Patient Handbook

FirstHealth
OF THE CAROLINAS

Moore Regional Hospital • Moore Regional Hospital-Hoke Campus
Montgomery Memorial Hospital • Richmond Memorial Hospital
Sandhills Regional Medical Center
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Welcome to FirstHealth of the Carolinas

FirstHealth of the Carolinas is an organization committed to serving its patients and other customers. Its core purpose, “to care for people,” challenges all members of the organization to meet its mission in all they do.

During your stay, we know you will have questions so we hope the information provided here will help you learn more about the services and resources that are available to you and your visitors.

Our goal is to provide an Exceptional Patient Experience. To help make your stay the best that it can be, we’ve prepared the following set of tips:

- Designate one trusted family member or friend to be your patient designee/support person.
- Decide if you want additional HIPAA authorizations.
- Know the name of the physician and other professionals responsible for coordinating your care.
- Ask the nurse for explanations when you or your patient designee/support person has questions about what is going on with your plan of care.
- Tell the staff about non-medical special considerations you may have.
- Keep a bedside journal of questions you may have for the hospital professionals or for your primary care provider when you are seen for follow-up care after discharge.
- Encourage your patient designee/support person to take care of him/herself, to get rest and to manage emotions. While you are in Moore Regional Hospital, ask the staff about the availability of the Clara McLean House.
- As a not-for-profit health care system, FirstHealth offers financial help to patients, ensuring health care services are accessible and affordable for everyone. Please call (800) 798-6946 Monday through Friday 8:30 a.m.-5 p.m. or visit www.firsthealth.org/paymybill.

We thank you for choosing FirstHealth of the Carolinas for your health care.

Your Stay at FirstHealth

What to Bring
You should bring the following items with you on the day you arrive:

- Your health insurance card
- Personal identification (such as a driver’s license)
- HMO/PPO referral forms (if required)
- Medical records, X-ray films, or prior test results (if your physician has requested them)
- Written letter of authorization from insurance (if you are covered by worker’s compensation)
- A copy of your advance directives (your living will and/or Health Care Power of Attorney), if available
- Your medication list, including over-the-counter medicines, vitamins and herbs
Visitor Information Guidelines

Patient Visitation Rights
FirstHealth of the Carolinas strives to create a patient-centered setting and promote healing. An important part of the healing process is patient visitation. FirstHealth ensures that all visitors will enjoy full and equal visitation rights. These rights are given based on the patient’s approval. FirstHealth does not limit or deny visitation based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

FirstHealth respects and supports each patient’s right to have an approved patient designee/support person. One patient designee/support person is allowed while the patient is being cared for in any FirstHealth hospital. Every effort will be made to accommodate a patient’s support person. This is done in hopes of providing support and comfort to the patient. Please be aware that the patient or support person designated by the patient has the right to allow or deny visitation.

If visitation restrictions in specialty areas are clinically necessary, a patient care staff member or physician will explain this to the patient and/or patient’s designee/support person. If a patient is unable to communicate his/her wishes and has not presented an advance directive, but an individual asserts that he/she, as the patient’s spouse, domestic partner, parent or other family member/friend, is the patient’s designee/support person, the hospital will accept this assertion without request for documentation.

The patient (or patient designee/support person, where appropriate) has the right, subject to his or her consent, to receive visitors and withdraw or deny visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member or friend.

General Visitation
1. Visiting hours are encouraged from 6 a.m. to 8:30 p.m. If you visit after 8:30 p.m., enter through the Emergency Department entrance.

2. It is recommended that only two visitors per patient (which includes patient designee/support person) may visit in the patient’s room at a time.

3. Visitors who are ill or have had a fever within the last 24 hours must not visit until they have been symptom-free for 24 hours.

4. People with a contagious illness or disease should not visit patients.

5. All visitors must wash/disinfect their hands before and after their visit.

6. All visitors, including infants and children, must wear shirts and shoes.

7. Visitation by children 12 years of age and under is discouraged. Children must be under adult supervision (not the patient) at all times for safety reasons. If children become disruptive within the patient care areas, the responsible adult will need to escort them out. Disruptive adults may be asked to leave also.
8. Clergy have 24-hour visitation rights on all nursing floors. They are allowed to visit church members when given permission. Clergy must respect unit specific rules.

**Guest Services and Information**

**Phone Calls**
To make an outside telephone call from a hospital telephone, dial “9” and then the number.

**Cell Phones**
The use of cell phones is allowed in all areas of the hospital except those noted as no-cell zones. No-cell zones are marked with signage.

**Recording Policy**
Written consent and authorization must be obtained for the recording or filming, including photographic, video, electronic or audio media, in the hospital, hospital grounds, any FirstHealth facility, patient, staff or individual for any purpose other than identification, diagnosis or treatment of said patient by the provider.

**Television Services**
We provide free television service in patient rooms. Your nurse will show you how to use the control buttons for the television in your room.

**Wi-Fi**
FirstHealth provides wireless Internet access at no charge. Any computer or handheld device with a wireless network card should recognize our “guest” network.

**Flowers and Mail Service**
Mail and flowers addressed to you during your stay will be delivered to your room. Mail should be addressed as follows:

**Patient Name/Patient Room Number**
FirstHealth Moore Regional Hospital
155 Memorial Drive, PO Box 3000
Pinehurst, NC 28374

FirstHealth Moore Regional Hospital-Hoke Campus
6408 Fayetteville Road
Raeford, NC 28376

FirstHealth Montgomery Memorial Hospital
520 Allen Street
Troy, NC 27371
Chaplain Services
Chaplain services are available to meet your spiritual needs. To reach chaplain services:

- **Moore Regional Hospital**: Dial the operator at “0” 24 hours a day or (910) 715-1092 or 715-1955 to speak with someone in the Pastoral Care Office Monday-Friday, 8:30 a.m.-5 p.m. A chapel is located on the Lobby Level next to the main entrance, and a worship service is held every Sunday from 9:30 to 10 a.m.

- **Moore Regional Hospital-Hoke Campus**: Chaplain Services are arranged through the nursing staff. Chaplains are on call 24 hours a day.

- **Montgomery Memorial Hospital**: Chaplain Services are arranged through the nursing staff. Chaplains are on call 24 hours a day.

- **Richmond Memorial Hospital**: Local chaplains who volunteer their time to serve our patients provide 24-hour chaplain service. To speak with a chaplain, dial “0” on your telephone and ask the operator to contact the chaplain-on-call. A chapel is located on the first floor of the hospital, near the Intensive Care waiting room.

- **Sandhills Regional Medical Center**: Chaplain Services are arranged through the nursing staff. Chaplains are on call 24 hours a day.

Interpretive Services
Interpretive services are available for non-English-speaking, deaf and hard-of-hearing patients at no charge. Ask your caregiver for help.

Gift Shops
The Gift Shop at **Moore Regional Hospital** is located across from the visitor elevators (blue elevators) on the first floor and is open Monday through Friday from 10 a.m. to 8 p.m., Saturday from noon to 4 p.m. and Sunday from 1 to 5 p.m. To place an order, call (910) 715-1053.

The Gift Shop at **Richmond Memorial Hospital** offers a wide variety of balloons, cards, snacks and drinks, and gifts for all ages. It is located off the main lobby on the ground floor. Hours are Monday through Friday from 10 a.m. to 7 p.m., Saturday from 11 a.m. to 3 p.m. and Sunday from 1 to 5 p.m.

The Gift Shop at **Sandhills Regional Medical Center** is located on the first floor near the lobby and is open Monday through Friday from 9 a.m. to 4 p.m. Dial extension 8135 for more information.
Send an E-Card
Make a patient’s day by sending an e-card. Visit www.firsthealth.org/sendacard.

Dining Options

- **Moore Regional Hospital**
  Moore Regional Hospital offers “at your request” dining for patients. Depending on your diet, you may order your meals by calling extension 3663. Please ask your nurse for more information.

  The cafeteria and the Bistro at Reid Heart Center are available to serve family, friends and employees.

  Hours of operation:

  The cafeteria is open seven days a week, 6 a.m.-8 p.m.
  Late Night Hours – 11:30 p.m.-1:30 a.m.

  The Bistro at Reid Heart Center
  Monday-Friday – 7:30 a.m.-4 p.m.

- **Richmond Memorial Hospital**
  The cafeteria is available to serve family, friends and employees for breakfast and lunch. Dietary will review the menu for patients and obtain your order for each meal.

  Breakfast: 7 to 10 a.m.
  Lunch: 11 a.m. to 2 p.m.

- **Montgomery Memorial Hospital**
  Cafeteria services are provided for Montgomery Memorial patients only; however a vending area is available on the second floor for employees and visitors. This area is open 24 hours a day, seven days a week.

- **Moore Regional Hospital-Hoke Campus**
  The hospital bistro is open Monday through Friday from 8 a.m. to 2 p.m. Dietary will review the menu for patients and obtain your order for each meal.

- **Sandhills Regional Medical Center**
  The cafeteria is available to serve family, friends and employees for breakfast and lunch.

  Breakfast: 6:30 to 9 a.m.
  Lunch: 11 a.m. to 1:30 p.m.

Hospitality Services*
Located just across the street from FirstHealth Moore Regional Hospital, the **Clara McLean House** provides a safe environment for lodging, meals and other supportive services for patients and their families at a time of medical treatment. All guests must be referred by a
professional clinical staff member within the FirstHealth service area. For more information, call (910) 715-4220.

In addition to the Clara McLean House, FirstHealth of the Carolinas has partnered with local hotels to offer a discounted program to help patients and families find lodging when the need arises. These hotels provide a special rate for those going through treatment or for family members of a patient at Moore Regional Hospital.

The Hospitality Services Program at Moore Regional Hospital also provides assistance with the following:

- Meal Vouchers
- Arrangements for Transportation
- Navigation of Health System & Resources

For more information on the Hospitality Services Program, call (910) 715-4220.

*This program is supported by The Foundation of FirstHealth, guest donations and community support.

KUDOS!
Give KUDOS to a deserving FirstHealth staff member by visiting www.firsthealth.org/caretoshare.

DAISY Award honorees personify FirstHealth's remarkable patient experience. These nurses consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care, and are recognized as outstanding role models in our nursing community. If you have received exceptional care from a FirstHealth nurse, please complete a nomination form at www.firsthealth.org/caretoshare.

Infant and Pediatric Security
To help us provide a safe setting for our young patients, access to the Women and Children’s unit is limited. On admission, you will receive information explaining the safety and security needs of this special population.

Hospital Alerts
Any emergency alerts will be announced over the hospital intercom system. Ask a nurse or staff member for more information.

Patient Safety

Everyone at FirstHealth of the Carolinas has a role in making health care safe. As a patient, you can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

When you are admitted, you will be given an identification bracelet (I.D.) with your name. Please check to see that the information is correct. Do not take the bracelet off until you have been discharged from the hospital. If the bracelet comes off for any reason, notify your nurse and ask for a new one.
Become informed:
- Ask questions when you don’t understand or need more information
- Learn as much as you can about your illness, procedure and treatment plan
- Know what medications you are taking and why
- Before procedures or treatment, make sure that your name bracelet has been checked by the person caring for you
- Get the results of any test or procedure – don’t be afraid to ask

Ask a trusted family member or friend to be your designee/support person. This person can help:
- Remember any questions or concerns
- Make sure your wishes are clear
- Comfort you during stressful times
- Be a second set of eyes and ears for treatment plans

FirstHealth of the Carolinas wants you to be as comfortable as possible during your visit with us so we encourage you to SPEAK UP!

Speak up if you have questions or concerns. If you don’t understand, ask again.
Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right health care professionals. Don’t assume anything.
Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.
Ask a trusted family member or friend to be your advocate.
Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

Use a hospital, clinic or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as those provided by The Joint Commission.
Participate in all decisions about your treatment. You are the center of the health care team.

Oral Care
Good oral care decreases bacteria in the mouth. Brush your mouth, including your gums, inner cheeks, tongue and teeth at least two times daily while you are in the hospital to reduce the risk of pneumonia caused by oral bacteria entering the airway. Please ask your nurse if you need assistance.

Prevent Infections

Hand washing!
Notice whether your caregivers have washed or foamed their hands. Speak up and remind them. Hand washing or using the foam or gel to disinfect your hands is the most important way to prevent the spread of infections.
- Wash your hands often, including before meals and after going to the bathroom.
- Cover your mouth and nose when coughing or sneezing – use a tissue.
- Remember that hand washing or hand disinfection is required of all visitors before and after visiting each patient.

**Respiratory Hygiene/Cough Etiquette**

To prevent the spread of respiratory illnesses such as colds and flu, follow these measures while you are in the hospital:

If you (patient, family member or visitor) are coughing or sneezing, cover your mouth and nose, use tissues and wash your hands. Ask a staff member for tissues if you need them and dispose of the tissues in the nearest trashcan.

During periods of increased cases of respiratory infections in the community, you may be asked to wear a mask if you are coughing or have other symptoms. Family members/visitors may be asked not to visit during these times in order to prevent the spread of these respiratory illnesses to patients.

**Isolation Precautions**

Special Isolation Precautions may be used for patients with certain diagnoses and/or infections.

These precautions are put in place to protect other patients, hospital staff, visitors and family members. A sign explaining the type of extra precautions will be posted on the door to the patient room. For some infections, such as flu, you will be asked to wear a mask while you are in the room.

If a patient is on contact precautions for an infection or history of an infection with bacteria that is resistant to antibiotics (such as MRSA or VRE) anyone entering the room may be asked to wear a gown and gloves. Remove the gown and gloves and wash your hands before you leave the patient room.

In some cases, a mask or other protection may be placed on the patient when he or she is leaving the room for a test or procedure. Patients on special isolation precautions should NOT leave their room unless accompanied by a staff member or unless they are given special instructions. Patients and family members/visitors should always wash their hands before they leave a patient room.

**Prevent Medication Errors**

Make a list of the medications you take and any allergies that you have. Give the list to your primary care physician and bring it with you for any hospital visits. Keep the list updated when any medications are stopped, doses are changed, or new medications (even over-the-counter) are added. Carry medication information at all times in the event of emergency situations.

Your nurse will provide you with information on your medications while you are in the hospital. At discharge, you will be given a list of what you should take at home. Take this list to your follow-up visits with your physicians.
Prevent Falls

Our goal is to keep our patients safe and free from injury. To help keep you safe during your stay, we will ask you to sign a Fall Safety Agreement. To have a safe and speedy recovery, or to help your loved one have a safe and speedy recovery, you should:

- Check with the staff to see if there is any limit to patient activity level. For example, some patients may be able to get out of bed only with help.
- **Use the call bell for help.**
  - If you feel dizzy or unsteady, sit down and call the staff for help.
  - Wear low-heeled, non-skid shoes that fit well.
  - If you have certain aids that help you in your daily life (glasses, hearing aids or a cane), please use them.
  - Use lights when moving around in the room.
  - Watch where you sit. Some of the chairs have wheels and will move if the wheels are not locked.
  - Watch where you walk.
  - If you see a spill on the floor, please tell our staff.
  - Keep the room and floor free from clutter.
  - Use the handrails in the halls and bathrooms.
  - Keep needed items within easy reach.
  - When moving with IV poles or other types of equipment that require help, use the call bell.
  - Don’t overestimate your or your loved ones’ ability to be steady when out of bed. Many medications and/or treatments may make you unsteady and at more of a risk to fall than you may have been at home.
  - Let us know if you or your loved one has decreased vision, weakness, confusion at night or other physical issues that may increase the risk for falls.
  - The hospital may have specialized safety equipment available. If you or your loved one feels that may be beneficial, ask your nurse for more information.

Rapid Response Team

A Rapid Response Team is a group of nurses, respiratory therapists or doctors who are trained to help when there are signs that a patient is getting sicker. The purpose of a rapid response team is to help before there is a medical emergency such as a heart attack.

Rapid response teams take action very quickly when something goes wrong. They may suggest laboratory tests, X-rays, medications or even moving the patient to an intensive care unit. These actions can help patients get better and live longer.

Patients and/or family members should notify the nurse or doctors if they feel there are signs that the patient is getting sicker. If further response is needed, the patient/family may call the operator by dialing the number at your facility and asking him/her to call the Rapid Response Team.

- Moore Regional Hospital – 715-4444
- Moore Regional Hospital – Hoke – 878-4444
- Montgomery Memorial Hospital – 571-4444
- Richmond Memorial Hospital – 417-4444
- Sandhills Regional Medical Center – 8333
Surgery Patients
If you or your family member is having surgery, the hospital and surgeon will take precautions to assure that everything is done correctly related to your surgery. The patient will be asked to assist us several times prior to the surgery to assure we have the correct person, correct site and correct procedure. If possible, the surgeon will mark the site of the surgery with his/her initials. Other precautions, such as cleaning the site prior to surgery as well a prepping the site after arrival in the operating room, will be done to help prevent possible infections.

Quitting Tobacco
All FirstHealth facilities are tobacco-free. We do not allow the use of any tobacco products on our campuses and in our facilities and vehicles. You are asked to leave the premises to use tobacco products. FirstHealth offers FirstQuit, a tobacco-cessation program. For more information about the program, ask your nurse or visit www.firsthealth.org/firstquit.

Pneumococcal and Influenza Vaccine
While you are in the hospital, you will be offered the Pneumococcal Vaccine (PPV) and Influenza Vaccine (during flu season October-March).

- **Why get the Influenza Vaccine?**
  Everyone over 6 months of age should get a flu vaccine every year. The flu vaccine is the best protection against flu and its complications.

- **Why get the Pneumococcal Vaccine?**
  Pneumococcus is a bacterium that affects children and adults. It is the most common cause of pneumonia. It can also get in the bloodstream. Pneumococcal vaccine lowers the chance of bloodstream infection and death.

- **Who should get Pneumococcal Vaccine (PPV)?**
  - All adults 65 years of age and older
  - Anyone over 2 years of age who has a long-term health problem such as:
    - Heart disease
    - Sickle Cell disease
    - Alcoholism
    - Lung disease
    - Diabetes
  - HIV infection or AIDS
  - Damaged Spleen or No Spleen
  - Leaks of cerebrospinal fluid
  - Hodgkin’s Disease, Leukemia, Lymphoma or Myeloma

Pain Management
We care about the way our patients feel and want them to be as comfortable as possible during their time in our care. Pain is a normal response of the body to injury or illness, but thanks to modern medicine, we can often control a patient’s pain. Patients have the following rights and responsibilities when it comes to pain management:

- To receive information about pain and measures to relieve pain
- To have caregivers who are concerned about your pain and are responsive to your reports of pain
- To receive state-of-the-art pain management
- To be able to voice any questions or concerns you have about pain control

We expect you, as a patient of FirstHealth of the Carolinas, to:
• Talk about your pain to your caregivers
• Ask for pain relief when your pain first begins and whenever you have pain that you feel you cannot tolerate
• Discuss pain relief options with your caregivers
• Participate in developing a pain-management plan with your caregivers

The goal of pain control is simple – to lower your pain to a level that you can handle. You have a right to receive good pain management and should expect to have your pain lowered to a point that is comfortable and safe for you. The best way to talk to your caregivers about pain management is by telling:

• WHERE it hurts
• WHEN the pain started and how long it has lasted
• WHAT makes the pain feel better
• HOW it feels: Think about what your pain feels like and use words that best describe it to explain it to your caregivers. Here are some words that describe many different types of pain: dull, strong, sharp, throbbing, stabbing, gripping, squeezing, aching, etc.

You can talk to your caregivers about your pain by using the following scale of faces.* Point to the face that best represents your pain from the faces below:

* We also have pain scales that are specific to our infant and toddler population. This patient population is not able to report or describe pain, so the hospital staff will use these scales to assess and manage your child’s pain during his/her hospitalization.

Your Rights as a Patient

Advance Directives
If you are no longer able to make your own decisions about your medical care, you do not lose your right to accept or refuse treatment. To ensure your wishes are respected, you can complete an “Advance Health Care Directive.” This document gives instructions, in advance, about your wishes regarding your health care.

You are not required to complete an advance directive, and you will receive the same quality of health care whether you complete one or not. If you become unable to make your own decisions
and do not have an advance directive, your family or others close to you may be asked to make decisions for you based on what they believe you would want. If you are under age 18, your parent or guardian will usually make decisions about your medical care. Advance directives can be completed through your attorney’s office, or you can download the forms online at http://www.secretary.state.nc.us/ahcdr/. If you would like to receive a copy of the form, we will be happy to provide you with one.

Patient Rights
As a FirstHealth patient, you have the right to:

- Reasonable access to care.
- Care that is considerate and respectful of your personal values and beliefs.
- Be informed about and help make decisions about your care and help develop and implement your treatment care plan, discharge plan and pain management plan.
- Relevant, current and understandable information concerning your diagnosis, treatment (including alternatives of care) and prognosis from your physician.
- Know the name of the physician and other direct caregivers responsible for coordinating your care.
- Refuse any drugs, treatment or procedure offered by the facility, to the extent permitted by law, and a physician shall inform you of your right to refuse drugs, treatment or procedures and of the medical consequences of your refusal of any drugs, treatment or procedure.
- Have an Advance Directive (such as a living will, health care proxy or durable power of attorney for health care) concerning treatment or designating a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.
- Security and personal privacy.
- Confidentiality of all communications and records pertaining to your care, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- A patient who does not speak English can have access, when possible, to an interpreter.
- Upon request, a patient, or patient designee/support person, can have access to all information contained in the patient’s medical records.
- Review the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law and in accordance to hospital policy.
- Reasonable response by the hospital, within its capacity and policies, to your request for appropriate and medically indicated care and services.
- Information on the hospital’s business relationships with educational institutions and other health care providers or payers who may influence your treatment and care.
- Participate in or decline proposed research studies or human experimentation affecting care and treatment or requiring your direct patient involvement and care.
- Reasonable continuity of care, and to be informed by physicians and other caregivers of available and realistic patient care options and health care requirements following discharge and the means for meeting them.
- Access to protective services.
- Information on hospital policies and practices that relate to patient care, treatment and responsibilities.
- Be informed of available resources for resolving disputes, grievances and conflicts, such as ethics committee, patient representative and the grievance process.
- An appropriate assessment and management of your pain.
- To expect emergency procedures to be implemented without unnecessary delay.
- Good quality care and high professional standards that are continually maintained and reviewed.
- Be informed and give consent prior to the start of any treatment or procedure or both, unless it is an emergency situation; consent then may be withdrawn at any time that you do not wish to participate in the procedure or treatment.
- Assistance in obtaining consultation with another physician at your request and expense.
- Medical and nursing services without discrimination based on race, color, creed, religion, sex, sexual orientation, gender identity, national origin or source of payment.
- Not to be awakened by hospital staff unless it is medically necessary.
- Be free from needless duplication of medical and nursing procedures.
- Be transferred to another facility, when medically permissible, after receiving complete information and an explanation concerning the needs for and alternatives to the transfer.
- Be informed of your rights at the earliest possible time in the course of your hospitalization.
- Be free from physical and mental abuse and corporal punishment and to be free from restraint or seclusion, of any form, imposed by staff as a means of coercion, discipline, convenience or retaliation.
- To examine and receive a detailed explanation of your bill and a right to full information and counseling on the availability of known financial resources for your health care.
- To designate a patient designee/support person including, but not limited to a spouse, family member, same-sex partner, domestic partner, friend or other individual who supports you during your hospital stay and may exercise your visitation rights on your behalf. There is no limit on whom you may designate a support person, and there is no restriction based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.* (see page 28, Regulations and Interpretive Guidelines)
- To designate visitors who will receive the same visitation privileges as your immediate family members, regardless of whether the visitors are legally related to you.
- Seek a review by the Quality Improvement Organization (QIO) related to quality care issues or coverage issues, or seek appeal for a premature discharge issue. *(This applies to Medicare beneficiaries only.)

Quality Improvement Organization (QIO)
The Carolinas Center for Medical Excellence
100 Regency Forest Drive, Suite 200
Cary, NC  27518
Toll-free (800) 682-2650

Patient Responsibilities
As a patient of FirstHealth, you are responsible for:
- Giving details about past illnesses, hospitalizations, medicines and other matters related to your health.
• Asking questions when you do not understand information or instructions.
• Telling doctors and other caregivers if you believe they cannot follow through with their treatment.
• Being aware of the hospital’s obligation to be reasonably efficient and impartial in providing care to other patients and the community.
• Being considerate of other patients and hospital staff.
• Giving information for insurance and, when needed, for working with the hospital to arrange payment.
• Providing a current copy of your Advance Directive.
• Being aware of how your lifestyle affects your health.
• Reporting pain to doctor or nurse.
• Asking for pain relief when the pain first begins and whenever the pain is not tolerable.
• Learning about pain relief options.
• Participating in a pain management plan with patient caregivers.

Parents/Guardians are responsible for:
• Providing, to the best of their knowledge, accurate and complete information.
• Working with the health care team to provide appropriate care.
• Meeting the patient’s financial obligations.
• Respecting and considering the rights of others in the hospital.

Complaint Procedure
A complaint is an allegation of dissatisfaction expressed by a patient or his/her authorized representative concerning the quality of service or care provided. Complaints can be submitted by telephone or in writing to the Patient Advocate at one of the facilities below:

Moore Regional Hospital
P. O. Box 3000
Pinehurst, NC 28374
(910) 715-1000

Moore Regional Hospital-Hoke Campus
6408 Fayetteville Road
Raeford, NC 28376
(910) 878-6000

Montgomery Memorial Hospital
520 Allen Street
Troy, NC 27371
(910) 571-5000

Richmond Memorial Hospital
925 Long Drive
Rockingham, NC 28379
(910) 417-3000

Sandhills Regional Medical Center
1000 W. Hamlet Avenue
Hamlet, NC 28345
(910) 205-8000

Grievance Procedure
A grievance is a formal, written or verbal complaint that is filed by a patient, or his/her parent or guardian in the case of minors, when the staff member who is present cannot resolve an issue promptly. Issues should first be addressed with the staff, the Patient Advocate and/or the patient’s physician. When the resolution to the patient complaint is not satisfactory to the patient, the patient can then file a grievance.
To file a grievance:

- The patient and/or family member should contact the Patient Advocate. From a hospital phone, dial “0,” or ask for the service/unit manager during the evenings and weekends.
- The grievance can be filed in writing, in person or by telephone. Grievance Forms are available from the Patient Advocate and/or the service/unit manager.
- You may submit a grievance in writing to the Patient Advocate at one of the facilities below:

  Moore Regional Hospital  
  P. O. Box 3000  
  Pinehurst, NC 28374  
  (910) 715-1000  

  Moore Regional Hospital-Hoke Campus  
  6408 Fayetteville Road  
  Raeford, NC 28376  
  (910) 878-6000

  Montgomery Memorial Hospital  
  520 Allen Street  
  Troy, NC 27371  
  (910) 571-5000

  Richmond Memorial Hospital  
  925 Long Drive  
  Rockingham, NC 28379  
  (910) 417-3000

  Sandhills Regional Medical Center  
  1000 W. Hamlet Avenue  
  Hamlet, NC 28345  
  (910) 205-8000

- Written notice of the status of the grievance process – including acknowledgement of the receipt of grievance, name of the hospital contact and the steps to be taken on behalf of the patient to investigate that grievance – will be shared with the individual filing the grievance within seven days of the date of filing. A final review of the grievance will be provided in writing once a thorough investigation has been conducted. This could take up to 30 days from the date of filing.
- An appeal process can be initiated by the individual filing the grievance if the initial results are not satisfactory.

If your concerns are still not addressed, you are encouraged to contact The Joint Commission to report your concern regarding patient care and safety. You may contact The Joint Commission’s Office of Quality Monitoring toll-free at (800) 994-6610 or by emailing The Joint Commission at complaint@jointcommission.org, online via www.jointcommission.org or in writing to:

  Office of Quality and Patient Safety  
  The Joint Commission  
  One Renaissance Boulevard  
  Oakbrook Terrace, Illinois 60181
  Fax: (630) 792-5636

Patients can also file a grievance with the Division of Health Service Regulation as well as, or instead of, using this grievance process. The telephone number to file a grievance is (800) 624-3004.
The mailing address is:
Complaint Intake Unit
2711 Mail Service Center
Raleigh, NC 27699-2711

For Mammography* complaints, refer to the following:

The American College of Radiology (ACR)
1891 Preston White Drive
Reston, VA 22091
(800) 227-6440

*In the event that internal processes for consumer complaints do not lead to a successful resolution, the consumer will be informed that the ACR will investigate the complaint if the consumer makes a referral. The ACR will be notified of the consumer complaint within 90 days. The consumer will be notified within 30 days of any action taken by the ACR. These records will be maintained for a minimum of three years.

**Leaving the Hospital**

Discharge
FirstHealth Case Managers are registered nurses or social workers who are trained to help you decide if you have special needs after discharge (such as home care visits). If needed, the Case Manager will help you and your family set up any necessary equipment and care at home. If you cannot go home, the Case Manager will help you and your family plan where you will go.

Transportation
Getting home is the responsibility of the patient and family. Please arrange for a ride home as soon as you know when you will be discharged.

Taking Care of Yourself at Home
The nursing staff will provide a copy of your discharge instructions, as well as information on any medications you will be taking at home. Call your doctor or the nursing staff if you have questions.

Home Follow-up
You may receive a phone call from our staff the day after you leave the hospital if you had surgery or if your doctor asked that you be called. We want to make sure that you are getting the care you need at home and that you understand your discharge instructions.

If you have a referral for a nurse to visit you at home, the home care agency will receive a copy of your history, physical report and orders written by your doctor. The home care agency will contact you at home.
FirstHealth Patient Portal
You can securely access your personal health information any time, anywhere. If you haven’t already, simply give your email address to our registration staff or visit www.firsthealth.org to set up your user name and password on the FirstHealth Patient Portal. This service allows you to store, view and update your health record in one secure place.

Your Hospital Bill
As a not-for-profit health care system, FirstHealth offers financial help to eligible patients, which ensures that health care services are accessible and affordable for everyone.

Patient Responsibilities
Your estimated financial responsibility will be requested at the time of service. Following your health care services, you will receive a statement of any outstanding balance. Payment is expected in full at this time, unless other arrangements have been made.

Methods of Payment
For your convenience, we accept cash, checks and all major credit cards for payment. In addition, FirstHealth offers you the ability to pay your bill online at www.firsthealth.org/paymybill.

Governmental Programs
FirstHealth will assist you with finding programs that match your current needs. Examples include Medicaid, Vocational Rehabilitation, Crime Victim Assistance, etc.

Payment Plans
FirstHealth offers interest-free payment plans that will vary in length, depending on the balance of your account. We also offer interest-bearing plans that allow for more flexibility in your payment terms.

Discount Program
This program is available to patients without health insurance and insured patients receiving care that is not covered by their insurance plan. A prompt payment discount of 25 percent is available for most services (excluding cosmetic) when payment is made in full.

Financial Assistance Program
FirstHealth’s Financial Assistance Program ensures that all eligible individuals can receive medically necessary care at FirstHealth, regardless of their ability to pay. Patients with income below 360 percent of the Federal Poverty Guidelines may be eligible for financial assistance. Our financial counselors will work with you to help determine your eligibility. Documentation, such as tax returns and current pay stubs, will be requested to demonstrate financial need.

Financial assistance will be applied only after all insurance benefits from third-party payers, state and federal assistance programs, etc., have been exhausted. Services not eligible for financial assistance include Inpatient Chemical Dependency, Outpatient Behavioral Services and cosmetic procedures.
Contact Us!
If you have any questions, please contact us at (910) 715-1010 or toll-free at (800) 798-6946. We are available Monday through Friday between 8:30 a.m. and 5 p.m., or you can visit our website at www.firsthealth.org/paymybill.

Services Not Billed by FirstHealth Hospitals
During your hospital stay, you may receive treatment from physicians and/or other health care providers who will bill separately for their services. If you have any questions about bills from physicians, please contact them directly.

Some of these providers may include:
- Your doctor/surgeon or consultant
- Radiologists (doctors who read and review X-rays)
- Anesthesiologists (doctors who administer anesthesia during certain procedures)
- Pathologists (doctors who read and review tissue and lab specimens)
- Emergency doctors (doctors who provide emergency care/Sandhills Emergency Physicians)
- (800) 877-7564

Privacy Information

The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
HIPAA is the acronym for the Health Insurance Portability and Accountability Act of 1996. The HIPAA Privacy Rule created national standards to protect individuals’ medical records and other personal health information. These privacy rights protect your health information. These rights are important for you to know. You can exercise these rights, ask questions about them, and file a complaint if you think your rights are being denied or if your health information isn't being protected.

NOTICE OF PRIVACY PRACTICES
FirstHealth of the Carolinas, Inc.
FirstHealth Moore Regional Hospital
FirstHealth Moore Regional Hospital-Hoke Campus
FirstHealth Richmond Memorial Hospital, a division of Moore Regional Hospital
FirstHealth Montgomery Memorial Hospital
Sandhills Regional Medical Center
The Foundation of FirstHealth, Inc.
and other health care providers, physicians and allied health providers credentialed by FirstHealth of the Carolinas while performing their duties within our health system.

The terms of this notice apply to the organizations and groups of individuals listed above who provide services within our clinically integrated health care setting. Only records that relate to services or care at facilities that are part of the FirstHealth of the Carolinas health system are covered under this notice.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. FirstHealth has a legal duty to protect health information...
about you. If you have any questions or concerns, please ask the registration staff for assistance.

Summary of FirstHealth’s Notice of Privacy Practices
FirstHealth has a legal duty to protect health information about you.

FirstHealth may use and disclose Protected Health Information (PHI) about you:
- To provide your health care treatment
- To obtain payment for services
- For health care operations (business operations related to your treatment)

FirstHealth may use and disclose your PHI in other circumstances without your authorization. (Some examples are federal law, state law, abuse/neglect cases, or for tissue/organ donation.)
- FirstHealth may contact you to provide appointment reminders.
- FirstHealth may contact you with information about treatment, services, products or health care providers.
- FirstHealth may also contact you for fundraising activities.

You have rights about your PHI. You can:
- Request limits on uses and release of your PHI
- Request different ways to contact you
- See and receive copies of your PHI upon your request
- Request changes to your PHI
- Request a list of disclosures FirstHealth has made
- Request a copy of this notice

You can object to certain uses and disclosures. You can file a complaint about our privacy practices.

FirstHealth May Use and Disclose Your PHI Without Your Authorization in the Following Circumstances:

1. FirstHealth may use and disclose your PHI to provide health care treatment to you. FirstHealth may use and disclose your PHI to provide, coordinate, or manage your health care and related services. This may include communicating with other health care providers regarding your treatment and the coordination and management of your health care with others. For example, we may use and disclose your PHI when you need a prescription, lab work, an X-ray or other health care services. In addition, we may use and disclose your PHI when referring you to another health care provider.

EXAMPLE 1: A doctor treating you for a broken leg may need to know if you have diabetes, because diabetes can slow the healing process. In addition, the doctor may need to tell the dietitian if you have diabetes so that we can arrange for appropriate meals. Departments of the hospital may also need to share your PHI in order to coordinate different services you may need, such as prescriptions, lab work and X-rays. We may also disclose PHI about you to people outside the hospital who may be involved in your medical care after you leave the hospital, such as home health providers or others who may provide services that are part of your care.

EXAMPLE 2: Your doctor may share medical information about you with another health care provider. For example, if you are referred to another doctor, that doctor will need to know if you are allergic to any medications. Similarly, your doctor may share PHI about you with a
pharmacy when calling in a prescription.

**NOTE:** Entities and individuals who provide care as part of our clinically integrated health care system may share PHI with each other as necessary to carry out treatment, payment and health care operations.

2. **FirstHealth may use and disclose PHI about you to obtain payment for services.**
   Generally, FirstHealth may use and give your medical information to others to bill and collect payment for the treatment and services provided to you. Before you receive scheduled services, we may share information about these services with your insurance company/companies health plan(s). Sharing information allows us to ask for coverage under your plan or policy and for approval of payment before we provide the services. FirstHealth may also share portions of your medical information with the following:
   - Billing departments or business offices
   - Collection departments or agencies
   - Insurance companies, health plans and their agents that provide your insurance coverage or payment for your health care
   - Hospital departments that review the care you received to see if it and the costs associated with it were appropriate for your illness or injury
   - Consumer reporting agencies (e.g., credit bureaus)
   
   *For example:* Let’s say you have a broken leg. FirstHealth may need to give your health plan(s) information about your condition, supplies used (such as plaster for your cast or crutches) and services you received (such as X-rays or surgery). The information is given to our billing department and your health plan so FirstHealth can be paid or you can be reimbursed. We may also send the same information to our hospital department that reviews our care of your illness or injury.

3. **FirstHealth may use and disclose your PHI for health care operations.**
   FirstHealth may use and disclose PHI in performing business activities, which we call “health care operations.” These “health care operations” allow us to improve the quality of care we provide and reduce health care costs. Examples of the way we may use or disclose PHI about you for “health care operations” include the following:
   - Reviewing and improving the quality, efficiency and cost of care that FirstHealth provides to you and our other patients. *For example,* we may use PHI about you to develop ways to assist our health care providers and staff in deciding what medical treatment should be provided to others.
   - Improving health care and lowering costs for groups of people who have similar health problems and to help manage and coordinate the care for these groups of people. FirstHealth may use PHI to identify groups of people with similar health problems to give them information, for instance, about treatment alternatives, classes or new procedures.
   - Reviewing and evaluating the skills, qualifications and performance of health care providers taking care of you.
   - Providing training programs for students, trainees, health care providers or non-health-care professionals (*for example,* billing clerks or assistants, etc.) to help them practice or improve their skills.
   - Cooperating with outside organizations that assess the quality of the care FirstHealth and others provide. These organizations might include government agencies or
accrediting bodies such as The Joint Commission on Accreditation of Health Care Organizations.

- Cooperating with outside organizations that evaluate, certify or license health care providers, staff or facilities in a particular field or specialty. *For example*, FirstHealth may use or disclose PHI so that one of our nurses can become certified as having expertise in a specific field of nursing, such as pediatric nursing.
- Assisting various people who review our activities. *For example*, PHI may be seen by doctors reviewing the services provided to you and by accountants, lawyers and others who assist us in complying with applicable laws.
- Planning for our organization’s future operations and fundraising for the benefit of our organization.
- Conducting business management and general administrative activities related to our organization and the services it provides, including providing information.
- Resolving grievances within our organization.
- Reviewing activities and using or disclosing PHI in the event FirstHealth sells our business, property or gives control of business or property to someone else.
- Complying with this Notice and with applicable laws.

4. **FirstHealth may use and disclose your PHI under other circumstances without your authorization.**

FirstHealth may use and/or disclose your PHI for a number of circumstances in which you do not have to consent, give authorization or otherwise have an opportunity to agree or object. Those circumstances include:

- When the use and/or disclosure is required by law. *For example*, when a disclosure is required by federal, state or local law or other judicial or administrative proceeding.
- When the use and/or disclosure is necessary for public health activities. *For example*, FirstHealth may disclose your PHI if you have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition.
- When the disclosure is related to victims of abuse, neglect or domestic violence.
- When the use and/or disclosure is for health oversight activities. *For example*, FirstHealth may disclose your PHI to a state or federal health oversight agency that is authorized by law to oversee our operations.
- When the disclosure is for judicial and administrative proceedings. *For example*, FirstHealth may disclose your PHI in response to an order of a court or administrative tribunal.
- When the disclosure is for law enforcement purposes. *For example*, FirstHealth may disclose your PHI in order to comply with laws that require the reporting of certain types of wounds or other physical injuries.
- When the use and/or disclosure relates to decedents. *For example*, FirstHealth may disclose your PHI to a coroner or medical examiner for the purposes of identifying you should you die.
- When the use and/or disclosure relates to cadaveric organ, eye or tissue donation purposes.
- When the use and/or disclosure relates to medical research. Under certain circumstances, FirstHealth may disclose your PHI for medical research.
• When the use and/or disclosure is to avert a serious threat to health or safety. *For example*, FirstHealth may disclose your PHI to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.
• When the use and/or disclosure relates to specialized government functions. *For example*, FirstHealth may disclose your PHI if it relates to military and veterans' activities, national security and intelligence activities, protective services for the president, and medical suitability or determinations of the Department of State.
• When the use and/or disclosure relates to correctional institutions and in other law enforcement custodial situations. *For example*, in certain circumstances, FirstHealth may disclose your PHI to a correctional institution having lawful custody of you.

5. **You can object to certain uses and disclosures.**

Unless you object, FirstHealth may use or disclose your PHI in the following circumstances:
• FirstHealth may share your name, your room number and your condition (*for example*, good, fair, serious or critical) in our hospital directory with members of the clergy (or their designees) and with people who ask for you by name. We also may share your religious affiliation with clergy. If you object to such disclosures, you can opt out of the hospital directory at admitting or by contacting the Patient Privacy Officer.
• FirstHealth may share with a family member, relative, friend or other person identified by you PHI directly related to that person’s involvement in your care or payment for your care. We may share with a family member, personal representative or other person responsible for your care PHI necessary to notify such individuals of your location, general condition or death.
• FirstHealth may share your PHI with a public or private agency (*for example*, American Red Cross) for disaster relief purposes. Even if you object, FirstHealth may still share your PHI, if necessary, for the emergency circumstances.

If you would like to object to our use or disclosure of your PHI in the above circumstances, please contact the Privacy Office.

6. **FirstHealth may contact you to provide appointment reminders.**

FirstHealth may use and/or disclose PHI to contact you to provide a reminder to you about an appointment you have for treatment or medical care.

7. **FirstHealth may contact you with information about treatment, services, products or health care providers.**

FirstHealth may use and/or disclose PHI to manage or coordinate your health care. This may include telling you about treatments, services, products and/or other health care providers. We may also use and/or disclose PHI to give you gifts of a small value. *For example*: If you are diagnosed with diabetes, we may tell you about nutritional and other counseling services that may be of interest to you.

8. **FirstHealth may contact you for fundraising activities.**

FirstHealth may use and/or disclose your PHI, including disclosure to a foundation that may contact you to raise money for the hospital and its operations. We would release only contact information and the dates you received treatment or services at the hospital. If you do not want to be contacted in this way, you must notify our Privacy Office in writing.
9. **North Carolina (N.C.) Law.**

There are circumstances where N.C. law requires more protection of your health information than stated in this notice or required by federal law. In these situations, we will provide the additional protections that are required. *For example*, we comply with additional confidentiality protections relating to communicable diseases such as HIV and AIDS. We also comply with state law confidentiality protections specific to treatment for mental health and substance abuse. Excluding exceptions permitted by law, such as disclosures to other facilities or professionals when necessary to coordinate your care or treatment or to a health care provider in an emergency, state law generally requires that we obtain your written authorization before we disclose treatment information related to mental health, developmental disabilities or substance abuse services.

State law also permits a hospice, home health, and ambulatory surgery or outpatient cardiac rehabilitation patient to object in writing to having state licensing inspectors review their health information during a licensure survey. We will comply with such written objections.

If you apply for and receive substance abuse services from us, federal law generally requires that we obtain your written consent before we may disclose information that would identify you as a substance abuser or a patient for substance abuse services. There are exceptions to this general requirement. *For example*, we may disclose information to our workforce as needed to coordinate your care, to agencies or individuals who help us carry out our responsibilities in serving you, and to health care providers in an emergency.

**Any Other Use or Disclosure of Your PHI Requires Your Written Authorization**

Under any circumstances other than those listed above, FirstHealth will ask for your written authorization before we use or disclose your PHI. If you sign a written authorization allowing us to disclose your PHI in a specific situation, you can later cancel your authorization in writing. If you cancel your authorization in writing, we will not disclose your PHI after we receive your cancellation, except for disclosures that were being processed before we received your cancellation.

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**You Have Several Rights Regarding Your PHI.**

You have the right to request that FirstHealth restrict the use and disclosure of your PHI. We are not required to agree to your requested restrictions. However, even if we agree to your request, your restrictions may not be followed in certain situations. These situations include emergency treatment, disclosures to the Secretary of the Department of Health and Human Services, and uses and disclosures described in subsection 4 of the previous section of this Notice. You may request a restriction by contacting the FirstHealth of the Carolinas Privacy Office in writing.

You have the right to request how and where FirstHealth contacts you about PHI. Your request must be in writing to the FirstHealth Privacy Office. *For example*, you can request that FirstHealth contact you at your work address or phone number or by email. We must accommodate reasonable requests, but may condition that accommodation on your providing us with information regarding how payment (if any) will be handled and your specification of an alternative address or other method of contact. You may request
alternative methods of communication by contacting the FirstHealth of the Carolinas Privacy Office in writing.

You have the right to request to see and receive a copy of PHI contained in clinical, billing and other records used to make decisions about you. Your request must be in writing. We may charge you related fees. Instead of providing you with a full copy of the PHI, we may give you a summary or explanation of your PHI, if you agree in advance to the form and cost of the summary or explanation. **There are certain situations in which we are not required to comply with your request. Under these circumstances, we will respond to you in writing, stating why we will not grant your request and describing any rights you may have to request a review of our denial.** You may request to see and receive a copy of PHI about you by contacting the FirstHealth of the Carolinas Privacy Office in writing.

You have the right to request that FirstHealth makes amendments to clinical, billing and other records used to make decisions about you. Your request must be in writing and must explain your reason(s) for the amendment. We may deny your request if: 1) the information was not created by us (unless you prove the creator of the information is no longer available to amend the record); 2) the information is not part of the records used to make decisions about you; 3) we believe the information is correct and complete; or 4) in those circumstances described in the previous underlined section. We will tell you in writing the reasons for the denial and describe your rights to give us a written statement disagreeing with the denial. If we accept your request to amend the information, we will make reasonable efforts to inform others of the amendment, including persons you name who have received your PHI and who need the amendment. You may request an amendment of your PHI by contacting the FirstHealth of the Carolinas Privacy Office in writing.

If you ask our Privacy Office in writing, you have the right to receive a written list of our disclosures of your PHI. You may ask for disclosures made up to six years before your request (not including disclosures made prior to April 14, 2003.) We are not required to include disclosures:
- For your treatment
- For billing and collection of payment for your treatment
- For our health care operations
- Requested by you that you authorized or that are made to individuals involved in your care
- Allowed by law when the use and/or disclosure relate to certain specialized government functions or relate to correctional institutions and in other law enforcement custodial situations, and
- As part of a limited set of information that does not contain certain information that would identify you

The list will include the date of the disclosure, the name (and address, if available) of the person or organization receiving the information, a brief description of the information disclosed, and the purpose of the disclosure. If you request a list of disclosures more than once in 12 months, we can charge you a reasonable fee. You may request a listing of disclosures by contacting the FirstHealth of the Carolinas Privacy Office in writing.

**You have the right to a copy of this Notice.** You have the right to request a paper copy of this
Notice at any time by contacting the FirstHealth of the Carolinas Privacy Office in writing. FirstHealth will make a good faith effort to provide a copy of this Notice no later than the date you first receive service from us (except in an emergency treatment situation and then FirstHealth will provide the Notice to you as soon as possible.)

**You May File A Complaint About Our Privacy Practices.**
If you think your privacy rights have been violated by us, or if you have a complaint about our privacy practices, you can contact us at:

FirstHealth of the Carolinas  
Attn: Privacy Office  
P.O. Box 3000  
Pinehurst, NC 28374  
Toll-free (866) 898-8891

If you file a complaint, FirstHealth will not take any action against you or change our treatment of you in any way. You may also send a written complaint to the United States Secretary of the Department of Health and Human Services.

(from page 15, Patient Rights)

*Regulations and Interpretive Guidelines*
(Rev. 149, Issued: 10-09-15, Effective: 10-09-15, Implementation: 10-09-15)

NOTE: in the regulations or guidance which follow, in every instance where the following terms appear:

- “Spouse” means an individual who is married to another individual as a result of marriage lawful where it was entered into, including a lawful same-sex marriage, regardless of whether the jurisdiction where the hospital is located, or in which the spouse lives, permits such marriages to occur or recognizes such marriages;
- “Marriage” means a marriage lawful where entered into, including a lawful same-sex marriage, regardless of whether the jurisdiction where the hospital is located, or in which the spouse lives, permits such marriages to occur or recognizes such marriages;
- “Family” includes, but is not limited to, an individual’s “spouse” (see above);
- “Relative” when used as a noun, includes, but is not limited to, an individual’s “spouse” (see above).

Furthermore, except where CMS regulations explicitly require an interpretation in accordance with State law, wherever the text of a regulation or associated guidance uses the above terms or includes a reference to a patient’s “representative,” “surrogate,” “support person,” “next-of-kin,” or similar term in such a manner as would normally implicitly or explicitly include a spouse, the terms are to be interpreted consistent with the guidance above.
A hospital is expected to recognize all lawful marriages and spouses for purposes of compliance with the Conditions of Participation, regardless of any laws to the contrary of the state or locality or other jurisdiction where the hospital is located or where the spouse lives.
Discrimination is Against the Law

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

FirstHealth of the Carolinas:

• 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 your caregiver.

If you believe that FirstHealth of the Carolinas 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 with: Patient Advocate, Moore Regional Hospital, P.O. Box 3000, Pinehurst, NC 28374 or call (910) 715-1000.
You can file a grievance in writing, in person or by telephone. If you need help filing a grievance, the 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)
MULTI-LANGUAGE
INTERPRETER SERVICES

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (910) 715-1000 (TTY 711).

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (910) 715-1000 (TTY 711).

繁體中文 (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 (910) 715-1000 (TTY 711)。

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (910) 715-1000 (TTY 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-(910) 715-1000 (TTY 711)번으로 전화해 주십시오.

Français (French)

ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement.
Appelez le (910) 715-1000 (ATS 711).

العربية

ملحوظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-1000-715 (910) (رقم هاتف الصم والبكم -711 TTY).

Hmoob (Hmong)

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (910) 715-1000 (телетайп: 711).

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (910) 715-1000 (TTY 711).

ગુજરાતી (Gujarati)

સૂચના: જે તમે ગુજરાતી બોલતા હો, તો લિંગૂસ્ક લાસા સહાય સેવાઓ તમારી માટે ઉપલબ્ધ છે. કોલ કરો (910) 715-1000 (TTY 711).

柬埔寨 (Cambodian)

ពប្ភ្សាគ្រ ប្រឹក្សារាសុវត្ថិភាព ការប្រការ, អាចប្រឹក្សារាសុវត្ថិភាព ប្រឹក្សារាសុវត្ថិភាព អំពីការប្រការ (910) 715-1000 (TTY 711)។

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (910) 715-1000 (TTY 711).

हिंदी (Hindi)

चाहे आप हिंदी बोलते हैं तो आपके लिए मु म त में भाषा सहायता सेवाएं उपलब्ध हैं। (910) 715-1000 (TTY: 711) पर कॉल करें।

ภาษาลาว (Lao)

โปรดทราบ: คุณคะ คำานิเทศการ ผ่าน คำานิเทศการคู่คับคูกับ มีการสนับสนุนเสียง ฉบับที่ 1, ฉบับที่ 2 คุณจะเข้าสู่ ระบบ โปรด (910) 715-1000 (TTY 711).

日本語 (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。(910) 715-1000（TTY:711）まで、お電話にてご連絡ください。