

# Patient Handbook



What you need to know  
about your stay at  
Brooks County Hospital



**ARCHBOLD**

# Welcome

to Brooks County Hospital



**We appreciate your feedback.**






**If you have any questions, concerns or comments  
please contact our Administration at 229.263.6332.**

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## Staff Color-Coded Attire

To make it easier for patients to identify nurses and other care givers, Archbold is now using a system of color coded attire for all staff members working in direct patient care and clinical support positions. Below is a listing of the standardized colors for each department.

Nursing . . . . .	Royal Blue	
Nursing Support Staff . . . . .	Burgundy/Wine	
Respiratory . . . . .	Red	
Radiology . . . . .	Black	
Therapy . . . . .	Navy Blue	
Laboratory . . . . .	Charcoal Grey	

# Patient's Rights and Responsibilities

As a hospital patient, there are certain rights to which you are entitled and certain obligations which you assume as your responsibility. The right of every individual to independence of expression, to have a part in decisions and actions which affect him/her, and to expect proper regard for his personal dignity and human relationships is intensified when that individual is a patient in the hospital. The following patient rights are affirmed by the Board of Trustees as being applicable to any and all patients in a manner free from discrimination of Archbold Medical Center.

At Brooks County Hospital, we believe that:

- The patient has the right to reasonable access to care.
- The patient has the right to respectful and considerate care that is considerate of his or her personal values and beliefs.
- The patient has the right to respectfully obtain from his or her physician current information concerning his or her diagnosis, treatment, prognosis, and outcome of care, including unanticipated outcomes, in terms the patient can be reasonably expected to understand.
- The patient has the right to receive from his or her physician information necessary to give informed consent prior to the start of any treatment or procedure. The patient's family or healthcare surrogate decision maker will be involved to facilitate proper care when appropriate.
- The patient has a right to be informed and participate in decisions regarding his or her care.
- The patient has the right to expect reasonable and appropriate pain management and to be involved in

care decisions involving managing pain effectively.

- The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his or her action.
- The patient has the right to every consideration of his or her privacy concerning his/her own medical care. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly.
- The patient has the right to security and personal privacy.
- The patient has the right to formally designate a surrogate decision maker of his or her choice.
- The patient has the right to participate in the development and implementation of his or her own plan of care.
- The patient has the right to be free from physical or mental abuse, and corporal punishment.
- The patient has the right to be free from restraint or seclusion, of any form, imposed by staff as a means of coercion, discipline, convenience, or retaliation. Restraints or seclusion may only be used to ensure the immediate physical safety of the patient, staff or others and must be discontinued at the earliest possible time
- The patient has the right to expect that all communications and records pertaining to his or her care should be treated as confidential and information related to his or her care will only be released in accordance with hospital policy.
- The patient has the right to expect that within its capability, and in accordance with

the mission and applicable law, a hospital must make a reasonable response to the request of a patient for services. The patient has the right to expect that prompt and safe transfer will occur when the hospital cannot meet the patient's request or need for treatment or service.

- The patient has the right to examine and receive an explanation of his or her bill regardless of the source of payment.
- The patient has the right to know what hospital rules and regulations apply to his/her conduct.
- The patient has the right of access to people outside the hospital by means of visitors, and by verbal and written communication.
- The patient has the right to designate a support person via their Advance Directive and the right to formulate advance directives as described in the Advance Directives Policy #101.10.
- The patient has the right to participate in the consideration of ethical issues that may arise during the course of his or her care. Any such ethical issues may be addressed through the Ethics Committee of the medical staff. (See Administrative Policy 101.13)
- The patient has the right to be informed of any human experimentation or other research/educational projects that affect his/her care.
- The patient has the right to access protective services through community resources.
- The hospital accommodates the patient's rights to religious and other spiritual service to the best of its capability.
- The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.

**In keeping with these rights, which the hospital honors, the patient has certain obligations to meet.**

**The following patient responsibilities are also applicable to any and all patients.**

- The patient and family are responsible for providing, to the best of his/her knowledge, accurate and complete information about his or her present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health and making it known whether he/she clearly comprehends a



contemplated course of action and what is expected.

- The patient and family are responsible for reporting perceived risks in his/her care and unexpected changes in the patient's condition.
- The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- The patient has the right to receive from his or her physician information necessary



to give informed consent prior to the start of any treatment or procedure. The patient's family or healthcare surrogate decision maker will be involved to facilitate proper care when appropriate.

- The patient and family are responsible for following the treatment plan recommended by medical and hospital personnel for his/her care.
- If the patient or family refuses treatment or fails to follow the practitioner's instructions, they are responsible for the outcomes.
- The patient and family are responsible for assuring that the financial obligations of his or her healthcare are fulfilled promptly.
- The patient and family are responsible for following hospital rules and regulations affecting patient care and conduct including safe keeping of personal items.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, the number of visitors, and complying with the policy on smoking and the use of tobacco products. (See Administrative Policy 100.03)
- The patient and family are responsible for being respectful of the property of other persons and of the hospital.

Brooks County Hospital provides its patients with the necessary channels to express a concern or a complaint and to have questions answered. Each unit has a nurse manager or charge nurse who can address questions or problems with nursing care.

Concerns may also be expressed to Brooks County Hospital Administration at Extension 36309.

# Your Hospital Stay: A to Z

## Admission

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By now you have met with an Admitting officer, signed yourself into the hospital, and have been escorted to your room. We hope it was a pleasant experience.

Your admission was ordered by your physician, a member of the hospital medical staff. The questions asked by the Admitting officer were designed to provide a medical record and financial information. A detailed list of currently prescribed medications and any over-the-counter (OTC) medications and herbal supplements will also help us provide you with the best and most appropriate care.

The identification bracelet on your wrist must be worn until you leave the hospital. This is for your protection to ensure correct information.

Several signatures were required by you upon admission to the hospital. If you were unable to sign at the time of admission, an appropriate relative or guardian may do so. The forms signed allow for your treatment here at the hospital, your acceptance of financial responsibility for services received, authorization for us to file your insurance and release of responsibility for your personal belongings.

We ask that you let your nurse know if you have eyeglasses or dentures (please keep these in appropriate places and avoid placing them in your bed). You were strongly urged to send home any valuables you may have had with you such as rings, watches, wallets, credit cards or cash. If you didn't send them home, please give them to the nurse to put into the hospital vault. The hospital will not be responsible for any valuables or personal items that are lost while you are a patient.

Because of necessary infection control

measures, you are asked not to bring any pillows or bed linens. Hospital gowns are provided or you may use your own pajamas or nightgown. You need your own toiletry articles and bedroom slippers.

If you brought any medications into the hospital, they should be given to the nurse so they can be identified by a pharmacist, reviewed for present needs and returned to a family member or stored until your departure.

## Archbold Foundation

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The Archbold Foundation provides a thoughtful way for friends to make charitable contributions in support of healthcare for citizens of this region. The Foundation is a not-for-profit corporation, governed by a volunteer Board of Trustees that administers gifts designated for Archbold Medical Center.



Because money received from patient care goes directly back to patient support services, private contributions are essential to invest in the highest quality and most recent medical technology like the Leksell Gamma Knife. Gifts also make possible facilities like the Lewis Hall Singletary Oncology Center and programs like the Archbold Scholarship Program.

Gifts can be made in the form of cash, appreciated stocks and bonds, real estate or art objects. Gifts can be designated to be used in a specific area or, if not designated, can be used wherever the need is greatest.

For more information about Archbold Foundation's giving programs (including Honoraria, Memorials and Planned Giving), call (229) 228-2924 or write to the Archbold Foundation, 910 South Broad Street, Thomasville, Georgia, 31792, or go online to [www.archbold.org](http://www.archbold.org) and click on donations.

## Archtrans

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Patients requiring assistance with transportation either to or from a healthcare facility may use the services of Archbold's non-emergency transport system, Archtrans. Patient transportation vehicles are specially equipped to handle patients in wheelchairs and stretchers, as well as those who are ambulatory. Archtrans serves area hospitals, nursing homes and individuals and is available. Patients transported by Archtrans will be billed separately from their hospital bill.

## Cafeteria

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Complimentary trays are available to one parent sitting with a pediatric patient 12 years of age and under upon request. You may purchase a guest tray from Dietary if you are sitting with a patient requiring total assistance. There is also 24-hour access to vending machines in the hallway leading to the kitchen. Out of respect for the patient's diet, we ask that

food and drinks from outside sources not be given to our patients.

## Daily Room Charge

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Your daily room charge includes your room, 24-hour nursing care, regular diet and nourishments as ordered by your doctor, telephone, television, maintenance, housekeeping, medical records, business office and other routine services required to care for you.

## Discharge Planning/ Social Services

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The goal of this area is to assist patients and their families with a plan of care following





hospitalization. Arrangements can be made for the transition from hospital care to self-care, care by family members or to another healthcare setting. Referrals are also available for nursing home placement, financial counseling and information, and community social services. You may contact the Case Manager/Discharge Planner by dialing extension 36338 or 36328. The hospital will conduct a discharge planning evaluation at the request of you or your representative (if available). This is in addition to our regular discharge process.

## **Ethics Committee**

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Most decisions in regard to healthcare, although difficult, are made without problem. An ethical dilemma occurs when there is a conflict with the choices of what should be done. The Ethics Committee is a group of professionals appointed by the Chief of the Medical Staff. Members include representatives from the medical staff, Nursing department, Quality Improvement and Risk Management. On occasion, other professionals may be consulted. The Ethics Committee is not a substitute for the relationship between patients and doctors. Decisions or resolutions of an ethical dilemma are not made by the Ethics Committee. When requested, the committee will review a case and encourage open communication and reasoning by all persons involved. When an ethical conflict cannot be resolved, please ask any member of the hospital staff or your doctor for help.

## **Financial Assistance**

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As your community healthcare provider, Archbold Medical Center provides the Financial Assistance Program to assist eligible uninsured and/or underinsured patients and their families with medical bills beyond their ability to pay, as part of our participation in the Georgia Indigent Care Trust Fund. As our

patient, you receive certain benefits under the Trust Fund and we offer a certain amount of free and reduced-charge care each year. If you meet the requirement for the Financial Assistance Program, all or a portion of your hospital charges may be covered. You will not be required to pay for hospital charges covered under the Financial Assistance Program.

To apply for this program, you must complete the Financial Assistance Program application form, sign, and return it to our Patient Financial Services office. The information provided will remain confidential and will be used only to determine your eligibility for financial assistance.

Application forms for the Financial Assistance Program are available online at [www.archbold.org](http://www.archbold.org), at all registration offices, or a copy will be mailed to your home if you indicated at registration that you might qualify for the program. Complete the application form and the family size and income worksheet and return to:  
Archbold Medical Center  
ATTN: Patient Financial Services  
920 Cairo Road  
Thomasville, GA 31792

The Financial Assistance Program Case Manager will review your application and determine your eligibility. You will be notified by mail regarding your eligibility and the amount of charges covered under the program if your application is approved. If a Sliding Fee Scale Adjustment is awarded, you will be subject to an interest-free monthly payment plan established by the balance of your accounts after all discounts are applied.

If you have any questions about your eligibility, please call our Financial Assistance Program Case Manager at 229.228.8840 or toll free at 877.269.8182, ext. 8840. You may also fax your questions to 229.228.8893. Archbold Medical Center's Patient Financial Services is located at

920 Cairo Road, Thomasville, Georgia.

If you receive a bill from Archbold Medical Group, you may still apply for financial assistance by contacting the billing department to request the Financial Assistance Program Application Form. You may reach the Case Manager at 229.228.8826 or toll free at 877.785.1112. Complete the application form and return to:

Archbold Medical Group  
900 Cairo Road  
Thomasville, GA 31792-4255

If you have any questions or concerns about how we operate programs under the Trust Fund rules, please let us try to work with you to resolve them. You may reach Archbold Medical Center's Patient Financial Services management at 229.228.8861.

However, if you are not satisfied with our handling of your situation, you may call the Department of Community Health toll-free at 877.261.3117 or write to:

Indigent Care Trust Fund  
Hospital Policy Section  
Division of Medical Assistance  
2 Peachtree Street, NW, 37th Floor  
Atlanta, GA 30303-3159

## **Financial Services**

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It is the patient's responsibility to provide accurate and complete medical insurance coverage information prior to or at the time of services for elective care and within 24 hours of the time of service for emergency care. Please remember to present your insurance cards each time you come for services. Co-payments are expected at the time of service, and you will be billed for any unpaid deductible amounts, co-insurance and charges approved, but not paid, by your policy. If you do not have health insurance, you are considered a Self Pay patient. The hospital offers a Financial Assistance Program to assist qualified patients

with their outstanding bill.

When the insurance payment is assigned to the hospital, a counselor processes the claim. If the insurance payment leaves a balance due (or if you have no insurance) you will be contacted by Account Management Services (AMS) to establish payment arrangements. AMS is a department of the hospital responsible for collections of self pay balances due from patients. If you have any questions, please contact our office at 228-8870 or 1-877-269-8182 or write to:

John D. Archbold Memorial Hospital  
920 Cairo Road, Thomasville, GA 31792.  
Attention: Patient Financial Services.

## **Fire Safety**

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Unannounced fire drills are held to test our staff preparedness and the hospital's sophisticated fire alarm system. When drills are conducted, the fire alarm will sound in all parts of the hospital. Don't be alarmed. Please stay in your room (or wherever you are in the hospital) until the drill is over or until you are given other instructions.

## **Flowers, Mail and Packages**

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Flowers and packages are delivered as they are received. Mail is delivered daily on weekdays. There is no delivery on weekends. Mail received at the hospital after you have been dismissed will be forwarded to you at home.

## **Going Home**

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Your discharge from the hospital is ordered by your physician. If you are able to leave without assistance, you may do so after you receive the discharge instructions from your nurse. An employee will escort you to your transportation. Please remember to take your personal belongings with you.

As a courtesy to our patients, your insurance is



filed on your behalf. You, as the guarantor, are ultimately responsible for your hospital bill. You are responsible for the portion not covered by insurance. You need to communicate with your insurance company when their payment is slow or delinquent. If you did not present proof of insurance before or upon admission, a family member must visit the admitting office located on the first floor of the hospital near the lobby.

Within five days after your dismissal, you should receive a financial statement from the hospital. This will include all hospital charges, some of

which might not have reached the business office by the date you were ready to leave the hospital. For questions or problems regarding your hospital bill, please contact Account Management Services at 228-8800.

## **Interpretive Services**

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The hospital provides the following:

- Language interpreting services
- Sign language and TTY telephone communications for the hearing impaired
- Visual assistive devices in the communication tool kit

## **Medicare Directives (Federal)**

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Medicare does not cover all charges and drugs related to your outpatient services or observation stay in the hospital. For those charges, you will receive a bill and are responsible for payment.

- Medicare Part B does not cover drugs that are usually self-administered by the patient. Examples of self-administered drugs are:
  - Tablets taken by mouth
  - Drops
  - Suppositories
  - Insulin
  - Topical ointments

You may be asked to bring your own medications to take during your observation stay.

- Medicare expects the hospital to bill you for self-administered drugs. If you have Medicare Part D prescription drug coverage, you might be able to receive reimbursement for your out-of-pocket cost for the self-administered drug; however, you are responsible for the amount the hospital charges for these drugs.
- If you are dissatisfied with Medicare's

coverage position for self-administered drugs, you may discuss the matter with Medicare.

If you need more information about patient responsibility for self-administered drugs, please contact:

John D. Archbold Memorial Hospital  
Gordon Avenue at Mimosa Drive  
Thomasville, Georgia 31792  
229.228.2770

## Medicare Helpline

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The Medicare Helpline can assist by providing information or answering questions regarding:

- General Medicare information



- Medicare parts A and B
- Medicare health coverage choices including cost, benefits, quality and more
- Medicare prescription drug plans
- Area nursing homes
- “Medicare and You” handbook
- Area Medicare events and activities
- Current contact information

Medicare Helpline (English/Spanish)  
1.800.MEDICARE or 1.800.633.4227  
1.877.486.2048 (TTY)  
www.medicare.gov

Available 24 hours a day, 7 days a week

## Medications

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Please assist with your care by making sure the nurse has a current list of your home medications. When receiving medications from your nurse, ask about the name of the medicine, the reason you are taking the medicine and possible reactions to report. Please refrain from taking medicine until a nurse has checked your name bracelet and answered any questions. If you're unable to afford your medication, please let your nurse or case manager know.

## Nursing Care

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Brooks County Hospital's Nursing department is composed of professionals who are available to you 24 hours a day.

The nursing personnel carry out your physician's orders and other assigned tasks. Questions about nursing service may be answered by the charge nurse or nurse manager on your unit or the Director of Nursing. They may be contacted on the nursing unit or by calling extension 36319.

The nurse call button is an intercom. If you have a problem or need assistance, push the button and let the nurse know you need help.

## Oral Health

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The oral cavity (or mouth) plays a very important part in your nutrition, speech, and facial appearance. To maintain good oral health, you should:

- Drink water with fluoride. Fluoride helps protect teeth from decay.
- Use toothpaste with fluoride.
- Take care of your teeth and gums by brushing and flossing your teeth regularly.
- Avoid use of tobacco.
- Limit alcohol consumption.
- Eat wisely by avoiding foods full of sugars and starches.
- Visit your dentist regularly.
- Diabetics should monitor their blood sugar closely and maintain control of their disease as much as possible.



## Parking

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Parking is provided free in front of the hospital. We ask you not to park in the Emergency Department lot unless you are visiting the Emergency Department so that this space is available for patients needing emergency care.

## Patient Accommodations

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We try to keep our rooms and hallways clean, neat and attractive. If there is anything you feel that needs the attention of our housekeeping department, please contact your nurse.

You can help us with good housekeeping practices by not bringing food or drinks into the hospital and by placing all trash in appropriate receptacles.

## Patient Care

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Your physician is responsible for your care. Your doctor orders your tests, prescribes your medicine, orders your diet and determines your treatment. Questions about your care should be directed to him or her.

## Patient Meals

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Diet is an important part of your treatment while in the hospital and is prescribed by your physician. If your physician has prescribed a modified diet, options on the menu may be limited. Please refrain from eating foods that are not within your prescribed diet. If you have any questions about the diet your doctor has ordered, please notify your nurse who will contact the dietitian or call extension 36317.

## Patient Surveys

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A vital part of our quality improvement plan is our patient survey program. Following your discharge, you will receive a phone call from us to ensure you have everything you need. Also, you may receive a survey in the mail. We encourage you to take the survey so that we may know of opportunities to improve our patient services and also of any compliments we need to pass on to staff.

## Quality Improvement

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Brooks County Hospital is committed to providing a variety of non-medical services. The Quality Improvement Coordinator is available to discuss any problems, concerns, or suggestions that you may have. You may contact the Quality Improvement Coordinator by dialing extension 306.

Patients also have the right to file a grievance with the following state or accreditation agency:

DCH/Healthcare Facility Regulation Division  
#2 Peachtree St., 31st Floor  
Atlanta, GA 30303  
404-657-5728 • 1-800-878-6442

or

Joint Commission  
Office of Quality Monitoring  
1-800-994-6610  
[complaint@jointcommission.org](mailto:complaint@jointcommission.org)

## Safety And Security

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While you are a patient in our hospital we want you to have a safe and secure stay. Unfortunately, the loss of valuables such as jewelry, eyeglasses, money, hearing aids and watches can be a problem in any hospital with many patients, visitors, hospital employees and others coming and going. Please send home

any valuables you now have in your possession or give them to your nurse to be placed in the hospital vault.

Amazingly, the loss of dentures, hearing aids and partials is a very common problem in all hospitals. You can help prevent this loss by making sure your nurse knows you have removed your dentures or partials. Do not wrap them in tissue or toilet paper, wash cloths or anything else that might accidentally be thrown away as trash or sent to the hospital laundry as soiled linen. Ask the nurse for a denture cup for safekeeping.

The hospital cannot be responsible for the loss of dentures, partials and other valuables.

Brooks County Hospital along with local law enforcement provides a security service. In addition, many areas of the hospital and parking lots are monitored and recorded by video cameras.

Visitors who desire an escort to their cars at night may ask the nurse to call the police department. For security purposes, the front doors to the hospital are locked at 9:00 p.m.



Under no conditions will patients, family members or visitors bring into the hospital firearms, knives or any other weapons or objects that could cause bodily harm in an assault situation.

To better assure the safety of your vehicle and its contents, please lock your car while it is unattended.

If you should need the assistance of security for any reason, call your nurse or the hospital operator by dialing "0".

## Telephones

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Telephones are located in patient rooms.

You may make outside calls by dialing "9" plus the number for local calls. If you are inside the hospital and need to call a Brooks County Hospital extension, you need only to dial 39 plus the last three digits.

Long distance charges must be billed to your home number, your phone credit card or by calling collect. Phone charges cannot be billed to your room.

Family and friends may call you directly by dialing 226-6333, plus your room number. Please encourage them to do this as it will allow them to get through to you much quicker than by calling the hospital operator.

## Tobacco Use

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In the interest of promoting a healthy, safe and comfortable environment for patients, visitors and staff, the use of tobacco products in the hospital is not allowed. With a physician order, subacute patients can smoke in the designated area.

## Transportation

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As a patient at Brooks County Hospital, you are not required to set up transport from the

hospital to appointments, home or in case of emergencies. Our hospital staff will set up transport and inform you of time of pick up.

## Visitor Accommodations

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A sleeping chair may be furnished in private patient rooms upon request and availability. In semi-private rooms for family members staying overnight with an adult, a sleeping chair may be provided if there is no other patient in the room.

Any overnight stay must be approved by the charge nurse on the unit, and all chair-beds lent to semi-private rooms must be removed by 7:00 a.m. the following morning.

For security reasons, visitors are requested not to spend the night in the main lobby or other waiting areas.

## Visiting Hours

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Patients within the Archbold health system have the right to receive visitors whom he or she designates. We do not restrict or deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or disability. It is our desire that all visitors enjoy full and equal visitation privileges consistent with patient preferences. Justified clinical restrictions and visitation limitations may be set for areas within the health care system where the safety or privacy of patients may be compromised. Please ask at each unit for visitation times. Visitation times may vary based on individual patient condition.

Any person with a cold, sore throat or other contagious illness should not visit patients.

While children are permitted to visit patients, they must be accompanied at all times by an adult other than the patient. No children should be left unattended. Disruptive children will be asked to leave. At times, it may be

inappropriate for children to visit due to disease or isolation, so please consult with the patient's nurse.

Please limit two visitors per patient. We wish for our patients to get the rest they need to get well as soon as possible.

## Volunteer Services

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The Patient Representative is available to help make your hospital stay as pleasant as possible by providing a variety of non-medical services. The Patient Representative is available to assist with any problems or concerns that you may have during your stay. Please notify the charge nurse if you would like to speak with someone.

We have a volunteer in our lobby Mondays through Fridays to assist with any questions you may have.

Your health and safety are our number one priority. We are dedicated to making our hospital the safest place possible for patient care.





# Understanding your Hospital Bill

Thank you for choosing John D. Archbold Memorial Hospital and allowing us to meet the healthcare needs of you and your family. We want you to be informed about our billing processes so we can coordinate our efforts with yours in resolving your patient account. We trust the information presented below will give you a better understanding of our billing cycle and serve to answer some of the most frequently asked questions we receive regarding the services we provide.

## Account Management Services

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Account Management Services (AMS), a department of Archbold Memorial Hospital's Patient Financial Services, is responsible for billing all patient balances. This includes self-pay balances (where no insurance was presented at the time of service) and deductibles, coinsurance, co-payments and/or non-covered services due in accordance with the terms of your insurance policy. In the event you should have any questions about your account, the customer service representatives of AMS are available Monday through Friday from 9am to 5pm to assist you. To ensure the highest level of service, please make sure you have your account number ready when you call.

## Financial Assistance Program

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If you meet the requirement for the Financial Assistance Program, all or a portion of your hospital charges may be covered. You will not be required to pay for hospital charges covered under the Financial Assistance Program. For more information on the Financial Assistance Program, please reference the "Financial Assistance" section in this handbook. You may also call our Financial Assistance Program Case Manager at 229.228.8840 or 1.877.269.8181,

ext. 8840, for more information. If you have any concerns about how we operate the Trust fund programs, you may call the Department of Community Health toll-free at 1.877.261.3117.

## Payment Arrangements

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Archbold Memorial Hospital offers an interest free payment plan provided your account balance is paid according to the terms of our payment schedule. Please call one of our AMS counselors to establish a payment plan that works for you and/or your family.

## Charges Included in Your Bill

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The bill you receive from us includes all charges for services provided to you by Archbold Memorial Hospital. This could be from any one of our affiliated hospitals or outpatient facilities. It is important to remember that your bill does not include certain charges for physicians involved in your plan of care such as: private practice physicians, surgeons, anesthesiologists, pathologists and other consulting physicians. Please know you will receive separate bills for services provided by these physicians.

## Important Information about Your Insurance Coverage

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Please remember, it is the **patient's responsibility** to provide accurate and complete information about his/her medical insurance coverage at the time of service or within 24 hours of emergency services.

## Patient Identification

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At the time of service, you are required to present a valid driver's license or some other form of identification. This ensures our

registration officers are able to obtain the most current information available for maintaining your medical records.

## Insurance Identification Cards

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Most insurance companies, including Medicare and Medicaid, provide you with an identification card, which contains information essential for filing your insurance. You are required to present your insurance card(s) at the time of service. Our registration officers will make a photocopy of each card presented, in the event they are needed for reference purposes during the claim filing process. In the event insurance is not presented at the time of service or within 24 hours of emergency services, you will need to contact Patient Financial Services at 229.228.8870 or toll free at 877.269.8182 as quickly as possible to ensure your claims can be filed within the time limit established by your insurance carrier. **Please note:** In the event your insurance information

is presented after the time limit set by your insurance carrier for filing your claims has lapsed, you will be held responsible for the entire bill.

## Deductibles, Coinsurance and Co-Payments

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Most Federal, State, private and group insurance plans provide only partial coverage of your medical expenses. You should contact your member representative, insurance agent or group benefits coordinator to determine any applicable co-payment amounts, find out what your deductible is and to determine how much of the bill you will be responsible for after your insurance carrier pays their portion.

## Pre-Certification, Prior Authorization and Notice of Admission

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Most health insurance carriers now require precertification, prior authorization, and/or notification for various services provided in outpatient and inpatient settings. You or your doctor's office should contact the insurance company or their designated review organization prior to making arrangements for services provided by Archbold Memorial Hospital. Please understand that if prior authorization is not obtained, your insurance company may reduce the amount of the bill they are responsible for or, in some cases, deny your insurance claim in total. In the case of an emergency admission, most insurance companies require notification within 24 hours that you have been admitted to the hospital. Our Admitting Office will make every effort to confirm that a notification is provided within the specified time limit; however, it is ultimately the **patient's responsibility** to ensure the notification has been provided to your insurance company.



## Authorization for Extended Stay

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If your insurance policy requires prior authorization or notification of admission, most likely the insurance company or designated review organization will specify the number of days stay for which the authorization is valid. Your doctor's office should notify you or your family of the number of days authorized. If your doctor determines that you must remain in the hospital longer than the number of days authorized, you should request that he/she contact your insurance company or their designated review organization to obtain an extension of the authorized days stay. Only your physician and his/her office staff can provide the required information regarding your plan of care necessary to obtain an extension.

## Point-of-Service Collections

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Remember, as guarantor of the charges associated with the care provided to you or your family member, you are ultimately responsible for the bill. Please be prepared, at the time of registration or discharge, to pay for a portion of the charges associated with services provided by Archbold Memorial Hospital. Such payments are expected from all of our patients whether or not insurance is verified at the time of registration. In the event insurance is presented, you may be requested to pay the amount of any applicable policy deductibles, coinsurance and co-pays in accordance with the terms of your insurance coverage.

## Automobile Accidents

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In order to assist us in resolving your auto liability claims, please ensure you or your family provides the names and addresses of all insurance agents for each person involved in the accident. A copy of the accident report

from the State Highway Patrol, Sheriff's Office or Police Department should be presented as well.

## Workers' Compensation

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Please ensure you or your family member notifies us that the injury requiring services was the result of an accident which occurred while you were on the job. Your employer will be called to verify Workers' Compensation coverage and the details of the work-related accident.

## Insurance Filing

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As a service to our patients, Patient Financial Services, a department of Archbold Memorial Hospital files your insurance claims approximately 10 days after the date of service or discharge. When payment is received from your primary insurance, any secondary or supplemental policies (if applicable) will be filed. Once all insurance payments have been received, you will be billed for any remaining balance. Keep in mind that if the payment process takes more than 90 days, you may be requested to pay the bill.

## AMS Payment Schedule

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Account Balance	Maximum Time	Monthly Payment Range
Less than \$50	.. Payment in Full	.....Balance
\$50-\$99	..... 2 months	..... \$25 to \$50
\$100-\$299	..... 4 months	..... \$25 to \$75
\$300-\$499	..... 6 months	..... \$50 to \$83
\$500-\$749	..... 8 months	..... \$63 to \$94
\$750-\$999	..... 12 months	..... \$63 to \$84
\$1000-\$2499	.... 18 months	..... \$56 to \$139
\$2500-\$4999	.... 24 months	..... \$104 to \$208
\$5000 or more	... 36 months	..... \$140+

# Infection Prevention

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection:

## 1. **Clean your hands:**

- Use soap and warm water. Rub your hands well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands.
- Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill or play with a pet.

## 2. **Make sure health care providers clean their hands or wear gloves.**

- Doctors, nurses, dentists and other health care providers come into contact with bacteria and viruses. So, before they treat you, ask them if they've cleaned their hands.
- Healthcare providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

## 3. **Cover your mouth and nose when sneezing or coughing.**

- Many diseases are spread through sneezes and coughs. When you sneeze or cough,



the germs can travel three feet or more. Cover your mouth and nose to prevent the spread of infection to others.

- Use a tissue. Keep tissues handy at home, at work, and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.

#### 4. **If you are sick, avoid close contact with others.**

- Stay away from other people or stay home. Don't shake hands or touch others.
- When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

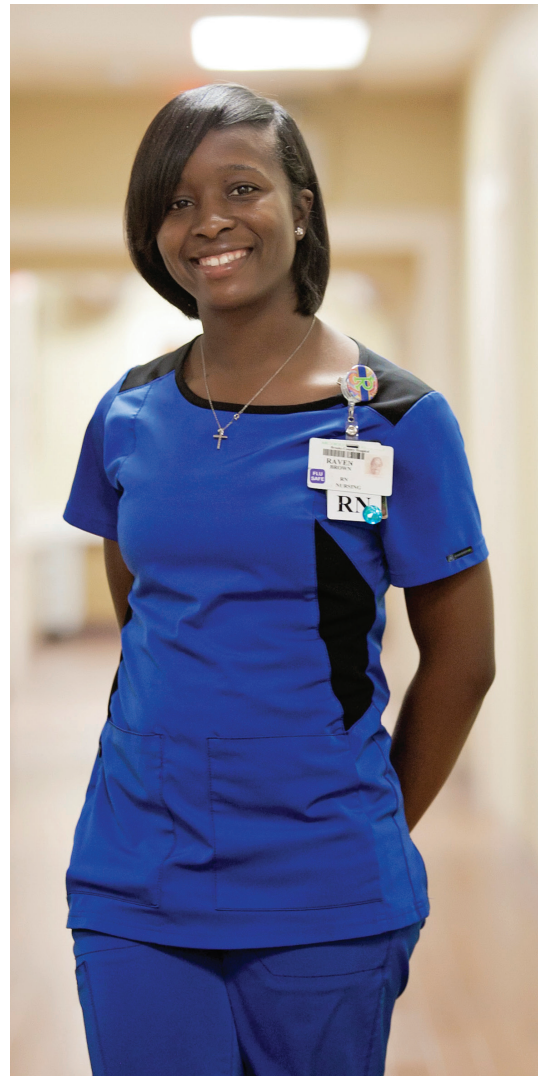
#### 5. **Get shots to avoid disease and fight the spread of infection.**

Make sure that your vaccinations are current, even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases.

- Chicken pox
- Mumps
- Measles
- Diphtheria
- Tetanus
- Hepatitis
- Shingles
- Meningitis
- Flu (also known as influenza)
- Whooping cough (also known as Pertussis)
- German measles (also known as Rubella)
- Pneumonia (Streptococcus pneumonia)
- Human papillomavirus (HPV)

### **These methods of preventing infection are supported by the:**

- American Hospital Association
- Association to Professionals in Infection Control and Epidemiology, Inc.
- Centers for Disease Control and Prevention
- Infectious Diseases Society of America
- The Joint Commission
- Society for Healthcare Epidemiology of America



## Important Phone Numbers

Administration . . . . .	229. 263.6309
Archbold Northside Center for Behavioral and Psychiatric Care. . . . .	229. 228.8120
Archtrans . . . . .	229. 228.2800
Customer Service . . . . .	229. 263.6309
Direct to Patient Rooms . . . . .	229. 226.6333 + room number
Discharge Planning Services/Case Management . . . .	229. 263.6328
Financial Services . . . . .	229. 263.6310
Hospice . . . . .	229. 227.5520 or 1.800.290.6567
Medical Records. . . . .	229. 263.6311
Nursing Office . . . . .	229. 263.6319
Patient Financial Services . . . . .	229. 228.8870
Pharmacy . . . . .	229. 263.6321
Service Rehabilitation . . . . .	229. 263.6327
Specialty Clinic/Outpatient Rehab . . . . .	229. 263.7868
Switchboard . . . . .	229. 263.4171

# Notes

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# Nondiscrimination Notice and Accessibility Requirements: Discrimination is Against the Law

Archbold 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. Archbold Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Archbold Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - 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, contact our Patient Advocate.

If you believe that Archbold Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail with: Patient Advocate, 915 Gordon Avenue, Thomasville, GA, 31799, or call 229.228.8086, or email [patientadvocate@archbold.org](mailto:patientadvocate@archbold.org). If you need help filing a grievance, a Patient Advocate 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 for 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, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)*

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

## **Individuals With Limited English Proficiency of Language Assistance Services**

ATTENTION: Language assistance services, free of charge, are available to you. Call 229.228.8086.

### **Spanish:**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 229.228.8086.

### **Vietnamese:**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 229.228.8086.



**Korean:**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 229.228.8086 번으로 전화해 주십시오.

**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 229.228.8086。

**Gujarati:**

જીયુના: જો તમે ગુજરાતી બોલતા હો, તો િન:જીલ્લુ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છ. ફોન કરો 229.228.8086.

**French:**

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 229.228.8086.

**Amharic:**

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች: በነጻ ሊያገለግሉት ተዘጋጅተዋል: ወደ ሚከተለው ቁጥር ይደውሉ 229.228.8086.

**Hindi:**

ध्यान दइ: यइद आप उहदी बोलते ह इतो आपके िलए मुफ्त मइ भाषा सहायता सेवाएं उपलब्ध ह। 1 229.228.8086 पर कॉल कर।

**French Creole:**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 229.228.8086.

**Russian:**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 229.228.8086.

**Arabic:**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 229.228.8086

**Portuguese:**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 229.228.8086.

**Farsi Persian:**

اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما: توجه با تماس بگیرید. فراهم می باشد 229.228.8086

**German:**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 229.228.8086.

**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。229.228.8086まで、お電話にてご連絡ください









**Brooks County Hospital  
903 North Court Street  
Quitman, GA 31643**

**229.263.4147**

**[www.archbold.org/brooks](http://www.archbold.org/brooks)**