

SPRINGHILL MEDICAL CENTER

Patient Guide

& Hospital Phone Directory



3719 Dauphin Street • Mobile, AL 36608
(251) 344-9630 • www.springhillmedicalcenter.com



Welcome to Springhill Medical Center

Mission Statement

The mission of Springhill Medical Center is to be the best health care provider in Mobile, where patients, physicians and payers can rely on our outstanding staff to efficiently provide health care that is unmatched in quality, convenience and benefit of use in a courteous and family oriented manner.

Our P.R.I.C.E.L.E.S.S. Values:

- ♥ Professionalism
- ♥ Respect
- ♥ Integrity
- ♥ Caring/Compassion
- ♥ Excellence
- ♥ Listening
- ♥ Empathy
- ♥ Smile
- ♥ Sharing/Teamwork



■ We realize that a hospital stay is never easy, but we hope that this guide will provide you and your family with all the information you need to make your stay with us as comfortable and pleasant as possible.

One of the purposes of this guide is to introduce you to the many people and services that are vital to the operation of our hospital. This guide also will explain your rights as a hospital patient.

Our first concern is you — the patient. We want to provide you with the highest quality of medical care possible. We want you to feel comfortable with our staff and services. We hope this guide will answer any questions you may have; if not, please feel free to ask us.

Thank you for choosing Springhill as your hospital. We hope your stay will be short and your recovery complete.

Sincerely,

Jeffery M. St. Clair
President/CEO

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OUR ADDRESS

3719 Dauphin St.
Mobile, AL 36608

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Telephone Directory

Main Number

251-344-9630

Information

251-460-5285

Gift Shop

251-460-5261

For other numbers not listed, dial 0 for the switchboard.

Admitting	251-460-5335
Business Office	251-460-5245
Cafeteria Lunch Menu Line	251-460-5475
Case Management	251-460-5251
Center for Wound Care	251-460-5461
Chaplain	251-410-3888
Clinical Nutrition Team	251-410-4076
Diabetes Education Center	251-460-5367
Gift Shop	251-460-5261
Health Information Management	251-460-5250
Housekeeping	251-460-1393
Hyperbaric Medicine	251-460-5259
Maintenance	251-460-5270
Nursing Supervisor	251-460-5373
Patient Portal	251-340-7825
Physician Referral	251-460-5207
Privacy Officer—Patient Privacy	251-460-5250
Radiology	251-460-5388
Recovery	251-460-5334
Retail Pharmacy	251-410-3870
Room Service Dining	251-460-6325
Security	251-460-5458
Volunteers	251-460-5223
Women's Diagnostic Center	251-460-5258

Visit us online at www.springhillmedicalcenter.com.

Calling a Department WITHIN the Hospital?
Dial the last four digits of the number.





During Your Stay

We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Coronavirus Disease Protocol Changes

To protect patients, staff and our community during these times of COVID-19, visitors will be restricted. Limited exceptions will be made. Anyone entering the hospital will be required to undergo a health screening. We have instituted universal masking throughout the hospital. Springhill reserves the right to modify any policies or procedures related to COVID-19 based on CDC or ADPH recommendations. We ask for your understanding and cooperation during this time. Please check our website for the most up-to-date information regarding changing policies related to COVID-19.

Parking

Parking is located in four lots surrounding the hospital. Our security personnel patrol the lots and can take you to any of the hospital buildings on the complex.

Telephone

Press the on/off button only if the in-use indicator light is on when the phone is removed from the wall rail mount. This ensures the phone is ready for operation.

■ To Receive a Call

Incoming calls can be made directly to your room by dialing 461 + your four-digit room number.

■ To Make a Call

Press the button on the back of the phone, check for a dial tone, then dial the number you are calling. To make an outside call, press 9 before dialing the number. To make a long-distance call, dial 0 for the hospital operator to access one of the following long-distance carriers—AT&T or MCI. Long-distance phone calls cannot be added to your hospital bill.

■ To End a Call

When you have finished your conversation, press the on/off button on the back of the phone.

Visiting Hours General

10 a.m. – 8 p.m.

Other Unit Visiting Hours

Intensive Care Unit and Cardiovascular Care Unit visitors are welcome to visit anytime from:
9:30 a.m. – 11:30 a.m.
3 p.m. – 5 p.m.
8:30 p.m. – 10:30 p.m.

Visiting Guidelines:

- No more than two people should visit at a time.
- People with colds, sore throats or any other contagious disease should not visit patients.
- Visitors are asked to use the public restrooms instead of patient bathrooms.
- In accordance with patient privacy, your nurse or the nursing supervisor may delay visiting for any patient.

Overnight Guests

A fold-out sofa can be set up, at no charge, in any private room if a relative of a patient wishes to stay overnight. Please notify your nurse if you would like to arrange for this service.



During Your Stay

Leave Your Valuables at Home

A locker/cabinet is provided in the room for each patient to store clothing and other personal articles. If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay.

Contact lenses, eyeglasses, hearing aids and dentures should be stored in protective containers when not in use. Please don't put them on your bed or food tray—they may be damaged or lost.

Springhill cannot be responsible for replacement of personal belongings.

Valuables

If valuables cannot be sent home, the hospital safe may be used to safeguard these items.

Lost and Found

If you should misplace any items, please notify your nurse immediately or call Environmental Services at ext. 1393.

■ To Adjust Receiver Volume

The slide volume control on the side of the phone allows continuous adjustment from a normal to a boosted volume level. If a hearing-impaired patient needs a TDD phone, please ask the unit nurse or contact Patient Care Services at ext. 5371.

Security

To ensure the well-being of patients and employees, Springhill has security officers on duty 24 hours a day. If you have any concerns, please report them to your nurse or call the Security Department at ext. 5458.

Rapid Response Team

The Rapid Response Team (RRT) is a program that is designed to improve the safety of hospitalized patients. The team consists of health care providers who respond to patients in non-intensive care areas if their condition is deteriorating quickly. The aim is to prevent respiratory or cardiac arrest. The team can be activated from anywhere in the hospital by anyone, including a family member, by dialing 0 for the hospital operator and requesting the Rapid Response Team.

Fire Safety

Fire drills are conducted on a regular basis as part of the hospital's safety education program. If you hear fire bells, remain calm. Our staff will provide you with instructions and assistance in the event of an actual fire.

Linen Service

Your nursing staff will gladly take care of your linen needs. We straighten bed linens each day and change bed sheets and pillowcases every Monday, Wednesday and Friday. Linens are also changed after every patient discharge. Bed changes can be performed more frequently, at your request. Soiled bed linens are changed as often as needed. We also provide a clean towel, washcloth and patient gown each day, or more often if you wish. Please inform our nursing staff about your linen needs.



Patient Meals

Springhill is dedicated to providing you with nutritious, appetizing meals. Numerous menu items are available for your enjoyment. Diets are ordered by your physician and prepared under the supervision of the Chef de Cuisine.

We are proud to offer you Room Service Dining. To order a meal, simply look at the Room Service Dining menu located in your room, then pick up the phone and dial ext. 6325 (MEAL). The service is available anytime from 6:30 a.m. to 6:30 p.m. Your meal will be delivered within 45 minutes.

Suggested meal order times for patients with diabetes:

Breakfast: 7 a.m. – 8 a.m.

Lunch: 11 a.m. – noon

Supper: 4:30 p.m. – 5:30 p.m.

Registered dietitians assess your nutritional needs and are available for individual counseling. Please check with a dietitian or your nurse before eating any food that is not served by our Dietary Services Department.

If you have a family member staying with you, he or she is welcome to order from the Room Service Dining menu also. The cost is \$7. Please purchase a guest tray ticket in the Courtyard Café on the first floor, or pay for your meal online by going to www.smccatering.catertrax.com, then following the prompts to pay online with a credit card. After paying, you can make your meal selections online also or simply call MEAL (6325) to place your order.

Wi-Fi

The Springhill Medical Center campus offers free Wi-Fi. The Wi-Fi network (SSID) name is: **SMC_AH_Guest**.

Smoking

Springhill Medical Center is a tobacco-free facility. Smoking is not allowed in any patient room or public area of the hospital. Our no-smoking policy is intended to provide a healthy environment for our patients, staff and visitors. Your cooperation is appreciated.

Making Sense of Scents!

Scents associated with products such as lotions, perfumes, shampoo, hairspray and tobacco smoke have been blamed for adversely affecting a person's health.

Please do not wear anything with a heavy fragrance while visiting the hospital.

Room Maintenance

If maintenance or a repair is needed on any item in your room, please contact your nurse, who will notify the appropriate department.



During Your Stay

Where's the Cafeteria?

Location:

Our Courtyard Café is located on the first floor.

Hours:

Continental Breakfast:

6:30 a.m. – 10:45 a.m.

Full Breakfast:

6:30 a.m. – 9:30 a.m.

Lunch:

10:45 a.m. – 1:30 p.m.

Grill & Deli:

Monday – Friday

7 a.m. – 10 p.m.

Served Saturday

10:45 a.m. – 9:30 p.m.

ATM

An ATM is located in the hallway across from the gift shop.

Rehabilitation and Senior Living

If you need rehabilitation or long-term care placement, call Springhill Rehabilitation and Senior Residence at 251-343-0909—located on the Springhill campus.

Gift Shop

Our gift shop is located on the first floor in the main lobby. It is staffed by a manager and volunteers. Part-time employees staff the shop in the evenings and on weekends. All proceeds go toward SMH Auxiliary's community service activities, such as a nursing scholarship fund and art supplies for schoolchildren. The gift shop features a variety of merchandise, including gifts, flowers, snacks, toiletries and cards.

Hours:

Weekdays: 9 a.m. – 4:30 p.m.

Saturday: 10 a.m. – 2 p.m.

Sunday: Closed

Phone: 251-460-5261

Pastoral Care

An interfaith chapel, located on the first floor, is open to everyone at any time for prayer and meditation. Your nurse will be happy to contact your minister or someone representing your faith. The Chaplain's Office is located on the first floor of Building 2, and the chaplain is available each weekday. You or your nurse may page or call the chaplain at ext. 3888.

A ReadyBath Is a Better Bath

Three Reasons We at Springhill Medical Center Use ReadyBath

- Old-fashioned basin baths with soap and water can carry germs and bacteria. ReadyBath is more sanitary and reduces the risk of cross-contamination.
- Harsh soaps and other detergents can dry out skin. ReadyBath cleans using gentle pH-balanced phospholipids, which are beneficial for your skin.
- ReadyBath washcloths are velvety smooth, super soft and noticeably thick. The cloths are also warmed to provide spa-like comfort and gentleness.

Your skin, cleanliness and comfort are very important to us at Springhill Medical Center. That's why we use ReadyBath. It is more sanitary than basins and gentler than harsh soaps. ReadyBath is a spa-like experience that's great for your skin and leaves you feeling clean and refreshed! Let your nurse or care tech know when you are ready for your ReadyBath!



Television Channels

Television is available in all patient rooms free of charge. Closed captioning devices are also available – please let us know if you need this device.

2	WEIG (PBS)	41	BET
3	WEAR (ABC)	42	truTV
4	UTV44	43	E!
5	WKRG (CBS)	44	CSPAN
6	Local	46	FX
7	WHBR TALK	48	FOX
8	TBN	49	MSNBC
9	HLN	50	Food Network
10	WALA (FOX)	51	CNBC
11	WPMI (NBC)	53	NBCSN
12	WFNA (THE CW)	54	Animal Planet
13	WGN AMERICA	55	Golf Channel
19	WFGX-SD	56	JTV
20	HSN	57	Bravo
21	QVC	58	OWN
22	HSN	59	Travel Channel
23	USA	60	UPtv
24	VH1	61	ESPN2
25	MTV	62	HGTV
26	The Weather Channel	63	TV Land
27	CNN	65	EWTN
28	Cartoon Network	67	TV One
29	Nickelodeon	68	History
30	A&E	69	Comedy Central
31	Discovery Channel	70	TNT
32	TLC	71	Freeform
33	Lifetime	72	Syfy
34	AMC	73	TBS
38	ESPN	77	Fox Sports
39	FS1	96	SEC
40	Fox Sports South		

Speak Up!

Take charge of your care.



During your stay, the doctors, nurses and staff will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

STEP UP & SPEAK UP

SPEAK UP: Ask questions and voice concerns. It's your body, and you have a right to know.

PAY ATTENTION: Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF: Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate or support person.

WHAT MEDS & WHY: Know what medicines you take and why you take them.

CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of health care organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the health care team.

Remember:

- Write down any questions you have.
- Choose a support person to communicate with the doctors and staff.
- Keep a list of doctors you see and the medications they prescribe.

**Don't Get
Overwhelmed,
Write It Down!**

Courtesy of The Joint Commission.



Rights & Responsibilities

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right to:

- ✓ Be informed of the hospital's rules and regulations as they apply to your conduct.
- ✓ Expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- ✓ Receive considerate, respectful care at all times and under all circumstances.
- ✓ Expect prompt and reasonable responses to your questions.
- ✓ Know who is responsible for authorizing and performing your procedures or treatments.
- ✓ Know the identity and professional status of your caregivers.
- ✓ Know what patient support services are available, including access to an interpreter if language is a problem.
- ✓ Have access to your medical records according to hospital policy.
- ✓ Be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing health care requirements after your discharge in terms you can understand.
- ✓ Be informed of medical alternatives for care or treatment.
- ✓ Refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.

- ✓ Receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap or sources of payment.
- ✓ Know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- ✓ Participate in the decision-making process related to the plan of your care.
- ✓ Have access to professionals to assist you with emotional and/or spiritual care.
- ✓ Exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- ✓ Participate in the discussion of ethical issues that may arise.
- ✓ Express concerns regarding any of these rights in accordance with the grievance process.
- ✓ Formulate advance directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law.
- ✓ Be transferred to another facility, if recommended. A transfer will be made only after the patient has received complete information and explanation.
- ✓ Access protective services, such as guardianship and advocacy services, conservatorship, child or adult protective services, etc.



Rights & Responsibilities

You Are Responsible for:

- ✓ Providing accurate and complete information to your health care providers about your present and past medical conditions and all other matters pertaining to your health.
- ✓ Reporting unexpected changes in your condition to your health care providers.
- ✓ Informing your health care providers whether or not you understand the plan of care and what is expected of you.
- ✓ Following the treatment plan recommended by your health care providers.
- ✓ Keeping appointments and, if you cannot, notifying the proper person.
- ✓ Knowing the consequences of your own actions if you refuse treatment or do not follow the health care providers' instructions.
- ✓ Being considerate of the rights of other patients and hospital personnel, and for following hospital policy and regulations regarding care and conduct.
- ✓ Assuring that the financial obligation of your health care is fulfilled as promptly as possible.
- ✓ Recognizing the impact of lifestyle on your personal health.

To speak to someone outside of Springhill Medical Center about your concerns or complaints, you can contact any or all of the agencies below:

Alabama Department of Public Health
P.O. Box 303017
Montgomery, AL 36130
Fax: 630-792-5636

The Joint Commission
Office of Quality and Patient Safety
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Website: www.jointcommission.org,
then click "Report a Safety Concern"

If you have Medicare or Medicaid insurance, you can contact Alabama's Quality Improvement Organization:

Alabama Quality Assurance
Foundation (AQAF)
Two Perimeter Park S.
Suite 200 W.
Birmingham, AL 35246
800-633-4227

If you have any concerns, please let the staff know, or you may call the Patient Satisfaction coordinator at 251-340-7946, Monday through Friday, from 8 a.m. to 4:30 p.m. During the evening or weekends, please contact the nursing supervisor or call the hospital operator by dialing 0.



What Are Your Advance Directives?

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Health Care Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For health care: A legal document that names your health care proxy. Once written, it should be signed, dated, witnessed, notarized (depending on your state), copied and put into your medical record.

For finances: You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for health care. You may choose the same person for both, or choose different people to represent you.

What Are Advance Directives?

A living will, health care proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.





Your Privacy & Information

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

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

Who must follow this law?

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

What information is protected?

- ✓ Information your doctors, nurses and other health care providers put in your medical records
- ✓ Conversations your doctor has with nurses and others regarding your care or treatment
- ✓ Information about you in your health insurer's computer system
- ✓ Billing information about you at your clinic
- ✓ Most other health information about you held by those who must follow this law

You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- ✓ Ask to see and get a copy of your health records
- ✓ Have corrections added to your health information

- ✓ Receive a notice that tells you how your health information may be used and shared
- ✓ Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- ✓ Get a report on when and why your health information was shared for certain purposes
- ✓ File a complaint

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

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

Without your written permission, your provider cannot:

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

Infection Prevention



While you are in the hospital to get well, you should know that there is a possibility of developing an infection. Health care-associated infections (HAIs) are a result of germs entering your body during medical care. Learning about the most common HAIs will help you and your family stay healthy while receiving health care.

Common HAIs

■ Catheter-associated urinary tract infections (UTIs):

Germs enter your urinary tract when you have a tube (catheter) to drain urine. Symptoms include fever, burning, pain, and bloody or frequent urination.

■ Surgical site infections: Germs affect the site of your surgery—either on your skin or internally. Symptoms include fever, redness, pain and drainage of cloudy fluid.

■ Central line-associated bloodstream infections:

Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin. Symptoms include fever, chills, and red skin and soreness at the site.

■ Ventilator-associated pneumonia: Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe. Symptoms include cough, mucus, fever, chills and shortness of breath.

Tell your health care provider immediately if you experience any of the above symptoms.

Handwashing

Wash your hands with soap and warm water for 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



For Visitors

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

Help Prevent Infections

- 1. Speak up for your care.** Always talk with your health care providers, ask questions and discuss your concerns. Whenever a treatment is recommended, ask why it is necessary and what risks are associated with it. If you have a catheter, ask every day when it can be removed. Write questions down before seeing your physician so that you don't forget anything!
- 2. Clean your hands often.** Hand hygiene is the best way to prevent the spread of infection. Be sure everyone around you, including your health care providers and visitors, cleans their hands. If you don't see a person washing their hands or using an alcohol-based hand rub, don't feel bad about asking him or her to do so. Health care workers have been educated about hand hygiene and also expect that patients will ask them about hand washing. It is important that you also wash your own hands when you are caring for yourself or a family member.
- 3. Get smart about antibiotics.** Ask your provider if antibiotics are necessary and if the specific antibiotic prescribed is the most appropriate. Also, don't expect to receive antibiotics for every illness, as antibiotics can only treat a bacterial infection. Diarrhea can accompany antibiotic use, and it is important that you report frequent episodes of diarrhea to your health care provider.
- 4. Recognize an infection.** Some signs and symptoms of an infection include redness, pain and drainage at the incision site or at the site of the catheter or drainage tube. Many times these symptoms are accompanied by fever. Always contact your health care provider for additional guidance.
- 5. Protect yourself with vaccinations.** Remember to get your annual flu vaccine and other vaccines as recommended by your health care provider in an effort to prevent illness and avoid complications associated with vaccine-preventable illnesses.



Preparing for Discharge

Going Home

When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are a few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver has spoken with a discharge planner and you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, locker, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

We request that you plan to check out by 11 a.m. Infants will not be discharged from the hospital unless there is an approved car seat provided in the vehicle. When you are ready to leave, a member of the hospital staff will take you by wheelchair to the proper exit.

Billing

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill. Online bill payment is available at www.springhillmedicalcenter.com.

Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other's insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This can also occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue



Preparing for Discharge

with your insurance carrier in order for the claim to be paid.

Medicare

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare deductibles and coinsurance may be covered in full or in part by your secondary insurance. If you do not have secondary coverage, or your coverage does not pay these amounts in full, you will be asked for payment.

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information, such as policy number, group number and the correct mailing address for your insurance company.

For Self-Pay Patients

The Patient Accounts Department will send statements for payment of self-pay accounts. You will receive up to three statements over a 90-day period and may be contacted by phone as well. If

you need assistance paying your bills, please contact the Patient Accounts Department at 251-460-5245 to discuss payment options. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement, you can obtain one by calling our Patient Accounts Department at 251-460-5245. The Patient Accounts Department is open Monday through Friday from 8 a.m. until 4:30 p.m. Online bill payment is available at www.springhillmedicalcenter.com.

Patient Portal

Springhill's Patient Portal is powered by FollowMyHealth®, a secure online portal that will allow access to view your health information anytime, anywhere. Springhill offers FollowMyHealth to encourage involvement in your health and recovery. Our Patient Portal enhances the relationship between you and your care providers by allowing you to view, print and share your information with those involved in your care. To access the portal, log in to springhillmedicalcenter.followmyhealth.com. Upon discharge, an invite to join FollowMyHealth will be sent to the email address you provided to us during registration, which will allow you to connect.

For help, contact the Health Information Management Department at 251-460-5250.



Springhill's Retail Pharmacy

Located in Building 2, our pharmacy offers quality brand-name and generic drugs, competitively priced over-the-counter drugs and computerized patient profiles. Get your prescription filled and delivered to your bedside before you leave by calling 251-410-3870.

Home Health Care

Health care can be provided by medical professionals in a patient's home to maintain or restore health. This option includes a range of skilled and nonskilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning and meal preparation. Medicare defines home health care as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment (DME)

Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs and hospital beds. DME is paid for under Medicare Part B and Part A for home health services.

Independent Living

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, social outings and events are provided.

Assisted Living

An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on-site. Most facilities have social activities and provide transportation to doctor's appointments, shopping, etc.

Inpatient Rehabilitation Center

This program is for medically complex patients who require and will benefit from daily access to physicians (who can frequently modify the plan of care based on individual needs) and low nurse-to-patient ratios of six patients to one nurse. The focus is to maximize recovery through intensive daily rehabilitation using multiple disciplines with an ultimate goal of attaining the prior level of function, minimizing re-hospitalizations and discharging patients back to their homes. Patients receive and must be able to participate in a minimum of three hours of therapy per day, up to six days a week to qualify. Springhill Inpatient Rehab is located on the second floor in Unit 2400. The unit features a contemporary and modern look and offers 11 private rooms, fully equipped gym with an area for daily activities practice, and a patient dining room. Please speak to your case manager for more information.



Preparing for Discharge

Skilled Nursing (SNF)

Skilled nursing care is a high level of medical care that must be provided by trained individuals, such as registered nurses and physical, speech and occupational therapists. These services can be necessary over the short term for rehabilitation from an illness or injury. Examples of skilled nursing services include wound care, intravenous (IV) therapy, injections, physical therapy, and monitoring of vital signs and medical equipment. Springhill Rehabilitation and Senior Residence is a 24-hour skilled nursing facility located on our campus, dedicated to providing quality short-term rehabilitation while fostering a homelike social environment. Please call 251-343-0909 or speak to your case manager for more information.

Hospice

A licensed or certified program that provides care for people who are terminally ill and their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Also referred to as palliative care, hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.

Respite Care

Respite care provides a temporary break for caregivers. Patients spend time in programs such as adult daycare or in weeklong or monthlong stays in a care facility.



Resources

Staff Definitions

Patient Satisfaction

Coordinator

Ext. 7946

Should you have a special problem, concern or compliment for staff, please contact our patient satisfaction coordinator during the week on day shift. Please contact the nursing supervisor after hours or on weekends. You may also leave him or her a message at ext. 7946, and he or she will come visit with you or return your call.

Nursing Supervisor

Ext. 5373

There is a nursing supervisor here 24/7 who can be contacted during your hospital stay by dialing 0 for problems or concerns.

Care Technicians

Care technicians normally wear purple and assist the nurses in providing care for you. They will assist and/or give baths, take vital signs, weigh you, assist you to the bathroom and take your blood sugar.

Case Management **Ext. 5251**

Our registered nurses and case managers will identify your specific needs and develop and coordinate a care plan for you. They are also available to assist patients and families with any social, emotional, financial or family needs associated with your hospitalization or discharge. The professional staff is on duty from 8 a.m. to 4:30 p.m. Monday through Friday.

Dietitians **Ext. 2068**

A registered dietitian will review your medical record and work with your health care team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.

Inpatient Physical Therapy Services **Ext. 5355**

During your hospital stay, physical therapists, occupational therapists and speech pathologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Chaplain **Ext. 3888**

The hospital chaplain and a group of volunteer ministers are available to all patients and their families. A prayer ministry is available for sharing prayer with staff members. Please contact your nurse to request these services. A chapel is located on the first floor.

Environmental Services **Ext. 1393**

Our Environmental Services Department is responsible for providing a clean and healthy area for our patients. All patient rooms are cleaned on a daily basis. Each room is also thoroughly sanitized after each patient is discharged.

Lactation Consultant **Ext. 7770**

Our lactation consultant is available to help with breastfeeding.

Caregiver Resources

www.acl.gov

Caregiver resources from the Administration for Community Living

Eldercare Locator

800-677-1116

eldercare.acl.gov

Help with locating aging services throughout the U.S.

www.caregiving.com

Online support groups and articles on caregiving

800-MEDICARE

Official U.S. government resource for people with Medicare

National Alliance for Caregiving

www.caregiving.org

Support for family caregivers and the professionals who serve them



Resources

Caregiver Action Network

855-227-3640

www.caregiveraction.org

Support for caregivers of chronically ill, aged or disabled loved ones

Support Groups

Better Breathers Support Group Meeting

2 – 3 p.m.

For people with pulmonary disorders. Meets on the fourth Monday of each month. For more information, call 251-461-2438.

Event Location

Springhill Medical Center's
Gerald Wallace Conference Center
3715 Dauphin St. (Fourth Floor)
Mobile, AL 36608

Diabetes Support Group Meeting

Noon – 1 p.m.

Features useful information presented by physicians and other medical professionals for patients with diabetes. The group meets quarterly. Call 251-340-6886 for information about upcoming meetings.

Event Location

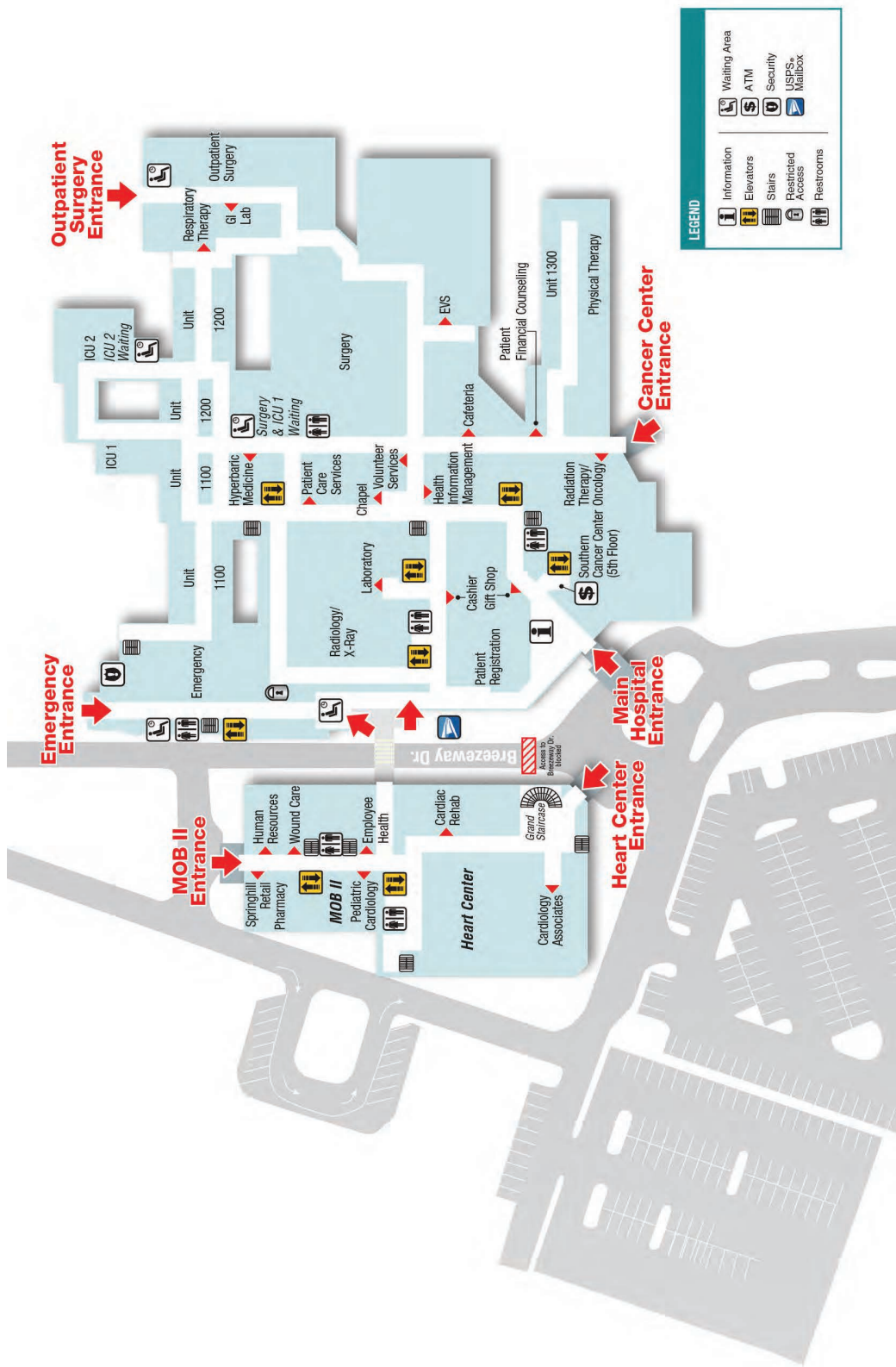
Gerald Wallace Conference Center
3715 Dauphin St. (Fourth Floor)
Mobile, AL 36608

Long-Term Care

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities, such as bathing, dressing and toileting. Long-term care facilities provide 24-hour care and are also called convalescent homes or nursing homes. Some facilities have a separate unit for residents with Alzheimer's disease or memory loss. Springhill Rehabilitation and Senior Residence, located on our campus, may be able to provide this type of service. Please call 251-343-0909 or speak to your case manager for more information.

Volunteer Services

There are many rewarding opportunities to serve patients and staff, from greeting to escorting to assisting in various departments as a volunteer at Springhill Medical Center. The upbeat attitude and can-do approach of Springhill Medical Center's volunteers are the perfect medicine for patients and family members. For more information on how to become a Springhill Medical Center volunteer, call 251-460-5223.



LEGEND

- Information
- Elevators
- Stairs
- Restricted Access
- Restrooms
- Waiting Area
- ATM
- Security
- USPS Mailbox

3719 Dauphin Street • Mobile, Alabama 36608
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