

PATIENT GUIDE



**NORTH MISSISSIPPI
HEALTH SERVICES**

WELCOME

On behalf of North Mississippi Health Services' leadership team, welcome to our hospital. We appreciate the opportunity to serve your health care needs and consider it a privilege to care for you.

Our expertise and commitment to this community will be evident through the care you receive here. Please let your health care team know whether we are meeting your expectations.

MISSION & VISION

WHY WE EXIST

To continuously improve the health of the people of our region.

WHAT WE WANT TO BE

The provider of the best patient- and family-centered care and health services in America.

VALUES

Compassion – Show sincere care and kindness for those I serve

Accountability – Take Responsibility for my actions

Respect – Treat everyone with dignity

Excellence – Achieve excellence through innovation, teamwork and doing my best

Smile – Always be friendly

PATIENT EXPERIENCE

Our approach to patient care is about connecting with every patient, every time, and making a difference in every life we touch.

After your stay, you may receive a survey asking about your visit. Please be honest. Your feedback will help us make improvements where needed and give praise where deserved.

PATIENT SAFETY

Your safety is our top priority. We are on a continuous journey to improve safety for our patients and staff with a goal of zero preventable harm. Your safety is a collaborative effort, and we want you to be an active participant in your care.

If you have any concerns during your hospital stay, please notify us through one of these methods:

- Ask to speak to the charge nurse or nurse manager
- Call our Care Line at (662) 377-CARE (2273)
- Complete a patient feedback form at www.nmhs.net/feedback

WANT TO THANK A MEMBER OF OUR TEAM?

Share your story of what your nurse or other caregiver has meant to you. Ask for a Daisy Award (for nurses) or BEE Award (for other caregivers) nomination form. Nomination forms are available throughout NMMC or at www.nmhs.net/bee-award. For more information, call (662) 377-6341 or email BEEAwards@nmhs.net.

PATIENT RIGHTS

North Mississippi Medical Center (NMMC) system recognizes its obligations and responsibility to provide each patient with the care most conducive to your comfort and well-being. It further respects the rights of the patient (and legal guardian) as an individual with unique health care needs. In providing this care NMMC has the right to expect behavior on the part of the patients, legal guardians, relatives and friends which is reasonable and responsible.

AS A PATIENT, YOU HAVE THE RIGHT TO:

- impartial access to treatment or accommodations regardless of race, creed, sex, national origin, age, religion, gender identity, sexual orientation, disability, handicap or ability to pay for care
- be informed of all patient rights at the time of admission and the rules and regulations applicable to your conduct as a patient
- have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital
- be treated with courtesy, respect, individual dignity and privacy
- access to people outside the facility by means of visitors and by verbal and written communications
- expect all communications and other records pertaining to your care, including source of payment for treatment to be treated as confidential
- participate in decisions involving your health care, including the diagnosis, considerations of ethical issues, course of treatment, alternatives, risks and prognosis
- know if medical treatment is for experimental research and to consent or refuse to participate in such experimental research
- know the identity and professional status of individuals providing services and to know which physician is primarily responsible for your care
- expect your documented Advance Directive to be acted upon to the extent of the law
- expect reasonable safety insofar as the hospital practices and environment are concerned
- refuse treatment to the extent of the law and must be told of the potential risks involved with such refusal
- to be informed of any continuing health care requirements following discharge from the hospital
- a timely notice of termination of your eligibility for reimbursement by any third-party payor for the cost of your care
- request and receive an itemized and detailed explanation of the total bill for services rendered in the hospital
- prompt and reasonable response to questions and requests
- be offered spiritual care/pastoral counseling of your choice
- express your concerns about the care you receive. If you have a complaint or grievance, you may discuss it with your caregiver and/or you may contact NMHS Care Connection by dialing CARE (2273) or (662) 377-2273 (outside NMMC). NMHS Care Connection is also accessible via email (www.nmhs.net/contact-us).

- If your complaint or grievance is not resolved to your satisfaction after submitting your feedback, you may request a review by the following organizations:

Mississippi State Department of Health

P.O. Box 1700
Jackson, MS 39215-1700
(601) 576-7634

Alabama Department of Public Health

Post Office Box 303017
Montgomery, AL 36130-3017
(332) 206-5111 or 1-800-356-9596

DNV Healthcare USA Inc.

Attn: Hospital Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, Ohio 45245
1-866-496-9647
(281) 870-4818 (fax)
www.dnvhealthcareportal.com/patient-complaint-report

Medicare beneficiaries may contact QIO to lodge a complaint or grievance.

QIO

385B Highland Colony Pkwy., Suite 504
Ridgeland, MS 39157
(866) 775-5897

AS A PATIENT, YOU HAVE THE RESPONSIBILITY:

- to provide accurate and complete information about present and past complaints, illnesses, hospitalizations, medications and other matters relating to your health
- to report unexpected changes in your condition to the responsible practitioner
- to report whether you clearly understand the course of treatment and what is expected of you
- for following the treatment plan recommended by the practitioner primarily responsible for your care
- for your actions if you refuse treatment or do not follow the practitioner's instructions
- for assuming and fulfilling appropriately and promptly the financial obligations for health care
- to request consideration for charity care and provide hospital requested information within the assigned time frame
- for following rules and regulations, such as control of noise, smoking and number of visitors
- for being respectful of the property of other persons and the facility
- for not participating in the use of illegal drugs and/or alcohol
- for not bringing firearms, explosives or knives within the boundaries of the facility property
- for participating reasonably in discharge planning
- for keeping appointments and if unable to do so, for any reason, notifying the responsible practitioner or facility
- to notify your insurance company within 24 hours of admission (see back of your insurance card for instructions.)

CONCERNS?

If you need further information or have questions, please call NMHS Care Connection at (662) 377-2273.

RAPID RESPONSE TEAM

Rapid Response Team members work together to prevent emergencies and provide help when needed. Call for help if you notice:

- You feel that something is “just not right,” even if you can’t explain it.
- You notice a sudden or worrying change in the patient’s condition.
- You observe any of the warning signs listed below that are not normal or currently being treated for the patient:
 - Heart rate is less than 40 or greater than 130
 - Respiratory rate is less than 12 or greater than 28
 - Systolic blood pressure is less than 90 or greater than 170
 - O2 saturation is less than 90% on supplemental oxygen
 - Difficulty breathing
 - Acute chest pain or dysrhythmia
 - Acute change in mental status
 - Temperature is less than 96.8 F or greater than 100.4 F in combination with any of the above

At NMMC-Tupelo, call the Rapid Response Team at (662) 377-3678. At all other NMMC hospitals, please contact the patient’s nurse or charge nurse.

ADVANCE DIRECTIVES

An advance directive helps your loved ones make decisions for your care when you can’t.

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

Our “Conversations Before the Crisis” booklet provides tools, guidance and resources to begin talking with loved ones about your end of life wishes. It also serves to provide peace of mind and comfort to family members who are making complicated medical decisions.

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact Social Services at (662) 423-4517.

DIRECTIVES CAN INCLUDE:

Living Will

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

Durable Power of Attorney

For health care: This is a legal document that names your health care proxy – someone who can make medical decisions for you if you’re unable to do so. An official health care proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone to help manage your finances if you cannot. Your health care proxy also can do this if you’d like.

LEAVING THE HOSPITAL

Reduce your chances of complications and increase your chances for a healthy recovery. For a successful transition from the hospital, talk with your nurse about:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

Other follow-up instructions could include:

- Help and resources when you leave the hospital
- Food or activities to avoid
- How to care for incisions or use equipment
- Warning signs to watch for
- Daily living adjustments (like how to get into bed)
- Who to call with questions

TAKING MEDICINES AT HOME

After you leave the hospital, you may have to change how often you take current medicines or new ones. It's important to fill any new prescriptions right away and take all your medicines exactly as your doctor recommends.

If you don't, your health condition may get worse, and you could end up back in the hospital.

REMEMBER THESE TIPS:

- Connect doses with daily activities – like when you eat a meal or go to bed.
- Put medicines where you'll see them – for example, on the dinner table if you need to take them with food, or by your toothbrush if you need to take them in the morning.
- Use daily dosing containers – to sort your medicines for the week.
- Keep a written or electronic schedule – so you know which medicine to take next.
- Refill your prescription – and set reminders on your phone or calendar for the next refill.

MYCONNECTION PATIENT PORTAL

After your hospital stay, you will be able to review the discharge summary through our patient portal at nmhs.net.

WITH MYCONNECTION YOU CAN:

Keep track of your health. With myConnection, you can keep track of your medical history, medications and test results all in one place. You can now select whether to view test results immediately or wait until your provider has reviewed them.

Schedule appointments with ease. myConnection allows you to schedule and manage your appointments online. You can even receive appointment reminders via text or email. Text START to 60324 for appointment reminders.

Communicate with your doctor. You can message your doctor directly through myConnection to ask questions, request prescription refills and get advice when you need it.

Access your medical records. myConnection gives you access to your medical records from anywhere, so you can review them at your convenience and share them with other health care providers.

Access E-visits for urgent needs. See your doctor from the comfort of your home. E-visits are available seven days a week.

Spend less time waiting. Check urgent care wait times and secure your place in line with On My Way. Know your records are safe. Your information is protected by state-of-the-art security measures, so you can feel confident that your information is safe and secure.

Sign up at myconnection.org to get started. If you have issues logging in to myConnection, call customer service at (844) 263-4442.

VISITATION POLICY

For the care and protection of our patients, staff and other visitors, our hospital reserves the right to limit, restrict or amend visitation.

Inpatients: Visitation from 6 a.m. to 9:30 p.m. One visitor may stay overnight. Must be at least 10 years old to visit Oncology and Critical Care Units. Children must be accompanied by an adult at all times. Visitation may be limited as needed.

Critical Care Unit (CCU) Patients: Two visitors at specified times during the day. Must be at least 10 years old to visit.

NMMC Gilmore-Amory: 6 a.m., 10 a.m., 1 p.m., 4 p.m. and 8 p.m.

NMMC-Tupelo: 6 a.m., 10 a.m., 2 p.m., 6 p.m. and 9 p.m.

NMMC-West Point: 6 a.m., 10 a.m., 1 p.m., 4 p.m. and 8 p.m.

When appropriate, a bedside support person may be designated. One visitor may stay overnight. Visitors must adhere to critical care guidelines for visitation. For an end-of-life situation, visitation is limited to family and clergy.

Pediatric Patients: Visitation from 6 a.m.-9:30 p.m. Children must be accompanied by an adult at all times. Mother and father or support person only may stay overnight. Visitation may be limited as needed.

Maternity Patients: NMMC Women's Hospital, NMMC Gilmore-Amory and NMMC-West Point: One support person may be identified upon admission as primary support. The primary support person may be present at any time during the stay and will not count in the number of visitors. Two visitors allowed on the Labor and Delivery Unit. Support person and one visitor may be present at time of delivery.

Mother/Baby Unit: During the hours of 12 p.m. until 8 p.m., four adult visitors and siblings, accompanied by an adult, may visit.

NMMC Women's Hospital NICU, NMMC Gilmore-Amory NICU: Mother and father (or designated support person) and four other visitors over the age of 18 may visit anytime. The four additional visitors shall remain the same throughout NICU hospitalization.

At both facilities, no visitors are allowed during the hours of shift change (6:30-7:30 a.m., 6:30-7:30 p.m.) or during new admissions.

Inpatient Hospice Patients: Unrestricted

Outpatient Surgical Patients: Limited to two visitors.

Emergency Department (ED) Patients: Limited to two visitors. For an end-of-life situation, visitation is limited to family and clergy.

We ask that individuals who meet these visitation guidelines refrain from visiting:

- If you have any signs or symptoms of a respiratory infection in the past 48 hours
- Temperature of 100 degrees F or higher
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

Visitors who do not follow personal protective equipment (PPE) guidelines will be asked to leave the premises to protect the safety of our patients and staff.

VIRTUAL CARE

Virtual Care is a service offered at select NMHS facilities. This innovative approach use technology to provide remote nursing care, enhancing patient support and improving health care delivery.

Services Provided:

- **Admission Assistance:** Registered Nurses assist patients with the admission process.
- **Discharge Education:** Registered Nurses provide information and guidance for patients being discharged.
- **Safety Rounding:** Nurses conduct regular virtual check-ins to ensure patient safety.
- **Diagnosis-Based Education:** Nurses educate patients about their specific diagnoses.
- **Medication Education:** Nursing or Pharmacy staff provide education on new and chronic medications.
- **Procedure and Process Education:** Nurses explain medical procedures and processes to patients.
- **Safety Sitter Monitoring:** Nursing Assistants utilize remote monitoring to ensure patient safety.
- **Physician Consultation:** Specialty-specific consultations provided to select community hospitals.
- **Privacy and Security:** Your privacy is of utmost importance. Virtual nurses will always alert you before “entering” your room, and the cameras they use do not record video or audio.

AGGRESSIVE/VIOLENT BEHAVIOR

North Mississippi Health Services does not tolerate violent or aggressive behavior toward others. Individuals exhibiting violent or aggressive behavior can be banned from our facilities.

RECORDING

North Mississippi Health Services employees should not be recorded without appropriate written consent.



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