A Message From the CEO

In an effort to improve your stay at Skyline Medical Center we have created this informational booklet for your convenience. Whether you and your physicians planned your admission in advance or you arrived through our Emergency department, you can be assured that our first concern is for you. From the time you enter our hospital, our dedicated, experienced staff of medical professionals is committed to providing you with the best medical treatment. We are concerned about your satisfaction and comfort and welcome any suggestions as to how we can make your stay the best it could possibly be. Should you have questions or need additional information that is not contained in this booklet, please don’t hesitate to ask any of our staff. Thank you for choosing Skyline Medical Center to assist with your healthcare needs.

Sincerely,

Steve Otto
Chief Executive Officer

PHONE DIRECTORY

This telephone reference guide should assist you in locating the department you desire. We welcome your call and look forward to serving you.

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Administration</td>
<td>615-769-7100</td>
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<tr>
<td>Billing Inquiries</td>
<td>615-886-4784</td>
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<tr>
<td>Biomedical Services</td>
<td>615-769-2238</td>
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<tr>
<td>Case Management</td>
<td>615-769-7170</td>
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<tr>
<td>Central Scheduling</td>
<td>615-695-7020</td>
</tr>
<tr>
<td>Class Schedules and Health Fairs Information</td>
<td>615-342-1919</td>
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<tr>
<td>Metro Medical Retail Pharmacy</td>
<td>615-868-0729</td>
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<tr>
<td>Emergency Department (ER)</td>
<td>615-769-4401</td>
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<tr>
<td>Financial Counselor</td>
<td>615-769-7039</td>
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<td>General Info</td>
<td>615-769-2000</td>
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<tr>
<td>Gift &amp; Flower Shop</td>
<td>615-769-2190</td>
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<tr>
<td>HIM (Medical Records)</td>
<td>615-769-4448</td>
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<tr>
<td>Human Resources</td>
<td>615-769-2210</td>
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<tr>
<td>Imaging (Radiology)</td>
<td>615-769-2400</td>
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<tr>
<td>Imaging and Outpatient Diagnostic Center</td>
<td>615-769-2400</td>
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<tr>
<td>Laboratory</td>
<td>615-769-4522</td>
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<tr>
<td>Marketing</td>
<td>615-769-7118</td>
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<tr>
<td>Nursing Administration</td>
<td>615-769-4687</td>
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<tr>
<td>Patient Advocate</td>
<td>615-769-7170</td>
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<tr>
<td>Patient Complaints or Compliments</td>
<td>615-769-7170</td>
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<tr>
<td>Patient Information</td>
<td>615-769-4636</td>
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<tr>
<td>Pharmacy</td>
<td>615-769-2900</td>
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<tr>
<td>Rehabilitation Services (PT/OT/Speech)</td>
<td>615-769-7870</td>
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<tr>
<td>Security</td>
<td>615-769-4000</td>
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<tr>
<td>TriStar MedLine Physician Referral</td>
<td>615-342-1919</td>
</tr>
<tr>
<td>Volunteers</td>
<td>615-769-2200</td>
</tr>
</tbody>
</table>
Department Location

Administration: Ground Floor
Admitting: First Floor
CCU: First Floor
Cafeteria & Vending Machines: Ground Floor
Cardiac Rehab: Ground Floor
Cath Lab: First Floor
Chapel: First Floor
Emergency Department: First Floor
Gift Shop: Ground Floor
Human Resources: Ground Floor
Lab: First Floor
Medical Records: Ground Floor
Nuclear Medicine: Ground Floor
Outpatient Rehabilitation: Ground Floor
Physicians Outpatient Surgery: First Floor
Pharmacy (Inpatient): Ground Floor
Pre-admission Testing: First Floor
Radiology: First Floor
Sleep Center: First Floor
Surgery: First Floor

About Skyline Medical Center

Facility Overview

Skyline Medical Center is recognized as the premier regional medical center serving patients from throughout northern middle Tennessee and southern Kentucky. Our number one priority is to provide our patients with the highest quality and most technologically advanced care. Our team of healthcare professionals are here 24 hours per day, 7 days a week to serve your medical needs, whether it is a scheduled visit or an emergency. At Skyline, the patient always comes first! We realize that each person who arrives through our doors seeking medical care is someone special. We attempt to treat everyone as though they were a member of our own family. It is our mission to provide the best care in our region. Skyline has earned numerous honors and distinctions that only validate the care you will receive here:

- In the top 10% of HCA hospitals nationwide for best overall patient satisfaction.
- One of only two Tennessee hospitals to receive “Best Acute Care Hospital” for outstanding quality outcomes in the treatment of the most common conditions that hospitals treat such as heart attack, heart failure and pneumonia care.
- National accreditation from the Society of Chest Pain Physicians and Providers for our Emergency Department Chest Pain Center.
- Tennessee first hospital to earn “Primary Stroke Center Certification” from the Joint Commission on Accreditation of Healthcare Organizations.
- Middle Tennessee only CARF Accredited Acute Medical Rehabilitation Program and one of only three programs in the state with CARF accreditation for stroke rehab.
- Three-year accreditation with commendation for our cancer program by the American College of Surgeon Commission on Cancer. Our staff received commendations for six different areas of accomplishment.
- One of the first hospitals in the nation to implement EMAR® barcode technology to ensure accuracy in the delivery of medication Skyline Madison Campus.

Our Skyline Madison Campus offers the most comprehensive behavioral health and chemical dependency services available in Middle Tennessee. With programs for children through seniors, services are provided in a variety of formats to accommodate the individual patient from inpatient care, to partial hospitalization to intensive outpatient care.
Our Mission Statement
Skyline Medical Center adopted a Mission and Values statement that reflects the purpose of both Skyline Medical Center and HCA, our parent company. Above all else, Skyline Medical Center is committed to the care and improvement of human life. We strive to deliver high quality, cost-effective healthcare in the communities we serve.

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We act with absolute honesty, integrity, and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect, and dignity.

Patient Satisfaction

We are committed to providing exceptional care and want to ensure your stay at Skyline Medical Center is the best it can possibly be. Our goal is to provide the services to meet your expectations. Please let us know if we are - or are not - meeting your expectations and those of your family. If you have a concern, please let us know as soon as possible through any of these avenues:

- Report your concern to a nurse or staff member.
- Ask to speak to a supervisor or department manager.
- For patient concerns, call 615-769-7170.

If you believe your concern has not been resolved by the hospital, you may contact:

- Tennessee State Health Department, Cordell Hull Building, 545 1st Floor, Nashville, TN 37247, Phone # 1-877-287-0010
- Tennessee State Hot Line, Phone # 1-800-778-4504
- The Joint Commission, Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, Phone # 1-800-994-6610, complaint@jointcommission.org

Patient Feedback

We are committed to delivering the highest quality care possible for every patient, every time. Part of that commitment is an ongoing process for improving care, and certainly understanding what a patient experiences is an important part of that process. You may be surveyed after discharge to find out your perception about certain aspects of your care, including:

1. Communication with doctors.
2. Communication with nurses.
3. Responsiveness of hospital staff.
4. Pain management.
5. Communication about medicines.
6. Discharge information.
7. Cleanliness of the hospital environment.
8. Quietness of the hospital environment.
9. Overall rating of the hospital.
10. Willingness to recommend the hospital.

We carefully review the feedback reports and work to improve our care so that we can meet our goal of being able to meet your needs and expectations. Your comments are very valuable to us in our continued commitment to meet your expectations.

Public Reporting

Hospitals are leading the way in healthcare in being transparent about the quality of care they provide. We are now sharing with the public information about optimal patient care based on best practice treatment. This provides a
nationally standardized look at key aspects of care that are of interest to many patients. Comparing outcomes and results in these patient conditions allows us to identify these best practices so we can continually improve our care and services.

**Your Accommodations**

Skyline Medical Center provides all private rooms. Your room is designed to support your care, as well as your convenience and safety. All rooms have electronic beds with controls that regulate the bed height and raise and lower the head and knees. Your nurse will demonstrate the use of the controls. If you wish further instruction or are unable to use the controls, please let the nurse know. The bedrails are for your protection and may be raised at night or during the day when you are resting. They may also be raised if you have undergone surgery or are taking certain medications. If you need them lowered for you, please call a nurse and do not attempt to leave your bed without assistance from the nursing staff.

**Patient Telephone Information**

A bedside phone is provided for you for local calls. To make a local call, please dial “9” plus the local number. Long distance calls cannot be charged to your room. Collect, credit card or third-party billed calls can be placed by dialing “0” and ask the operator for an outside line. Your family may reach you by calling the hospital at 615-769-4636 and requesting to be connected to your room.

**Calling Your Nurse**

Your room is equipped with a nurse call system. If you need assistance, press the bedside call light (red button). A second call light is located in the bathroom for your convenience.

**Physician Rounds**

Please note that physicians make rounds (see patients) every day; however, times may vary.

**Hospitalist Service**

Your physician may have chosen to utilize our Hospitalist Service as an extension of his/her office. In this case, your care while in the hospital will be managed by a physician who specializes in taking care of hospitalized patients. After you are discharged, you will return to the care of your regular primary care physician. All of our Hospitalists are board-certified physicians who specialize in the care of pulmonary, critical care, and hospital patients.

**Your Healthcare Team**

In addition to your physician and your nurse, other hospital personnel will be involved in your care. These may include lab and radiology technicians, respiratory and physical therapists, dietitians, clinical pharmacists, supervised students, chaplains, and volunteers. All should be wearing name badges.

**SPEAK UP**

To prevent healthcare errors, patients are urged to SPEAK UP. Everyone has a role in making healthcare safe - physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications from the right healthcare professionals. Don’t assume anything. Make sure your caregivers and visitors cleanse their hands before and after patient contact.

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 healthcare mistakes.
Use a hospital, clinic, surgery center, or other type of healthcare 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 healthcare team.

Housekeeping/Linen Changes
Patient rooms are cleaned daily by our Environmental Services staff. If you have any concerns, please share them with your nurse.

Television Service
Your room is furnished with a color television set, which can be operated with controls from your bed. As a service for our patients and families, Skyline Medical Center provides The Patient Channel, which is located on Channel 83. Below is a listing of local television stations that are available in your room.

<table>
<thead>
<tr>
<th>Channel</th>
<th>Station</th>
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<tbody>
<tr>
<td>2</td>
<td>WKRN (ABC)</td>
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<tr>
<td>3</td>
<td>Government Access</td>
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<tr>
<td>4</td>
<td>WSMV (NBC)</td>
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<tr>
<td>5</td>
<td>WTVF (CBS)</td>
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<tr>
<td>6</td>
<td>WZTV (Fox)</td>
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<tr>
<td>8</td>
<td>WNPT (PBX)</td>
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<tr>
<td>9</td>
<td>Public/Education Access</td>
</tr>
<tr>
<td>10</td>
<td>Public/Education Access</td>
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<tr>
<td>11</td>
<td>ESPN</td>
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<tr>
<td>12</td>
<td>QVC</td>
</tr>
<tr>
<td>13</td>
<td>CNN (news)</td>
</tr>
</tbody>
</table>

Patient Meals/In-Room Dining Service
Skyline Medical Center is pleased to offer In-Room Dining to our patients. This unique dining program allows you to select meals from a restaurant-style menu designed especially for you. Some menu items may be modified or substituted to accommodate your special dietary requirements. To order your meal, please review the menu provided in your room. Once you’ve made your selection, call the kitchen to place your order. You may place up to three meal orders per day and your order will be delivered up to 45 minutes around your requested mealtime. To Place Your Order: Dial 2248.

Mail and Flower Delivery
Any mail will be delivered to your room daily. Mail received after you’ve gone home will be forwarded to the address on your hospital record. Flowers are delivered to your room as they arrive at the hospital. If you are a patient in the Critical Care Unit (CCU), you may not receive flowers until you are transferred to a non-critical care unit. Please note: patients opting out of the facility directory will not receive flowers or mail. Mail is delivered daily and should be addressed as follows for patients at Skyline:

Patient First and Last Name
Patient Room Number
Skyline Medical Center
3441 Dickerson Pike
Nashville, TN 37207

Room Conditions and Equipment
Every effort is made to make sure that everything in your room is in proper working order and that you are comfortable. If you experience any problems with your room or the equipment in it (lights, TV, shower, air conditioner, bed, etc.), please notify your nurse, who will arrange to address the problem.

Patients with Special Needs
The hospital has access to interpreters for a variety of foreign languages, if needed. Through "World Wide Interpretor Service" we have access to interpretation for medical services in over 150 languages. Additionally, if you
are deaf or hard of hearing, we will provide assistance with TTD phones. Please ask you caregiver for assistance. There is no cost to the patient for these services. For more information, please contact your nurse.

Confidentiality
We want to keep you, and any significant others you choose, informed about your care. However, we are not permitted to share any personal health information about you with anyone else, unless they can provide your individualized pass code. This is to protect your privacy. Additionally, if you have requested to be a “confidential patient,” your name will not be listed in the hospital’s Information Directory. This means if anyone calls or comes to visit you, we will not be able to confirm that you are here or what your room number is. Neither mail nor flowers can be delivered to your room.

General and Visitor Information

Visiting Hours
Family members and friends are welcome to visit. In order to preserve our patient care, specific visiting hours and regulations have been established. Our general visiting hours are 10:00 a.m. until 8:30 p.m. Our Specialty Units have visiting hours as follows:

Intensive Care hours are:

8:00 a.m.-8:30 a.m.
10:00 a.m.-10:30 a.m.
12:00 p.m.-1:00 p.m.
4:00 p.m.-4:30 p.m.
8:00 p.m.-8:30 p.m.

Visitation is allowed during mealtime. Please check with the nursing staff regarding patient’s therapy schedule. A family member may stay overnight with a patient. Please notify the nursing staff that someone will be spending the night. Rolling cots are available for family members who stay overnight.

Parking
Visitor parking is located directly in front of the hospital and beside the Emergency Department entrance. Additional parking is available in front of the Physicians Skyline Medical Center has security personnel on duty 24-hours a day. Please don’t leave valuables in your car unattended and be sure to lock-up when you leave the automobile.

Dining Options
The Courtyard Cafeteria is located on the Ground Level and is open seven days a week. Its hours of operation are:

Monday through Friday
Breakfast 6:30 a.m.-9:30 a.m.
Lunch 11:00 a.m.-1:45 p.m.
Dinner 4:30 p.m.-6:30 p.m.

Weekends & Holidays
Breakfast 6:30 a.m.-9:30 a.m.
Lunch 11:00 a.m.-1:45 p.m.

BEFORE any food or beverages (for guest or patient) are brought into a patient's room, please check with the nurse FIRST. Patients may be on a strict diet and/or may be sensitive to sight and smell of food.

Skyline Coffee Shop is located on the first floor and is open 5 days a week. The hours of operation are:

Monday-Friday
7:00 a.m.-11:00 a.m. and 11:30 a.m.-4:00 p.m.

Vending Areas
Vending machines are located outside of the cafeteria and in the Emergency Department Waiting Area.

Information Desk
The patient information desk is located in the main lobby and is available to provide room numbers, directions and other information. The telephone number for patient information is ext. 4636.

ATM
An ATM machine is located in the Skyline Medical Center Cafeteria near the vending machines.

Gift Shop
Our gift shop is located on the ground floor. The shop features a wide variety of unique gift items, cards, toys, games, candy and flowers. Hours of operation are posted at the entrance.

Chaplaincy Services/Chapel
Pastoral care and spiritual counseling can play an important role for both patients and families during times of illness and injury. Available 24 hours a day, a chaplain can be reached by notifying the nursing staff. Our Chapel is located on the first floor down the hall from admitting.

Security
Security guards are on duty 24 hours a day. You may see them patrolling the hospital and parking areas. If you would like escort service to your vehicle, or if you need to contact security, please call the hospital operator by dialing 0.

Volunteers
The Volunteer organization here at Skyline Medical Center provides many volunteer services throughout the hospital. This program allows volunteers to lend a helping hand in many areas. For more information about becoming a member of this active group, contact the Volunteer Office at 615-769-2200.

Medical Office Building
Skyline Medical Center Physician’s Building is connected to the hospital and can be accessed from the first floor.

Patient Safety
The HCA mission statement affirms that “Above all else, we are committed to the care and improvement of human life.” This simple statement is the foundation of our culture and our passion for patient safety. Thomas F. Frist, Jr., MD, a co-founder and former chairman, affirms that “putting patients first” is the secret of success in healthcare. Jack Bovender, CEO and Chairman of HCA, describes the patient safety initiative as a response to the “sacred trust” that healthcare providers have with their patients.

At Skyline Medical Center, patient safety is a facility-wide effort to ensure that we are using the best practices and the most appropriate, state-of-the-art technology in all of our patient care processes.

Changes in Condition
Changes in condition can happen any time a patient is in the hospital. This includes just after surgery, during medical tests, or when a patient is recovering from an illness. If you or your family member becomes concerned about a change in your condition, please contact your nurse immediately. The nurse can activate a Rapid Response Team who will assist in assessing any sudden change or deterioration in the patient’s condition.

Safety Tips
You and your family are a vital part of our team when you are here. We ask that you assist us in providing a safe environment and safe care by following a few safety tips.

Be informed
- Learn all that you can about your illness or condition.
- Make sure you understand the care and treatment you will be receiving.
- If you are not fully able to participate in your care, urge a family member or friend to help you ask questions, receive instructions, and make suggestions.

Keep track of your history
Write down your medical history, including any medical conditions, illnesses, past hospital stays, all medications (as well as herbal and vitamin supplements) that you are taking, and any allergies to food or drugs that you may have.

Work with your healthcare team
- Follow the treatment plan agreed on by you, your physician, and the healthcare team.
- Talk with the healthcare team about your safety concerns.
- If something doesn't seem right with your medicines or treatments, tell your physician, nurse or other healthcare provider.
- Please do not connect or disconnect ANY tubes, lines, devices, or infusions without asking the nurse for help.
- Ask the staff or visitors, "Did you cleanse your hands?"

We want to prevent patients from falling so it is important to comply with the precautions put in place by your healthcare team.

Understand your medication
- Make sure you know what medicines you are taking and why you are taking them.
- Make sure your nurses or other healthcare providers scan or check your armband and ask your name before giving you any medications or treatments.
- Know when you are supposed to receive your medicine. Call attention to your nurse or physician if this doesn't happen.

Learn more about your surgery
- Make certain if you are having surgery that you understand who will be performing it, what they will be doing, and how you should expect to feel afterward.
- Talk with your surgeon or members of the surgical team if you have questions about your care.

Review your discharge instructions
- Be sure you receive verbal and written discharge instructions and then follow them. Ask questions if you do not understand the instructions.
- Use supplies, medications and home medical equipment only as directed.

Remember that we are here to answer your questions and address your concerns about patient safety. Please ask questions and speak up - it makes patient care safer for everyone.

Medication Safety Technology
Skyline Medical Center is pleased to be among the nation’s first hospitals to use Electronic Medication Administration Record (eMAR) & Bar Coding technology. Whenever a medication is given to you in any of the hospital inpatient areas, it is documented on a MAR (Medication Administration Record) that is stored in your medical record. Until now, this has been a manual paper process.

This technology is part of our core pharmacy information system where all aspects about your medication orders are recorded. The critical components of this safety technology are bar coded armbands, bar coded medications, and safety checks within the eMAR & Bar Coding software.

You will receive a bar coded patient identification armband when you are admitted to the hospital. When a nurse or a therapist gives you a medication, they will use the list of medications on the electronic MAR and will verify that you are given the right medication by scanning each dose at the bedside. Next, the nurse or therapist will verify that you are the correct patient to receive those medications by scanning your armband. If there is any problem with matching the medications to the patient, the safety software will issue a warning. Among the benefits of this new technology are:

- Reduces medication errors through use of bar code identifiers on the patient armband and medication packaging
- Makes patient care information readily available to nursing staff during medication administration like critical values and comprehensive allergy and drug interaction information
- Provides physicians with a "real-time" list of patient medication use during the hospital stay

Preventing the Spread of Infection
Skyline Medical Center would like to invite you to become a partner in our hand hygiene program, Partners in Your Care. Without a doubt, good hand hygiene is the simplest, most effective method for preventing infection and the spread of infection in a hospital. We are asking all visitors and caregivers to sanitize their hands before and after contact with patients and their surroundings - either with soap and water, or the waterless hand sanitizers available throughout our facility. Likewise, we ask that you remind your caregivers to do the same. This simple act can provide a safer environment for all. Your healthcare providers know about the program, so they will not be surprised or offended when you ask them the question, “Did you clean your hands?” We appreciate your support of this important patient care initiative.

Hand Washing Pledge
Above all else, Skyline Medical Center is committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high quality, cost effective healthcare in the communities we serve. We are personally committed to delivering excellent patient care. We do hereby promise our continued support of Skyline Medical Center commitment to providing high quality patient care and to ensuring patient safety. We recognize that good hand hygiene is the simplest, most effective method for controlling infection and the spread of infection in a hospital. We, therefore, pledge to always cleanse our hands before and after patient contact, and to follow all infection control protocols set forth by Skyline Medical Center. We pledge to work together and leverage our collective resources to share expertise and initiatives for the benefit of our patients, physicians and staff.

Medications from Home
Your doctor will decide which medications you should continue while hospitalized, and the pharmacy will supply you with all of your medications. This allows you to receive barcoded medications and ensures that medications are secured safely at all times. All patient medications brought into the hospital should be sent home with a relative or friend. If this is not possible, they will be placed in storage until you are discharged.

Patient-Owned Electrical Equipment
Electrical personal grooming equipment such as hair dryers or curlers is permitted for use in patient rooms. However, the staff must inspect all equipment before plugging them in to be sure they meet fire and safety requirements. Departments and/or nursing units can be more stringent in exercising this policy dependent upon individual patient needs. However, under no circumstances will electrical equipment utilizing a heating element, such as heating pads, electric blankets, irons, coffee pots, portable heaters, etc. be permitted for use within the facility.

Durable Medical Equipment
Patients may not bring personally owned, leased or rented medical equipment into the facility. Skyline Medical Center staff must obtain any medical equipment needed for patient care from a hospital-approved vendor.

Tobacco-Free Campus
Skyline Medical Center campus is tobacco-free. This policy encompasses the building, which has been smoke-free for several years, as well as the rest of the campus, including the parking areas, patios, walkways and green areas. Tobacco use by patients, volunteers, employees, vendors and physicians will be prohibited on the hospital grounds. All TriStar Family of Hospitals will follow this policy as well.

Tobacco use is the number-one cause of preventable disease and death in the United States today, with more than 435,000 succumbing to tobacco-related diseases each year. This represents one in five deaths in our country. This has impacted the hospital’s decision to go tobacco-free.

The attending physician may order a nicotine patch for patients who routinely smoke, if deemed appropriate.

Leaving Your Room
Patients are requested to check with the Nursing Station before leaving the area. This is to ensure that we know where to locate you, and to ensure that your doctor has given approval.

Personal Items
Do not bring valuable items such as cash, credit cards, or jewelry to the hospital. Skyline Medical Center cannot be responsible for the loss or damage of personal possessions left in your room. Personal items such as eyeglasses,
contact lenses, hearing aids, cell phones, electronic devices, and dentures are easily misplaced. When you are not using them, you should place them in protective containers. Skyline Medical Center will help you protect them, but cannot be responsible for their loss or breakage if they are not properly stored.

The best place for your jewelry, cash, credit cards and other valuables is at home. However, if you have brought them with you, please contact your nurse to place your valuables in a secure location. To collect your valuables, contact your nurse at the time of discharge and they will be returned. We cannot be responsible for the loss or damage of personal possessions left in your room.

Bedrails
The bedrails are for your protection and may be raised at night or during the day when you are resting. They may also be raised if you have undergone surgery or are taking certain medications. If you need them lowered for you, please call a nurse and do not attempt to leave your bed without assistance from the nursing staff.

Safety Drills
Drills are held periodically to ensure that all staff knows what procedures to follow in the event of an emergency situation. In the unlikely event that there is an actual alarm, your nurse will assist you.

Cellular Phones
The use of cellular phones is prohibited in patient care areas because they may interfere with patient monitoring equipment.

No Weapons
Weapons are not permitted on hospital property except in the possession of a duly sworn law enforcement officer.

Lost and Found
Items left in patient rooms or found on campus will be turned in to the Security Department and held for 60 days after the patient or visitor is notified. Call ext. 2000 from a patient room to inquire about a lost item.

Patient Rights and Responsibilities
In order to give you the best possible care, we need your help. By being aware of the following rights and assuming the following responsibilities, you can contribute to your care in a positive way. For your information, this is provided to all patients in compliance with Federal and State Law:

PATIENT’S RIGHTS
RIGHT to reasonable, impartial access to care regardless of race, creed, color, sex, national origin, religion, physical handicap or source of payment for care.

RIGHT to care that is considerate and respectful of your personal values and beliefs.

RIGHT to be informed about and participate in decisions regarding your care.

RIGHT to be informed about the outcomes of care, including unanticipated outcomes or errors.

RIGHT to receive information from your doctor which will enable you to give informed consent to a procedure or treatment. This includes a clear and concise explanation of the procedure and/or treatment to be performed, and the possible risks, benefits and alternatives of the procedure/treatment.

RIGHT to refuse treatment unless otherwise prohibited by law.
RIGHT to have your own physician notified promptly of your admission to the hospital. You also have the right to have a family member or your representative notified of your admission to the hospital.

RIGHT to a reasonable response to your request for service.

RIGHT to leave the hospital against your physician's advice to the extent permitted by law.
RIGHT to expect personal privacy and confidentiality of information. Appropriate confidentiality and discretion shall be used in case discussion, consultation, examination and treatment. Anyone not involved with your care must have your written permission to review your medical record. All communications and records, including source of payment, are confidential.

RIGHT to access information contained in your clinical records within a reasonable timeframe.

RIGHT to expect reasonable safety in the hospital environment.

RIGHT to be informed of hospital rules and regulations applicable to your conduct as a patient.

RIGHT to unrestricted access to communication such as visitors, mail or telephone calls unless your physician or caregivers deem restrictions medically necessary. If restrictions are medically necessary, you have the right to a full explanation and to participate in the decision.

RIGHT to know the identity and job title of people providing your care and to know the doctor responsible for your treatment.

RIGHT to receive a complete explanation of risks, benefits and alternatives if transfer to another facility for healthcare services is necessary.

RIGHT to obtain information about your diagnosis and treatment in terms you can understand.

RIGHT to know if medical treatment is for purposes of experimental research and to consent prior to participation in such experimental research. For any patient, regardless of ability to pay or source of payment for care, participation must be voluntary; the patient has the right to know the risks, benefits, and alternatives to such experimental research; and the patient has the

RIGHT to refuse to participate in experimental research. Your consent or refusal must be documented in your medical record.

RIGHT to designate a decision maker in case you cannot understand proposed treatment or procedures or you are unable to communicate your wishes regarding care.

RIGHT to participate in ethical questions regarding your care that may arise including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials. The Ethics Advisory Committee is available 24 hours a day through the Nursing Supervisor. The purpose of this Committee is to assist you and your family with difficult decisions where there are no clear-cut answers.

RIGHT to formulate Advance Directives (Living Will and/or durable Power of Attorney for healthcare) as required by the Patient Self Determination Act.

RIGHT to be free from all forms of abuse or harassment.

RIGHT to be free of physical or chemical restraints unless your physician and caregivers determine restraints to be medically necessary for your safety or medical treatment. If restraints are applied, you have the right to a full explanation and to participate in the decision.

RIGHT to voice complaints about your care and to have those complaints reviewed and, when possible, resolved. You have the right to have results of that review and/or resolution communicated to you in writing.
RIGHT to protective privacy/services when considered necessary for your safety.

RIGHT to pastoral care or other spiritual services if requested.

RIGHT to appropriate assessment and management of pain.

RIGHT to receive a written statement of your rights in a language you can understand.

RIGHT to receive an itemized and detailed explanation of the total hospital bill, regardless of the source of payment.

PATIENT’S RESPONSIBILITIES

RESPONSIBILITY to be honest and direct about things relating to you as a patient, including answering questions honestly and completely.

RESPONSIBILITY to help doctors, nurses and allied health personnel in their efforts to return you to health, including maintaining treatment recommended and notifying doctor of changes after discharge.

RESPONSIBILITY for advising those treating you whether or not you think you can and will follow a certain treatment plan.

RESPONSIBILITY for your actions if treatment is refused or instructions are not followed.

RESPONSIBILITY to bring information about past illnesses, hospitalizations, medications and other matters relating to your health.

RESPONSIBILITY to follow hospital rules and regulations affecting patient care and conduct.

RESPONSIBILITY to be considerate of other patients and respect their rights to privacy.

RESPONSIBILITY to be respectful of others, of other people’s property and the property of the hospital.

RESPONSIBILITY for assuring that your financial obligations, resulting from received healthcare, are fulfilled in a timely manner.

RESPONSIBILITY for informing the hospital as soon as possible if you believe your rights have or will be violated. You may do so by contacting the Nursing Supervisor 24 hours/day.

Notice of Privacy Practices

Effective Date: April 14, 2003

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

If you have any questions about this notice, please contact the Facility Privacy Official by dialing the main hospital number. Each time you visit a hospital, physician, or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, a plan for future care or treatment, and billing-related information. This notice applies to all of the records of your care generated by the hospital, whether made by hospital personnel, agents of the hospital, or your personal doctor. Your personal doctor may have different policies or notices regarding the doctor’s use and disclosure of your health information created in the doctor’s office or clinic.

Our Responsibilities

We are required by law to maintain the privacy of your health information and provide you a description of our privacy practices.

We will abide by the terms of this notice.

Uses and Disclosures: How We May Use and Disclose Health Information About You.
The following categories describe examples of the way we use and disclose health information:

For Treatment: We may use health information about you to provide you treatment or services. We may disclose health information about you to doctors, nurses, technicians, medical students, or other hospital personnel who are involved in taking care of you at the hospital. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process. Different departments of the hospital also may share health information about you in order to coordinate the different things you may need, such as prescriptions, lab work, meals, and x-rays. We may also provide your physician or a subsequent healthcare provider with copies of various reports that should assist him or her in treating you once you’re discharged from this hospital.

For Payment: We may use and disclose health information about your treatment and services to bill and collect payment from you, your insurance company or a third party payer. For example, we may need to give your insurance company information about your surgery so they will pay us or reimburse you for the treatment. We may also tell your health plan about treatment you are going to receive to determine whether your plan will cover it.

For Healthcare Operations: Members of the medical staff and/or quality improvement team may use information in your health record to assess the care and outcomes in your case and others like it. The results will then be used to continually improve the quality of care for all patients we serve. For example, we may combine health information about many patients to evaluate the need for new services or treatment. We may disclose information to doctors, nurses, and other students for educational purposes. And we may combine health information we have with that of other hospitals to see where we can make improvements. We may remove information that identifies you from this set of health information to protect your privacy.

We may also use and disclose health information:

- To business associates we have contracted with to perform the agreed upon service and billing for it;
- To remind you that you have an appointment for medical care;
- To assess your satisfaction with our services;
- To tell you about possible treatment alternatives;
- To tell you about health-related benefits or services;
- To contact you as part of fundraising efforts;
- To inform Funeral Directors consistent with applicable law;
- For population based activities relating to improving health or reducing healthcare costs; and
- For conducting training programs or reviewing competence of healthcare professionals.
- When disclosing information, primarily appointment reminders and billing/collections efforts, we may leave messages on your answering machine/voice mail.

Business Associates: There are some services provided in our organization through contracts with business associates. Examples include physician services in the emergency department and radiology, certain laboratory tests, and copy services we use when making copies of your health record. When these services are contracted, we may disclose your health information to our business associates so that they can perform the job we’ve asked them to do and bill you or your third party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.

Directory: We may include certain limited information about you in the hospital directory while you are a patient at the hospital. The information may include your name, location in the hospital, your general condition (e.g., good, fair) and your religious affiliation. This information may be provided to members of the clergy and, except for religious affiliation, to other people who ask for you by name. If you would like to opt out of being in the facility directory, please request the Opt Out Form from the admission staff or Facility Privacy Official.

Individuals Involved in Your Care or Payment for Your Care:

We may release health information about you to a friend or family member who is involved in your medical care or who helps pay for your care. In addition, we may disclose health information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location.
Research: We may disclose information to researchers when an institutional review board has reviewed the research proposal and established protocols to ensure the privacy of your health information has approved their research and granted a waiver of the authorization requirement.

Future Communications: We may communicate to you via newsletters, mail outs or other means regarding treatment options, health-related information, disease-management programs, wellness programs, or other community based initiatives or activities in which our facility participates.

Organized Healthcare Arrangement: This facility and its medical staff members have organized and are presenting you this document as a joint notice. Information will be shared as necessary to carry out treatment, payment and healthcare operations. Physicians and caregivers may have access to protected health information in their offices to assist in reviewing past treatment as it may affect treatment at the time.

Affiliated Covered Entity: Protected health information will be made available to hospital personnel at local affiliated hospitals as necessary to carry out treatment, payment and healthcare operations. Caregivers at other facilities may have access to protected health information at their locations to assist in reviewing past treatment information as it may affect treatment at this time. Please contact the Facility Privacy Official for further information on the specific sites included in this affiliated covered entity.

As required by law, we may also use and disclose health information for the following types of entities, including but not limited to:

- Food and Drug Administration
- Public Health or Legal Authorities charged with preventing or controlling disease, injury or disability
- Correctional institutions
- Workers Compensation Agents
- Organ and Tissue Donation Organizations
- Military Command Authorities
- Health Oversight Agencies
- Funeral Directors, Coroners and Medical Directors
- National Security and Intelligence Agencies
- Protective Services for the President and Others

Law Enforcement/Legal Proceedings: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

State-Specific Requirements: Many states have requirements for reporting including population-based activities relating to improving health or reducing healthcare costs. Some states have separate privacy laws that may apply additional legal requirements.

If the state privacy laws are more stringent than federal privacy laws, the state law preempts the federal law.

Your Health Information Rights

Although your health record is the physical property of the healthcare practitioner or facility that compiled it, you have the right to:

Inspect and Copy: You have the right to inspect and obtain a copy of the health information that may be used to make decisions about your care. Usually, this includes medical and billing records, but does not include psychotherapy notes. We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to health information, you may request that the denial be reviewed. Another licensed healthcare professional chosen by the hospital will review your request and the denial. The person conducting the review will not be the person who denied the request.

Amend: If you feel that health information we have about you is incorrect or incomplete, you may ask us to amend the information.

You have the right to request an amendment for as long as the information is kept by or for the hospital. We may deny your request for an amendment and if this occurs, you will be notified of the reason for the denial.

An Accounting of Disclosures: You have the right to request an accounting of disclosures. This is a list of certain disclosures we make of your health information for purposes other than treatment, payment or healthcare operations where an authorization was not required.
Request Restrictions: You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment or healthcare operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care, like a family member or friend. For example, you could ask that we not use or disclose information about a surgery you had. We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

Request Confidential Communications: You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you may ask that we contact you at work instead of your home. The facility will grant reasonable requests for confidential communications at alternative locations and/or via alternative means only if the request is submitted in writing and the written request includes a mailing address where the individual will receive bills for services rendered by the facility and related correspondence regarding payment for services. Please realize we reserve the right to contact you by other means and at other locations if you fail to respond to any communication from us that requires a response. We will notify you in accordance with your original request prior to attempting to contact you by other means or at another location.

A Paper Copy of This Notice: You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. If the facility has a website you may print or view a copy of the notice by clicking on the Notice of Privacy Practices link. To exercise any of your rights, please obtain the required forms from the Privacy Official and submit your request in writing.

Changes to this Notice
We reserve the right to change this notice and the revised or changed notice will be effective for information we already have about you as well as any information we receive in the future. The current notice will be posted in the hospital and include the effective date. In addition, each time you register at or are admitted to the hospital for treatment or healthcare services as an inpatient or outpatient, we will offer you a copy of the current notice in effect.

Complaints
If you believe your privacy rights have been violated, you may file a complaint with the facility by following the process outlined in the facility's Patient Rights documentation. You may also file a complaint with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing. You will not be penalized for filing a complaint.

Other Uses of Health Information
Other uses and disclosures of health information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose health information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose health information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.

Privacy Official at Skyline Medical Center
Carol Draper, Facility Privacy Officer, Officer Telephone Number: 615-769-4450

Clinical Trials
In a clinical trial, patients receive treatment and doctors carry out research on how the treatment affects the patients. Both research concerns and patient well-being are important. To help protect patients and produce sound results, research with people is carried out according to strict scientific and ethical principles. These include:

- Each clinical trial has an action plan (protocol) that explains how it will work.
- Each study enrolls people who are alike in key ways
- Clinical trials include research at three different phases. Each phase answers different questions about the new treatment. Phase I trials try to find out if and how the treatment can be given safely and whether or not there are harmful side effects. Phase II trials focus on learning whether the new treatment has a beneficial effect.
Phase III trials compare the results of people taking the new treatment with results of people taking standard treatment.

Taking part in a treatment study is up to you. It may be only one of your treatment choices. If you do enter a study, doctors and nurses will follow your response to treatment carefully throughout the research. If researchers learn that a treatment harms you, you will be taken off the study right away. You have the right to leave a study at any time.

If you are a cancer patient, talk to your doctor about what clinical trials may be available for you.

Pain Management
You have a right to relief from pain. There are a variety of ways to control pain. Pain medicine helps to decrease pain by blocking pain messages to your brain. Other approaches to pain relief include applying hot or cold treatments or listening to music. The goal is to reduce your pain as much as possible. All patients are unique and need their own pain control plan. The best way to control pain is to begin pain relief treatment before the pain becomes severe and continue pain medication on a consistent, regular basis to break the pain cycle. Pain medication comes in a variety of forms, including oral, rectal, skin patch, patient-controlled analgesia (PCA) pump intravenous medication that allows you to add an extra dose when you need prompt pain relief) and epidural (medicine delivered continuously through a small tube in your back). To find the best pain control methods for you, talk with your doctor or nurse about:

- Pain medicines you have taken in the past and how well they have worked for you
- Fears and concerns you have about pain medication or treatment. Don't be concerned that you'll develop an addiction to pain medication. Studies show that few patients become addicted to pain medicine.
- Keep your doctor or nurse up-to-date about your pain so that they can help you keep it under control.

Pain Intensity Scale
Use this scale to rate your pain. If you have difficulty rating your pain using numbers, ask your nurse for an alternative pain scale.

Leaving the Hospital
Your doctor will arrange your discharge with your nurse. The nurse will then help you with your preparations to leave the hospital. To make sure your recovery continues properly even after your hospital stay, the Case Management Department provides assistance to ensure that necessary health services are available to meet your individual needs after discharge from the hospital. Discharge planning begins at admission with an assessment of your current and future care needs. After consideration of available resources, a discharge plan is developed which will best meet these needs. Because these arrangements can be time-consuming, it is wise to begin discharge planning early. For some patients, the illness that caused the hospitalization may require the patient/family to make temporary or long-term changes in living arrangements or lifestyle after discharge from the hospital.

The Case Management Department can help you plan for your discharge in the following ways:

- Home Care - Home healthcare professionals may provide various health services
- Durable Medical Equipment - Some patients may require equipment at home, such as wheelchairs, hospital beds, or home oxygen
- Alternative Living Arrangements - You may require a skilled nursing facility, residential home or longterm alternative living arrangements
- Referral to drug and alcohol rehabilitation services
- Coordination of transfers to specialty hospitals
- Referral to rehabilitation facilities for inpatient physical, speech, and/or occupational therapy services
- Referral to hospice

What is Hospice Care?
Hospice is a concept of caring derived from medieval times, symbolizing a place where travelers, pilgrims, and the sick, wounded, or dying could find rest and comfort. The contemporary hospice offers a comprehensive program of care to patients and families facing a life-threatening illness. Hospice is primarily a concept of care, not a specific
Hospice focuses on the quality, rather than the quantity, of life. Professional medical care is provided and sophisticated symptom relief is given. The patient and family are included in the care plan, and emotional, spiritual, and practical support is given based on the patient’s wishes and family’s needs. Trained volunteers can offer respite care for family members, as well as meaningful support to the patient. Hospice affirms life and regards dying as a normal process. Hospice care neither hastens nor postpones death. Hospice provides personalized services and a caring community so that patients and families can begin preparing for the end of life.

Those involved in the process of dying have a variety of physical, spiritual, emotional and social needs. The nature of dying is so unique that the goal of the hospice team is to be sensitive and responsive to the special requirements of each individual and family. Hospice care can be provided by referral for patients who have a limited life expectancy. Although most hospice patients are cancer patients, hospices accept anyone regardless of age or type of illness. These patients have also made a decision to spend their last months at home or in a homelike setting.

Notice to Persons Regarding Abuse & Neglect
If you or someone you know is being abused, neglected, or exploited, please seek assistance. Here are several resources:

- You may file a complaint with the Tennessee Adult Protective Services Division by calling 1-888-277-8366.
- You may contact the Davidson County District Attorney’s office at 615-862-5500.
- You may contact the Nashville Police Department at 615-862-7400.
- Additionally, any caregiver at this facility can put you in contact with someone who can help.
- Other public services include resources for domestic abuse and child protective services.

Ethical Issues
There may be a time when you must make a difficult decision related to your care or the treatment of a family member. Ethical issues may include patient’s rights, withdrawal of life support, treatment decisions, and organ donation. Our Ethics Committee is available to you for consultation on these ethical issues. Please ask your nurse, case manager, or social worker for assistance if you are interested in discussing an ethical issue with a member of our Ethics Committee.

Advance Care Plan
We support your right to actively participate in healthcare decision-making. As required by federal law and the Patient Self-Determination Act, we will offer you an informational brochure about advance medical directives upon your admission to the hospital. An Advance Care Plan states your preferences regarding healthcare decisions, recorded in a legally binding form. In Tennessee these forms are called a “Living Will” and “Durable Power of Attorney for Healthcare.” Both documents state your treatment preferences. The Durable Power of Attorney for Healthcare also allows you to name a person who will make healthcare decisions for you, including life support decisions, if your physician certifies that you are no longer able to make your own healthcare decisions.

If you have previously completed an advance care plan, the registrar will ask you for a copy to be included in your hospital records.
If you have not completed an advance care plan, it is important that you discuss your wishes with your family and others whom you may involve in your healthcare. You should also discuss this with your doctor. Questions about advance care plans can be answered by your nurse, case manager or social worker. You are not required to have an advance care plan to receive care at our facility.

Organ Donation
Tennessee Donor Services and Skyline Medical Center work together to ensure our patients’ rights to be an organ donor. Should you wish to become an organ donor or have already indicated your desire by signing your driver’s license or organ donor card, please notify nursing personnel or the Admitting Office. State law requires your family to be in agreement with your decision. Please be sure to discuss your wishes with them. Your desire to be an organ donor will not affect the quality of medical care you receive.

Payment For Service
Applicable deductibles and/or estimated co-payment amounts, based on health insurance coverage, are due upon discharge. Your estimated patient responsibility will be calculated using the most current information available at the time of your discharge. Any additional amount due from you after hospital payment from your insurance
company has been made will be billed to you. For your convenience, cash, personal checks and most credit cards are accepted. Our cashier’s office is located on the first floor in Admitting.

Insurance
Your insurance policy is a contract between you and your insurance company. The hospital has no control over the provisions, coverage or benefits. Depending on the type of insurance policy you have, hospital benefits can vary. We will do our best to ensure you will receive all the benefits to which you are entitled under your policy. Our staff will help you in expediting your claim, but please remember that you are ultimately responsible for payment in full of your account.

Should your insurance company require pre-authorization or certification for your outpatient hospital visit, your physician’s office will obtain and then communicate that to us prior to your date of service. If you are an inpatient or observation patient in our hospital, Skyline Medical Center’s Case Management staff will work with your physician and your insurance company to obtain the necessary authorization. Your insurance benefits will be assigned to the hospital. This will allow our facility to bill the insurance carrier on your behalf.

Payment Obligations
To assist in healthcare cost containment, it is required that you pay any deductible, co-pay or co-insurance at or before the time of registration. The Registrar will quote an estimate of your portion due, however, the actual charges cannot be determined until the procedure is completed and the final billing has occurred. If payment in full cannot be made, the registration staff is available to assist you. We accept cash, check, money order, credit card and on-line payment. To make a payment and view your detailed charges over the Internet, please visit TriStarHealth.com.

We consider a thirty-day period after discharge reasonable time for your insurance carrier to pay your bill. If your insurance does not pay within thirty days, we request that you become involved and assist us with the following:

- Call your insurance company and inquire why they have not paid your claim.
- Ensure any special claim or questionnaire forms have been completed and forwarded to your insurance company.
- In some cases, you may need to refer to your employer’s human resources department to assist with payment of your claim.

Professional Services
Physicians on staff of Skyline Medical Center are not agents or employees of the hospital. Those physician services are billed separately from the claim submitted by Skyline Medical Center. Should you have questions regarding services billed by any of these independent medical practitioners, their billing office can be contacted directly at the numbers listed below:

- Nashville Anesthesia Associates 615-851-6033
- Diagnostic Imaging 615-769-2420
- Associated Pathologists 877-456-6706
- Emergency Physicians of Nashville 615-329-4020

Cashier’s Office
The Cashier’s Office hours are Monday through Friday from 8:00 a.m. to 4:00 p.m. The cashier accepts cash, checks and all major credit cards. Phone: 615-769-7044.

Patient Account Inquiries
If you have a question regarding your hospital bill or payment options, please contact the Customer Service Representative at 615-769-7039 or 615-868-4784.

Community Education and Screenings
Throughout the year, we hold many lectures and health screenings in the community. We are committed to providing you and your family with educational healthcare programs. Registration is required for all events, seminars and classes at Skyline Medical Center. For more information on these classes and other upcoming events, please call TriStar MedLine at 615-342-1919 or 1-800-242-5662.