



# Patient Guide

## Key Information for Your Stay



1400 East Union Street • Greenville, MS 38703  
662.378.3783  
[www.deltahealthsystem.org](http://www.deltahealthsystem.org)

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## Department Extensions

Administration .....	662-725-2169
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Case Management .....	662-725-7600
Dietary .....	662-725-2133
Housekeeping.....	662-725-2263
Information Desk.....	662-725-2297



# Patient & Visitor Guide

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## Visiting Hours Hospital Wide

Delta Health System-The Medical Center continues to move forward providing full-service care for our community. The policy is subject to change to maintain a safe and healthy environment..

- Two visitors at a time will be permitted with the patient during scheduled visiting hours.
- All visitors under the age of 12 must be accompanied by an adult. Overnight visitors must be age 18 or older.
- Visitor times:
  - \*\* Telemetry/Med/Surg – 10:00 am – 8:30 pm
  - \*\* ICU – 10:00 -10:30 am, 2:00 – 2:30 pm, 8:00 – 8:30 pm
    - No visitors under the age of 12 are allowed without the approval of nursing supervisor.
  - \*\* Strides – following completion of therapy at discretion of charge nurse.
  - \*\* Emergency Room - One visitor will be permitted with adult patient; two visitors per pediatric patient.
  - \*\* Nursery – only parents or legal guardian allowed for visitation.
  - \*\* Maternal Child Center:
    - At the discretion of the physician: One person will be allowed in OR for C-section.
    - Two daytime and one overnight visitor of choice allowed; must check in and out with charge nurse if it is necessary to leave hospital for work; childcare, etc.
    - Only siblings under the age of 12 are allowed to visit but must be accompanied by an adult.
  - \*\* ACU and GI Lab – One visitor will be allowed with adult patients, two with pediatric patients.
- Special consideration may be given for end-of-life or other special situations with the approval of nursing supervisor.
- Visitors should not enter if they have a fever or other symptoms of illness. Masks may be worn at a visitor's discretion.

**Smoking and Tobacco:** Delta Health System is a smoke-free campus.

**Telephone Service:** You may dial any department within the hospital by simply dialing the department's four-digit extension. You may dial our operator by dialing "0" for additional assistance. Your friends and family members may dial your room from outside of the facility direct by calling (662) 725-2 + the room number; or if you are a patient in our Strides Physical Rehabilitation Center, they may dial (662) 725-1 + the room number.

**Wireless Internet Access:** A secure wireless internet access is available free of charge throughout the hospital for your convenience. Go to the Wi-Fi connection and choose public.

**Complaints and Compliments:** The Medical Center wants to ensure that you receive the best care during your stay. If you have any unanswered questions or comments about your care while at The Medical Center, please do not hesitate to contact the nurse manager on your floor.

If you have had exceptional service, we encourage you to share with our leadership. Our goal is to reward employees for going the extra mile for you. If you still need additional assistance, please contact the Nursing Supervisor 662-725-2300.

## Our Commitment To Your Care

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### During Your Stay

Please speak with your nurse if you have any questions or concerns about your care. If your issue still is not resolved, then contact the Nursing Supervisor at 662-725-2300. You also have the right to file your complaint with either:

Mississippi State Department of Health

570 East Woodrow Wilson Drive, Jackson, MS 39216

1-800-227-7308

KEPRO Quality Improvement Organization: 1-800-430-9504

## **Making a Difficult Healthcare Decision?**

Sometimes a healthcare choice can involve an ethical concern, such as a wish to refuse life-saving treatment or a disagreement over advance directives. Our Ethics Committee can help your team of support people make difficult decisions. For help, contact Social Services, 662-725-2321.

## **After Your Stay**

Once you leave our care, we will continue to see your feedback through the Professional Research Consultants, Inc. (PRC) telephone survey. The PRC survey is a tool to measure and report patient satisfaction. It is made up of simple questions on key care topics such as:

- ✓ Doctor and nurse communication
- ✓ Medicine and discharge information
- ✓ Care transition and staff responsiveness
- ✓ Overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to answer the questions. The results will help us know what we're doing right and where we can improve.

## **Want to Know How We Score?**

You can review and compare the quality, care and safety ratings for different hospitals at:

✓ Medicare Hospital Compare which uses HCAHPS results and other data: [www.medicare.gov/hospitalcompare/search.html](http://www.medicare.gov/hospitalcompare/search.html)

You also can find information on hospitals through this accrediting organization:

- ✓ Healthcare Facilities Accreditation Program (HFAP):  
[www.hfap.org](http://www.hfap.org)

# Patient Rights & Responsibilities

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## Patients at The Medical Center have the following rights:

1. To expect considerate care which respects his/her cultural, psychosocial, and spiritual values.

2. To formulate an advance directive and to refuse any treatment to the extent permitted by law, and to be informed of the medical consequences of such refusal.

3. To every consideration of privacy concerning his/her medical care and treatment program, and the right to expect that all communications pertaining to such medical care and treatment program will remain confidential.

4. To examine and receive an explanation of the hospital bill.

5. To be made aware of his/her rights and responsibilities.

6. To complain to The Medical Center staff directly or through the Values Line at 800-273-8452 without fear of reprisal.

7. To receive information necessary to enable him/her to make informed treatment decisions in a language or manner he/she can understand and to be informed of the outcomes of care, including unanticipated outcomes.

8. To expect reasonable safety regarding hospital practices and environment.

9. To pain assessment and management.

10. To available and medically necessary care and treatment regardless of medical condition, race, age, gender, disability, national origin, religion, sexual orientation or ability to pay.

11. To appropriate education to enhance knowledge of his/her illness and treatment needs, and to learn skills and behaviors which will promote recovery and improve function.

12. To participate in the consideration of any ethical issues which may arise.

13. To receive information of any human experimentation or other research/education projects affecting his/her care or treatment.

14. To access protective services via The Medical Center social workers in the event that guardianship, conservatorship, or other special services are needed.

## Patient Responsibilities

### Every patient has the responsibility:

1. To provide, to the greatest extent possible, accurate and complete information about present complaints, medications, and any other matters concerning his/her present state of health.
2. To observe hospital rules and regulations affecting patient care and comfort and for seeing that family members and other visitors observe these same rules and regulations.
3. To give consideration to the rights of other patients and hospital personnel, assisting with noise control, no smoking regulations, and the number of visitors allowed.
4. To provide insurance information and to pay promptly for services rendered by The Medical Center.

## Patient Portal

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The **Mydeltaregional** patient portal allows easy viewing and navigation of your hospital electronic medical health record (EMR). **Mydeltaregional** enables you to view clinical information from your hospital health information 24/7 with internet access.

You will be able to view:

- ✓ Allergies
- ✓ Immunizations
- ✓ Medications
- ✓ Certain lab results
- ✓ Clinical Documents



To sign up for **Mydeltaregional** patient portal, see one of our registration team members or email us at [mydeltaregional@deltaregional.com](mailto:mydeltaregional@deltaregional.com). We are happy to assist you with your connection to better health.

# Pharmacy Services

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## **Meds-to-Bed Program**

Our pharmacy staff in the outpatient pharmacy will fill your discharge medications and deliver them to your hospital room before you leave.

### *What is Meds-to-Bed?*

The pharmacy staff in the outpatient pharmacy will fill your discharge medications and deliver them to your hospital room before you leave.

### *How Do I Enroll?*

Let your nurse know you want to be in the Meds-to-Bed program or call the pharmacy at 662-725-2505.

### *What Does This Cost Me?*

There is NO additional cost to have medicine brought to your room. We will contact your insurance and let you know how much your co-pay will be. If you do not have insurance that covers your medication, we will give you a price for your medication. We cannot add the cost to your hospital bill. We can collect your payment when we deliver your medication. We accept credit cards, debit cards, and cash payments at the bedside.

### *What Do I Do Next Month?*

If you have refills on your medication, you can call **662-725-2505** and request refills to be picked up at our pharmacy. You may also have any refills sent to your usual pharmacy by calling our pharmacy and requesting a transfer.

### *Who Will Deliver My Medicine to Me?*

A pharmacist or pharmacy staff member will deliver medicines to your room and discuss appropriate instructions.

### *When Will My Medicine Be Delivered to My Room?*

The pharmacy staff will deliver the medicine to your room once the doctor decides you will go home. Please call the pharmacy at **662-725-2505** to schedule a preferred delivery time.



## RXLocal APP



The Specialty Pharmacy also utilizes an app, RxLocal, allowing customers to stay connected with their pharmacy using technology right in the palm of their hand. RxLocal enables consumers to refill their prescriptions, communicate with the pharmacist, and even set reminders for the next medication refill.



LOOK FOR THIS ICON



### In App Messaging

Text pharmacists from your phone with our messenger.



### Mobile Refills

Order and manage medication refills using your phone.



### Reminders

Set reminders to pick up or request refills.

TEXT

**RXLOCAL**

**TO 64890**

SEARCH RXLOCAL



\*Message and data rates may apply. Message frequency varies. Text STOP to opt-out. Text HELP for help. Privacy Policy: [rxlocal.us/privacy](https://rxlocal.us/privacy). Terms & Conditions: [rxlocal.us/terms](https://rxlocal.us/terms).

To learn more about RxLocal or Specialty Pharmacy services, contact The Medical Center's pharmacy at 662-725-2505.

## Rapid Response Team

### Special Support to Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

## WHEN to Call Rapid Response

Call for help if you notice:

- ✓ Change in heart rate or blood pressure
- ✓ Change in respiratory (breathing) rate or oxygen levels
- ✓ Change in urine output (much more or less urine)
- ✓ Change in mental status or level of consciousness
- ✓ Anytime you are worried something might be wrong
- ✓ Any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

## HOW to Call Rapid Response Team

If you feel your condition is worsening, or if you are a relative or caregiver of a patient and you think your loved one may be getting sicker, please call the Nursing Supervisor at 662.725.2300 to activate the Rapid Response Team.

# Take Charge of Your Care

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You are the center of your healthcare team. Let this guide help you get the best results from your hospital stay.

## Speak Up!

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse for a clear explanation. To help, share with the hospital staff your answers to these questions:

- ✓ What language would you prefer to speak?
- ✓ Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- ✓ Do you prefer to hear, see, or read health information?
- ✓ Do you have any cultural, ethnic, or religious-based special needs?
- ✓ Who will be your support person who talks with hospital staff about your healthcare wishes?

## Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines, or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- ✓ Use the nurse call button for help getting out of bed.
- ✓ Ask for help going to the bathroom or walking around. (And use hospital handrails when they are available).
- ✓ Wear nonslip socks or footwear.
- ✓ Keep often-used items within easy reach (glasses, remote, tissues, etc.)
- ✓ Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

## Advance Directives

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A simple and smart way to take charge of your care. One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

### Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

### Durable Power of Attorney

**For healthcare:** This is a legal document that names your healthcare proxy, someone who can make medical decisions for you if you are unable to do so. An official healthcare proxy can represent your wishes

on emergency care but also on other medical issues like 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.

**For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

## **FILL OUT YOUR FORMS**

Make sure you submit advance directives each time you go to the hospital, so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact Admissions at 662-725-2031.

Choose your care. Fill out advance directives so your wishes are met, and your loved ones are sure of what you want.

## **Your Privacy Matters**

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You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

### **Who must follow this law?**

- ✓ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- ✓ Health insurance companies, HMOs and most employer group health plans
- ✓ Certain government programs that pay for healthcare, such as Medicare and Medicaid

### **What information is protected?**

- ✓ Information your doctors, nurses and other healthcare providers put in your medical records
- ✓ Conversations your doctor has with nurses and others regarding your care or treatment
- ✓ Information about you in your health insurer's computer system

- ✓ Billing information about you at your clinic
- ✓ Most other health information about you held by those who must follow this law

### **What rights do you have over your health information?**

Providers and health insurers must comply with your right to:

- ✓ Ask to see and get a copy of your health records
- ✓ Have corrections added to your health information
- ✓ Receive a notice that tells you how your health information may be used and shared
- ✓ Decide if you want to give your permission before your health information can be used or shared for certain purposes such as marketing
- ✓ Get a report on when and why your health information was shared for a certain purpose
- ✓ File a complaint

### **What are the rules and limits on who can see and receive your health information?**

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- ✓ For your treatment and care coordination
- ✓ To pay doctors and hospitals for your healthcare and help run their businesses
- ✓ With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- ✓ To make sure doctors give good care and nursing homes are clean and safe
- ✓ To protect the public's health, such as reporting when the flu is in your area
- ✓ To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- ✓ Give your health information to your employer
- ✓ Use or share your health information for marketing or advertising purposes
- ✓ Share private notes about your mental health counseling sessions

Contact Health Information Management at 662-725-2025 for copies of your medical records.

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit [www.samhsa.gov](http://www.samhsa.gov).

## Understanding Your Bill

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### Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You will receive bills for doctors, surgeons, and specialists separately from the hospital.

Online Bill Pay – For ease of paying a Delta Health System bill, payment may be made online at [www.deltahealthsystem.org](http://www.deltahealthsystem.org).

### Medicare

If you have Medicare, you will have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurances, this usually covers Medicare deductibles or co-insurance. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- ✓ The amount your doctor(s) charged
- ✓ The amount Medicare approved and paid
- ✓ The amount you owe
- ✓ Your current deductible status

If you have any questions, call the customer service number listed on your statement.

## Medicare Outpatient Observation Notice

Effective March 8, 2017, CMS implemented the NOTICE Act, which requires that ALL hospitals provide written notification and verbal explanation to Medicare and Medicare Advantage Plan recipients who receive observation services for more than 24 hours. The Medicare Observation Outpatient Notice (MOON) serves to notify a patient that he or she is an outpatient receiving observation services and is not an inpatient. The MOON must be provided no later than 36 hours after observation services are initiated, or sooner if the individual is transferred, discharged, or admitted as an inpatient.

## Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you will get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- ✓ The amount billed by your doctor or hospital
- ✓ How much of that cost is covered by your insurance
- ✓ How much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

## Self-Pay Patients and Payment Arrangements

If you are planning to pay your bills without help from Medicare or a commercial insurance provider, then you will get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

## Understanding Coordinator of Benefits (COB)

COBs happen when you are covered under two or more insurance companies. This may occur when spouses or partners are listed on

each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you are admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.

### **NEED HELP**

If you don't understand something on your bill, or if you are having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help. Contact 662-725-2764.

## **Nondiscrimination Policy**

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### **Attention**

The Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### **The Medical Center:**

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Use of TTY Relay by dialing 711 or 800-582-2233
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact Cassie Montgomery at 662-725-2575.



If you believe The Medical Center has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

Cassie Montgomery, Civil Rights Coordinator  
1400 East Union Street, Greenville, MS 38703  
662-725-2575 / Email: [cmontgomery@deltahealthsystem.org](mailto:cmontgomery@deltahealthsystem.org).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Cassie Montgomery, Civil Rights Coordinator, is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington DC 20201, 1-800-368-1019, 800-537-7697 (TDD)

Complaint Forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**ATTENTION:** Proficiency, language assistance services are available to you free of charge. Call 1-877-457-6589.

### **Spanish**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-457-6589 TTY 1-800-855-1000

### **Vietnamese**

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.  
Gọi số

1-877-457-6589 TTY 1-800-855-1000

### **French**

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. 1-877-457-6589 TTY 1-800-855-1000

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

1-877-457-6589 TTY 1-800-855-1000

## Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

1-877-457-6589 TTY 1-800-855-1000

## Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-457-6589 TTY 1-800-855-1000

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 전화해 주십시오. 1-877-457-6589 TTY 1-800-855-1000

## French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele

1-877-457-6589 TTY 1-800-855-1000

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-457-6589 TTY 1-800-855-1000

## Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-457-6589 TTY 1-800-855-1000

## Choctaw

ANOMPA PA PISAH: [Chahta] makilla ish anompoli hokma, kvna hosh Nahollo Anompa ya pipilla hosh chi tosholahinla. Atoko, hattak yvmma im anompoli chi bvnnakmvt, holhtina pa payah:

1-877-457-6589 TTY 1-800-855-1000

## Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال

1-877-457-6589 ک TTY 1-800-855-1000

## German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-457-6589 TTY 1-800-855-1000

## Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-457-6589 TTY 1-800-855-1000

## Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-457-6589 TTY 1-800-855-1000

## Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

1-877-457-6589 رقم TTY 1-800-855-1000

## Yiddish

אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון  
877-457-6589 רופט 1- TTY 1-800-855-1000 אפצאל.

## Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-457-6589 TTY 1-800-855-1000

## Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-457-6589 TTY 1-800-855-1000

## Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.  
ફોન 1-877-457-6589 TTY 1-800-855-1000



Scan this QR code to visit our website  
[www.deltahealthsystem.org](http://www.deltahealthsystem.org)