), the caller must dial “50” to the room number. For example, when calling room 826B, dial 312-3876.
  - If you are on the 9th floor, the caller must dial “312-9” followed by your room number.
- For critical care patients, please call the nursing station directly.
- If you wish to have calls held, please ask your care provider or dial “0” for the operator to make that request.

Laptop Computers

- The use of a laptop computer is available for patients in 2-hour increments, Mon.-Fri., 9 a.m. - 3 p.m.
- To arrange use of a laptop computer, contact Guest Services at 312-1321.
Food and Nutrition

Your Diet
A proper diet is a vital part of your healing and treatment plan. Your doctor will order a diet to meet your specific needs, taking into consideration your medications and reason for admission. Due to the potential for food and drug interactions, families and visitors are strongly discouraged from bringing you food prepared outside the hospital. We encourage you to call 229-312-1113 if we are not meeting your expectations, or if you would like to request more information about your nutritional needs. Educational materials on your specific dietary needs are available.

Cafeteria
In Room Guest Meal Voucher
For the convenience of those who do not want to leave their loved one’s side – even to eat – we offer in-room guest meal services. Vouchers are available for purchase from the Gift Shop and the Garden Terrace Cafeteria cashiers. Vouchers are non-refundable, but do not expire. The prices are $3.50 for breakfast and $5.00 for lunch and dinner, including sales tax. Prices are subject to change.

To order your meal, present the voucher to the Food Service associate who is assisting your patient with menu selections. The Food Service associate will advise what your choices are from our daily “In-Room Menu,” which includes one entree, vegetable, starch, beverage, and side. Special diet restrictions, such as low sodium or diabetic, should be communicated at the time you place your order. In-Room Guest Meals will be served with your patient’s meal.

To purchase In-Room Guest Meal Vouchers, visit the Gift Shop or Cafeteria or call the Gift Shop at 312-4320 to see if a volunteer is available to deliver them to you. The Gift Shop accepts cash or major credit cards.

Located on the first floor, the Cafeteria is open daily and offers a variety of menu options. Please call 229-312-1100 for the menu of the day.

Garden Terrace Cafeteria Hours
6:30 – 10 a.m., Every Day Breakfast
12:30 – 3:30 p.m., Every Day Lunch
4:30 – 9 p.m., Every Day Dinner
10 p.m. – Midnight, Every Day Late Night Dinner

The Tower Bistro is located on the second floor of Medical Tower II at the SkyBridge. The hours are 7 a.m. to 1:30 p.m.

The Bistro offers a variety of fresh, conveniently packaged food items for breakfast, lunch, and snacks.

Vending
Drink and snack vending machines are located just outside the Cafeteria and the Emergency Center/Birthing Center Lobby.

Starbucks
Starbucks, located on the first floor in the main lobby, offers coffee and non-coffee beverages and an assortment of pastries.

Starbucks is open daily:
Mon. - Sat. 6:30 a.m. – 9 p.m.
Sun. 9 a.m. – 9 p.m.

planning, and all other aspects of patient care.

Advance Directives
Through Advance Directives, such as the Georgia Advance Directive for Health Care, you can make legally valid decisions about future medical treatment. Advance Directives state an adult patient’s choices about medical treatment. An Advance Directive can also name someone to make choices about medical treatment for you if you become unable to make those decisions for yourself. For more information on Advance Directives, contact Spiritual Care at 229-312-4670, Golden Key at 229-312-2418, Patient Registration at 229-312-4767, or Care Management at 229-312-2435. You may also find more information at www.aging.dhr.georgia.gov (click on “Get Advance Directives”).

Phoebe has an Ethics Committee you may consult should you have difficult ethical decisions to make about your care or the care of a loved one, such as the use of life-sustaining procedures or other health-related issues. Each unit has a charge nurse who supervises the shift. Please contact the charge nurse to request appropriate assistance for an ethics consult.

Personal Information & Privacy
Any personal information about your diagnosis and treatment must come from your healthcare team. This information is only available to those you choose to receive it. If you have concerns about your privacy, you may file a complaint with the hospital by mailing complaint information to: Privacy Officer, Phoebe Putney Health System, at 910 North Jefferson, Suite C, Albany, GA 31701 or by contacting our Compliance Department by telephone at 229-312-6735. You may also contact the Department of Health and Human Services – Office for Civil Rights (OCR) 200 Independence Ave., S.E., Washington, D.C. 20201, or call 1-877-696-6775.

If you have a complaint, concern, or suggestion (this includes your care and/or safety), we encourage you to contact your caregiver, any supervisor or a patient representative. The patient representative may be contacted by calling 229-312-1521 or dial “0” and ask the operator to contact a patient representative for you. For further information, please see the Patients’ Rights and Responsibilities section on page 10.

Satisfaction Survey
Patient Satisfaction Survey
After you have been a patient at Phoebe, you may be randomly selected to receive a survey in the mail from Press Ganey. Press Ganey is a national program that allows us to chart our progress in achieving satisfaction among our patients.

If you get a survey, you will be asked to grade our performance in a number of areas. You are to return the survey directly to Press Ganey, not to us. We appreciate your input on this survey which provides us specific information for ways we can improve our services.
Responsibility for Coordinating Your Care and the Names and Professional Relationships of Other Healthcare Workers Who Care for You.

- Receive information in a language that you can understand. As needed, sign language and interpreter services, Language Line Rovers and over-the-phone interpretation, will be provided at no cost.
- A full explanation of benefits, risks, and alternatives when asked to be part of a medical care research or donor program. No research or donor program will be carried out without your informed consent or that of your representative. You or your representative may at any time, refuse to continue in any such program to which you earlier gave informed consent.
- Look at and receive a detailed copy of your bill. If needed, you will be given full information and counseling to help find financial help for your care.
- When medically appropriate, you may be transferred to another facility upon your consent or the consent of your representative. You or your representative has the right to be informed of the reason for the transfer and the risks and benefits associated with the transfer. You may also be transferred at your request upon consultation with your physician. Before any transfer occurs, the facility to which you are being transferred must agree to receive you.
- File a complaint with state authority or the full explanation of benefits, risks and information or instructions.
- When medically appropriate, you may be transferred to another facility upon your consent or the consent of your representative. You or your representative has the right to be informed of the reason for the transfer and the risks and benefits associated with the transfer. You may also be transferred at your request upon consultation with your physician. Before any transfer occurs, the facility to which you are being transferred must agree to receive you.
- File a complaint with state authority or the accrediting body. If you have any concerns about the care you have received, you may contact The Georgia Department of Human Resources Health Care Facility Regulation, 2 Peachtree Street NW, Suite 31, Atlanta, GA 30308 or at 404-657-5728. Toll free at 800-878-6442, or The Joint Commission, Office of Quality Monitoring, One Renaissance Blvd., Oakbrook Terrace, IL 60181, or toll free at 800-994-6610, or The Georgia Medical Care Foundation, 1455 Lincoln Parkway East, Suite 800, Atlanta, GA 30346 or at 404-982-0411.

Patients are Responsible for:

- Following hospital rules and regulations regarding patient care and conduct.
- Being considerate of the rights of others, including the control of noise and the number of visitors.
- Providing accurate and complete healthcare information.
- Asking questions when you do not understand information or instructions.
- Following the treatment plan that has been developed for the individual needs or limitations recommended by the doctor or staff except to the extent you decline or refuse any suggested treatment.
- Taking responsibility for your actions if you refuse treatment or do not comply with the plan of treatment.
- Reporting pain and the results of pain management.
- Providing us information about your insurance and working with the hospital if you need help to pay your bill.
- Sharing your concerns with hospital personnel if treatment or care seems unsafe or improper.

Neonate, Child and Adolescent

If the patient is a neonate, child or adolescent (under 18 years of age and not legally emancipated), the parents or legal guardians shall assume all of the above rights and responsibilities on behalf of the patient.

Nondiscrimination Policy

Phoebe Putney Memorial Hospital does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

Patients will be treated and/or admitted and assigned to rooms without regard to race, color, religion, ancestry, sexual orientation, national origin, or disability.

Patients will not be asked if they desire or are willing to share a room with a patient of another denomination or race, thereby the transfer of a patient to another room shall not be interpreted as discrimination.

Employees, volunteers and medical staff will be assigned to patients regardless of race, color, religion, ancestry, sexual orientation, national origin, or disability.

All patients shall receive the same level of care based on their diagnosis, treatment needs, care

Safety and Security

Creating a safe and secure environment for you is our highest priority during your stay.

General Safety

Our staff will take the following actions:

- involve you in decisions about your care
- gather accurate data about your history and current health problems
- ask that you state your name and date of birth before we provide any care, treatment or services
- ensure you clearly understand what we are doing

We ask that you take the following actions:

- ask a family member or friend to learn about your care needs, as well as your care wishes
- always check with your nurse before leaving your room/unit

Medication Safety

Our staff will take the following actions:

- ask that you state your name and date of birth whenever care, such as medications, x-rays, specimen collections, surgical procedures, etc. are performed
- scan your arm band prior to medication administration
- ensure you understand medications and allow time for you to ask questions
- review your home medications on admission and prior to leaving the hospital

We ask that you take the following actions:

- provide staff with a complete and current home medications list
- provide staff with a complete list of your allergies, particularly medications, foods, and latex
- notify staff if you anticipate difficulty purchasing your medications

Infection Prevention

“Hand hygiene is the single most effective means of preventing the spread of infection.”

We ask that you take the following actions:

- wash their hands with soap and water or use alcohol gel prior to caring for you
- wear gloves when touching blood, body fluids, or mucous membranes
- wash hands before eating and after using the restroom

Falls

Our staff will take the following actions:

- assess all patients for fall risk during each shift
- identify at-risk patients with a yellow-colored armband and door marker
- provide non-skid footwear
- ensure call button is within reach
- provide frequent rounding to assess patient needs

We ask that you take the following actions:

- use your call button; staff will gladly assist you
- use your call button and wait for assistance if you need help while in the bathroom
- watch for cords when you get out of bed
- keep personal items within reach
- notify the nurse immediately if a spill occurs
- wear non-skid footwear
Patient Rights & Responsibilities

- **Consulting Physicians**
- **Emergency Physicians**
- **Pathology, Radiology & Anesthesiology services**

Q: Questions about these fees should be referred to the healthcare professional or the organization providing the service.

Resources to Help You With Your Bill

If you do not have health insurance or worry that you may not be able to pay in full for your care, we can help. Phoebe Putney Memorial Hospital provides financial aid to patients based on their income, assets, and needs. In addition, we may be able to help you get free or low-cost health insurance or work with you to arrange a manageable payment plan. For more information, please contact our Phoebe Cares office at 229-312-4220 or 888-514-0015 (toll-free).

Patient Safety is Everyone's Responsibility

Express a concern • Report a hazard • Make a suggestion
Call our Patient Safety Hotline

DIAL (229) 312-SAFE
229-312-7233

**Safety Concerns**

Our goal is to ensure the highest level of care is being delivered at every interaction, every day. If you or a family member or friend has a safety concern or suggestion, the Patient Safety Hotline is a confidential way of reporting these concerns. We welcome your input. To speak with someone in Patient Safety, leave your number and a return call will be made, usually within 24 hours.

**Services and Comforts**

**Security Department**

If for any reason you need security assistance, please dial 2-2500 from your hospital phone. From outside the hospital, please call 229-312-2500.

**Parking**

Free parking with 24-hour security is available in front of the main entrance. Additional parking may be found in our Car Park located on Second Avenue near the Medical Tower. The Car Park hours are Monday through Friday 5:30 am to 9:30 pm. A volunteer-driven shuttle may be available to take you from the parking lot to the hospital entrances.

Valet parking is available at the hospital main entrances from 6 a.m. to 5:30 p.m. for anyone meeting one of the following guidelines:

- **Patients**
- **Handicapped Visitors**
- **Senior Citizens 65 years and older**
- **Golden Key members**
- **Volunteers**

**Volunteer Services**

Phoebe volunteers donate thousands of hours each year to the hospital. If you would like to become a volunteer or know of someone who would, call Volunteer Services at 229-312-4336.

**Valuables**

Because we cannot be responsible for personal items left in your room, we urge you to leave valuables, such as money, medications, credit cards, wallets, purses, cell phones/chargers and jewelry, at home or with a family member. If you are unable to make arrangements, the hospital security department can deposit small items in their safe until you are discharged. Please contact the nursing staff for assistance. Unclaimed valuables are turned in to the Security Department.

**Patient eyeglasses, dentures and hearing aids should be secured in a drawer to eliminate the risk of being discarded by accident.**

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Going Home

Discharge
We trust your stay at Phoebe has been pleasant; yet, we know you are eager to go home. Your doctor will notify you and the nursing staff when you are approved to leave. You may need to make arrangements with a family member or friend to help you.

Important things to remember:
- Once the physician writes the orders, our goal is to dismiss you in a timely manner. This process may take several hours while we make arrangements for your follow-up care and provide appropriate education to you and your family.
- If you are unable to arrange immediate transportation at the time of your discharge, you may be asked to wait at a special discharge unit on the first floor. Our nursing staff will continue to give you very good care until your transportation arrives.

Requesting Patient Records
Patients or anyone legally authorized to do so may request medical records by visiting our Health Information Management (or Medical Records) department and completing an authorization form. A photo I.D. is required of the patient (and the person picking up records if not the same). You may also call us at 229-312-6018 and we will mail an authorization form to you. All records must be complete before they can be released.

Restricted records require physician permission for release before we can release them. There is a charge for restricted records.

Other Resources

Personal Emergency Response System
Today, much of the aging population lives independently, often far from family support. Companion Call Light is an easy-to-use electronic device designed to signal a friend, relative, or emergency service when help is needed. For not much more than $1 per day, you and your loved ones can have peace of mind by knowing someone is available to monitor unpredictable emergencies. To learn more about the Companion Call Light personal emergency response system, please contact Volunteer Services at 229-312-4336.

Billing and Insurance

Your Hospital Bill
Our Phoebe Care Representative will work with you during your stay to answer any questions or concerns regarding payment for your stay. Phoebe accepts most insurance policies. Our team of professionals will work with you and your insurance company once your insurance is verified and assist you in collecting payment from your insurance carrier for your hospitalization. As a service to you, we will bill your insurance company. However, your insurance policy is a contract between you and your insurance company. If payment is not received from your insurance company, you will receive a statement of your accounts requiring you to follow up with them for payment on your balance.

Since your personal balance will not be known until after you are discharged, an estimate of the self pay portion will be made and you will be requested to pay the balance in full or make a deposit. We appreciate your prompt payment and accept cash, personal checks, travelers checks, Visa, MasterCard, American Express and Discover.

In addition, our Phoebe Care Representatives are trained to assist you in identifying other potential payment sources such as local and national governmental programs, Phoebe Putney Memorial Hospital’s charity care program, or other sources of financial coverage.

Once you leave the hospital and your insurance processes your claim, you will receive a statement showing any remaining balance that is your personal responsibility. You may either pay the balance in full or contact the business office at 229-312-4256 to make suitable payment arrangements. If there is an overpayment on your account, a refund will be made to the appropriate party, unless applied to unpaid accounts for which you or the guarantor is responsible.

What’s on the Bill?
Your hospital billing statement will cover a range of services. If you have questions, please call our business office at 229-312-4256 between 8 a.m. and 5 p.m. Monday through Friday, or call the number listed on your statement.

What’s NOT on the Bill?
You will receive separate bills for certain professional services received while you were in the hospital. These could include:
- Your doctor’s professional services
- Ambulance services

In-Hospital Lodging

Hospitels is our in-hospital lodging designated for loved ones of intensive care patients. These private rooms are equipped for sleeping and bathing at a cost of $25 per night. If space is available, consideration may be given to families of patients who are not in the intensive care units. For information, call Guest Relations at 229-312-1321 Monday through Friday, 8 a.m. – 4:30 p.m., or contact your nurse after hours and on weekends.

Internet Access

Two computer workstations are located in the Surgical Family Waiting Area for the convenience of our guests. Access to the Internet is provided from these computers so guests can browse, check email, and other resources while waiting or visiting in the hospital. Phoebe offers wireless Internet access in the hospital at no cost. The system is available to those with a portable computer or other handheld device with wireless capability and a compatible browser. When you first connect, you will notice a login page with “Terms and Conditions” for the Phoebe Guest Web Access. To connect, simply type in “Guest” as the username and password to be automatically granted access.

Patient E-mail

We are pleased to offer you the ability to receive well wishes through e-mail during your stay. Well wishes may be sent e-mail to go to our guest relations department and the on-call nurse for delivery.

Caring Bridge

Personalized Web site
Phoebe offers CaringBridge, a free, secure, easy-to-use Internet service developed to keep friends and family informed during important life events. By visiting www.phoebeputney.com and clicking on the CaringBridge logo, patients and their families can easily create a CaringBridge Web site and sign in to post condition updates or receive notes of encouragement and support from their circle of family and friends. The service allows the family to easily update everyone and still focus their energies on the loved one who requires medical treatment.
Your Medical Care Team

The Medical Staff
Your physician or physicians have medical privileges here at Phoebe. They may practice privately or be employed by Phoebe. Some physicians also employ other physicians called hospitalists who are dedicated hospital-only physicians available around the clock to provide immediate care and communicate with nurses about your care.

The Nursing Staff
Twenty-four hour nursing care is provided by a team of Registered Nurses, Licensed Practical Nurses, and Certified Nursing Assistants. Please feel free to contact the nursing staff, Charge Nurse, or Unit Manager/Director for any questions or concerns.

Our nursing staff can be easily identified by uniform colors. Nurses wear either all white or a white top with green pants. Nursing assistants wear an all-khaki uniform.

Each nursing unit has a charge nurse who supervises patient care. If a caregiver notices a decline in the patient’s condition or has concerns, notify the charge nurse who will summon the appropriate help.

Chaplains
Spiritual care is an important part of your healing. Chaplains are available 24 hours a day to assist you. To request a Chaplain on weekdays between 8 a.m. and 4:30 p.m., please dial 2-4670 from your hospital phone. From any other hospital phone, dial “0” for the hospital operator, or outside the hospital, dial 229-312-1321.

Housekeeping
Your room is cleaned on a daily basis by a member of the Environmental Services Team. If you have housekeeping needs, please dial 2-0070 from your hospital phone.

Dietitians
The hospital has registered dietitians and catering associates in the Food and Nutrition Department. The dietitians are available to meet your nutritional needs during your stay. The catering associates will review your menu with you daily and briefly explain your current diet. If you have any questions about your meal or diet, dial 2-1113 from your hospital phone or ask your nurse.

Interpreters
The hospital has access to the Language Line 24 hours a day, 7 days a week to assist with communication with non-English speaking patients and hearing-impaired patients. This service offers access to interpretation in 140 different languages. Please notify your nurse if you or your family needs these services. The Language Line Rover equipment has a screen showing American Sign Language (ASL) or Mexican Sign Language (MSL).

There is no charge for this service.

Patient Representatives
Patient Representatives are available seven days a week from 7:30 a.m. – 4:30 p.m. to help you with any concerns you may have with hospital services and your non-medical needs. To make your stay as pleasant as possible, patient representatives can assist you with:

- compliments, questions, or concerns
- an interpreter; a notary
- comfort during a difficult situation
- information about the hospital
- information about in-hospital lodging (Hospital see page 9)

To contact the patient representative, dial 2-1321 from your hospital phone. From outside the hospital, dial 229-312-1321.

Care Management
Care Managers or Social Workers are available at no charge to help you and your family with problems that arise due to hospital stays. They can assist with:

- making arrangements for care after you leave the hospital (i.e.: home health care, home medical treatment or equipment, nursing home placement, referral to rehabilitation facilities, and application for community assistance programs)
- referrals to resources for assistance with financial problems, counseling, and support groups
- community support services
- information about Advance Directives (i.e. Living Will and Durable Power of Attorney for Healthcare)

Referrals to Care Management are made by you, your family, the hospital staff, or by your physician. If you need any of these services or have questions about other services, please call the department at 229-312-2435 or ask the nursing staff to contact that department for you.

Visitors and Guests

Visiting Hours
We know that being in the hospital can be a stressful experience. We also know that it can be comforting to have family and loved ones with you during this time. As a patient, you have the right to receive visitors should you wish to do so. Subject to your consent, you may receive visitors including, but not limited to:

- Your spouse
- Children 12 or older
- A domestic partner – including a same sex partner
- Another family member or friend

It is our policy not to restrict, limit, or otherwise deny visitation privileges consistent with patient preferences.

There may be times when it is necessary to restrict access to visitors in order to safely provide for your medical needs, or to protect you from others. Such times may include, but not necessarily be limited to, the following:

- Providing medical and personal care and treatment
- Protecting you and your visitors from infection
- If a visitor becomes disruptive, threatening or otherwise negatively impacts the care environment
- At your request

Regular visiting hours are from 9 a.m. – 9 p.m. daily. Visiting hours are subject to change under some circumstances and may vary in specialty areas. For the protection of our patients, access to the hospital is limited at night. All entrances are secured from 9 p.m. – 5:30 a.m. If visitation is required during this time, please contact the Security Department at 229-312-2500.

Phoebe Centennial Museum
Established in celebration of Phoebe’s 100th anniversary, the Centennial Museum is a destination for patients and families who are spending time here receiving care. An extensive collection of Phoebe artifacts transport the viewer through a century of medical advancements. This testament to Phoebe’s leadership in the health of this region reflects a legacy of bringing the finest medical talent and technology to the citizens of Southwest Georgia. The museum is located on the second floor of Medical Tower I.

General Guidelines
We are a smoke-free campus. Visitors and guests must comply with this policy.

Visitors must dress appropriately and must wear shirts and shoes.

Visits should be short and visitors should maintain a quiet environment. To protect our patients and staff, persons with infectious diseases, such as colds, flu, and fever, should NOT visit.

Visitors may be asked to leave the room during baths, tests, or treatments or when the doctor or nurse needs to see the patient.