UNC HEALTH®
Johnston

Patient Information Handbook

unchealthjohnston.org

Contents

Welcome..... 3
Our Commitment to Care 4
Phone Directory 6
Food & Nutrition Services 7
Facts About Your Stay 10
Guest Visitation..... 12
Spiritual Care..... 13
Advance Directives..... 14
Patient Care & Safety..... 17
Patient Rights & Responsibilities 36
Notice of Discrimination 39
Preparing to Leave..... 42
After-Hospital Care..... 43
Giving Back..... 45
Notes About Care..... 47

Welcome to UNC Health Johnston

On behalf of our 2,000 employees, volunteers, and medical staff, thank you for trusting UNC Health Johnston with your care. We are honored to be part of your health journey.

This patient guide is designed to provide helpful information and answer many of your questions during and after your stay. While you are with us, our dedicated team of hospitalists, nurses, and clinical staff will provide you with expert medical care and personal attention, ensuring your comfort and well-being.

At UNC Health Johnston, we are committed to delivering high-quality health care close to home. As part of UNC Health, we are continually transforming health care and improving the health of our communities. Together, we are making Johnston County an even better place to live and thrive.

Thank you for choosing UNC Health Johnston. It is our privilege to care for you.

Sincerely,

Tom Williams
President, UNC Health Johnston

OUR COMMITMENT TO CARE

You Have the Right to the Best Care

How is your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or unit leader if you have any questions or concerns about your care. If your issue is still not resolved, then contact our Patient Experience team at 919-938-7517.

After Your Stay

Once you leave our care, we may ask you to complete a survey. This survey is a tool to measure and report patient satisfaction. It is made up of simple questions on key topics, such as

- Doctor and nurse communication
- Medicine and discharge information
- Overall quality of the hospital
- Staff responsiveness

We use this survey to understand what we are doing well, and where we can improve. Your feedback is invaluable to us.

Our Mission
To improve the health of the people in our communities.

Our Values
Everyone is entitled to be treated with courtesy. We are all accountable for our actions, and to one another.

Keeping You Safe

Aggressive Behavior

Aggressive behavior will not be tolerated at any UNC Health Johnston facility. Any incident may result in removal from UNC Health Johnston facilities and prosecution.

Examples of aggressive behavior:

- verbal harassment, threats, or abusive language
- gestures
- racist or derogatory comments directed at others
- sexual language directed at others
- failure to respond to staff instructions (including failure to comply with infectious disease screening or other safety measure)
- physical assault

Thank you for helping us maintain a safe environment.

OUR COMMITMENT TO CARE

About Us

UNC Health Johnston proudly serves Johnston County, and surrounding counties, with comprehensive health care services. Our hospitals in Smithfield and Clayton are licensed for a combined 179 acute care and 26 behavioral health beds. Since joining UNC Health in 2014, we have been committed to delivering expert care close to home.

Smithfield
509 N. Bright Leaf Blvd. | Smithfield, NC 27577
919-934-8171
In 2010, UNC Health Johnston expanded its Smithfield hospital with a modern five-story wing, featuring 101 patient suites, advanced operating rooms, and a spacious dining hall. The original hospital, built in 1951, remains part of our campus and is now used primarily for office space.

Clayton
2138 Veterans Parkway | Clayton, NC 27520
919-585-8000
To meet the needs of Clayton's fast-growing communities, UNC Health Johnston opened a freestanding emergency department and outpatient center in 2009. By 2015, this facility expanded into a 50-bed community hospital, strengthening our commitment to local, high-quality care.

SECU Hospice House
426 Hospital Rd. | Smithfield, NC 27577
919-209-5100
Opened in 2010, the SECU Hospice House on Hospital Road in Smithfield provides 18 acute and residential beds for patients in need of compassionate end-of-life care. Thanks to the Johnston Health Foundation, this facility serves as a place of comfort and dignity. A memorial garden and veterans area offer a meaningful way to honor loved ones.

Johnston Medical Mall
514 N. Bright Leaf Blvd. | Smithfield, NC 27577
Once a textile mill, the Johnston Medical Mall—located across from the Smithfield hospital—now houses outpatient services, physician offices, a teaching auditorium, and HealthQuest Fitness & Wellness Center.

UNC Health Medical Group | www.unchmg.com
UNC Health Medical Group provides urgent, primary, and specialty care across Smithfield, Clayton, and Kenly. Our expert providers specialize in infectious disease, gastroenterology, rheumatology, urology, ENT, neurology, and more. Learn more at www.unchmg.com.

Stay Connected with the UNC Health App

The UNC Health App makes it easy to find the care you need—when and where you need it.

With the app, you can:

- Get turn-by-turn directions from home to UNC Health Johnston.
- Save your parking location with a reminder pin.
- Navigate inside the hospital with real-time, step-by-step directions to dining areas, restrooms, waiting rooms, and more.
- Search for providers near you.
- Check Urgent Care wait times and reserve your spot in line.
- Connect to My UNC Chart for appointment scheduling and reminders.

Download Today!

Search "UNC Health App" in the Apple App Store or Google Play Store, or simply text "UNCAPP" to 43506 to download.

Stay connected and in control of your care—right from your phone!

PHONE DIRECTORY

If a department has one number listed, it applies to Smithfield and Clayton. If there are two numbers listed, call the campus-specific number. Smithfield numbers are marked with (S), and Clayton numbers are marked with (C). For all emergencies, dial 0 for the operator.

KEY NUMBERS

Main
919-934-8171

Billing
919-938-7159

Gift Shop
(S) 919-209-3511
(C) 919-585-8570

Care Line
919-938-7443

Medical Records
919-938-7705

Behavioral Health
919-938-7540

Cancer Services

Medical Oncology
(S) 919-989-2192
(C) 919-585-8835

Radiation Oncology
(S) 919-209-3555
(C) 919-585-8550

Cardiology Services
(S) 919-938-7170
(C) 919-585-8572

Cardiopulmonary Rehab
919-938-7127

Care Management
919-938-7337

Compliance Hotline (24 hours)
1-800-362-2921

Diabetes Hotline
919-209-3386

Diagnostic Imaging
(S) 919-938-7190
(C) 919-585-8450

Imaging
(S) 919-938-7190
(C) 919-585-8450

Emergency Department
(S) 919-938-7135
(C) 919-585-8925

Emergency Department Cashier
919-585-8703

Foundation
919-938-7169

Front Desk/Lobby
(S) 919-209-3505
(C) 919-585-8415

HealthQuest Fitness and Wellness Center
919-938-7581

Home Care and Hospice
919-938-7560

Housekeeping
(S) 919-938-6931
(C) 919-585-8034

Laboratory
(S) 919-938-7142
(C) 919-585-8480

Marketing & Communications
919-938-7103

Outpatient Registration
(S) 919-209-3509
(C) 919-585-8411

Pharmacy (Outpatient)
919-938-7386

Quality Management
919-938-7381

Rehabilitation
919-938-7296

Same-Day Surgery
(S) 919-938-7411
(C) 919-585-8640

Scheduling
919-938-7749

SECU Hospice House
919-209-5100

Security
(S) 919-209-3392
(C) 919-585-8080

Spiritual Care Services
919-209-3655

Volunteer Services
919-938-7117

Women's Services
(S) 919-938-7800
(C) 919-585-8155

Breastfeeding/Lactation
919-938-7514

Wound Center
919-938-7716

Phone Tip

Calling from INSIDE the hospital? Dial only the last seven digits.

FOOD & NUTRITION SERVICES

Dining Options for Visitors

Our cafés in both Smithfield and Clayton feature home-cooked meals, grab-and-go items, soup, fresh salads, grill and deli items, breakfast food and desserts.

Buffalo Creek Café, Smithfield

Ground floor near main lobby

HOURS:
Open 7 days a week.
Closed: Midnight - 6:00 a.m.,
10:00 a.m. - 11:00 a.m.

Café 42, Clayton

Main floor off the lobby

HOURS:
Open 7 days a week.
Closed: 10:00 a.m. - 11:00 a.m.,
10:00 p.m. - 6:30 a.m.

Meals for Patients and Guests

At UNC Health Johnston, we offer a room-service-style delivery system to our patients from 6:30 a.m. - 6:30 p.m. The expansive menu is contained within the Patient Information Folder and your order can be placed by calling either number below.

Guest Meals

Guests of our patients are welcome to purchase meals through our hospital cafés. **To order, please call 919-209-3520 and select from one entrée, two sides, dessert and a beverage.** Once prepared, guest meals are typically delivered alongside the patient's meal. However, in some cases, guest meals may be delivered after all patients on the unit have been served.

Tell us about your meal experience.

We value your feedback!

Please scan the QR code below with your phone's camera to share your thoughts about your meal. Be sure to select the location where you received care.

Thank you for helping us improve your dining experience!

SMITHFIELD

CLAYTON

To place an order, call:

919-209-3520
919-209-3521

FOOD & NUTRITION SERVICES

Special Diet Information

Your doctor may order you to be on a special therapeutic diet. Below are some common diets.

Regular
For patients with general medical conditions that do not require dietary restrictions, you may choose daily from our menu:

- Breads, grains and cereals: six or more servings
- Fruits: two to four servings
- Vegetables: three to five servings
- Meat, poultry, fish or meat substitutes: two servings
- Milk or dairy products: two to three servings

Clear Liquid
Used before medical tests and before and after surgery. Menu items include: apple, cranberry and grape juice, gelatin, broth, popsicles, coffee and tea.

Full Liquid
Used when solid food is not tolerated. Menu items include: milk, juices, coffee, tea, soups, cereal, puddings and ice cream.

Thickened Liquids
For patients with difficulty swallowing or tolerating thin liquids. Liquids will be thickened to an appropriate consistency.

Puréed
For patients with difficulties chewing and swallowing. Foods are prepared for smooth texture.

Mechanical Soft
For patients with difficulties chewing and/or swallowing. Meats are chopped or ground. Foods are soft and easy to chew and swallow.

No Added Salt
For patients with high blood pressure, fluid retention or other medical problems. The menu has regular foods with low-salt soups and gravies. You will receive a (non-sodium) seasoning packet instead of salt.

Salt Or Sodium Restricted
While on this diet, you will NOT be served: processed cheese or cured, salted or smoked meats such as bacon, luncheon meats, hot dogs, sausage and ham. Herbs and spices will be used to season your foods in place of high-sodium seasonings. You will receive a (non-sodium) seasoning packet instead of salt. You will be served low-sodium soups and broth.

Low Residue / GI Soft
For patients who are experiencing stomach and/or intestinal difficulties. This diet is low in fiber and includes foods that are easy to digest.

While on this diet, you will NOT be served:

- Raw fruits and vegetables
- High-fiber foods such as bran, nuts or seeds
- Gas-producing vegetables such as dried peas and beans, cabbage, broccoli and onions

Heart Healthy / Cardiac
For patients who are at risk for heart disease or suffering from heart disease. Your diet, like your medication, is an important part of your treatment and may speed your recovery. While on this diet, you will be served:

- Lean meats or meat substitutes
- Low-fat dairy products
- Fat-free salad dressings
- Low-sodium broth and soups

Foods high in fat, such as margarine or desserts containing fat, will be limited. You will receive a (non-sodium) seasoning packet instead of a salt packet.

Renal
For patients with kidney problems. While on a renal diet, your diet may limit one or more of the following:

- Protein: Found in eggs, meat and dairy products (milk and cheese)
- Sodium: Found in cured meats (bacon, ham), and other highly processed foods
- Potassium: High in some fruits and vegetables
- Phosphorus: Found in milk, nuts, chocolate and colas
- Fluids or foods that are fluid at room temperature

FOOD & NUTRITION SERVICES

Carbohydrate Controlled/Diabetic
For patients who may have difficulty controlling their blood sugar levels.

Carbohydrate foods have the greatest effect on your blood sugar and need to be balanced in your diet. Foods that contain carbohydrates are starches such as breads, cereals, potatoes, pasta, rice and dry beans, milk and yogurt, fruits and juices, and sugars and desserts.

While on this diet, you will receive a sugar substitute in place of sugar on your tray. Your meal plan is also limited in fat. If on this diet, you will be served:

- Low-fat dairy products, sauces, salad dressings and mayonnaise
- Lean meat or meat substitutes

It is important that you control portion sizes, eat a variety of foods and eat at a regular time.

NPO
NPO is Latin meaning nil per os, or nothing per mouth. A patient is NPO if he or she is going for surgery, tests or procedures, or is unable to tolerate any food by mouth.

Explanation of Common Special Diets

If you have questions concerning your menu options, please ask your Patient Nutrition Representative.

If you have questions concerning your nutritional needs, please contact one of our dietitians during your hospital stay at 919-151-6718.

For an appointment after discharge, ask your physician to put in a referral to see a dietitian or call 919-151-6718 and we will help direct your request.

General guidelines to good nutrition include following a healthy diet that...

- Emphasizes fresh fruits, vegetables & whole grains
- Uses fat free or low fat milk products
- Includes lean meats, fish, poultry, beans, eggs and nuts
- Is low in saturated fats, trans fats, cholesterol, salt (sodium) and added sugars

FACTS ABOUT YOUR STAY

Services & Amenities

ATM
Located on the ground floor lobby of the patient tower near the public restrooms in Smithfield and just outside the cafeteria in Clayton.

Electronic Devices
You may use cellphones, computers or other wireless devices inside the hospital. To promote safety and protect patient privacy, cellphones and electronic devices are not permitted in Behavioral Health.

Emergency Drills
We conduct fire and disaster drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Electrical Appliances
All electrical appliances brought from home must be checked by a staff member before use.

Flowers
Individual florists deliver flowers to patient rooms. Plants and live flowers may be prohibited if the patient is on special precautions. Please note that flowers are prohibited in the intensive care unit.

Gift Shops
Need flowers, balloons or a gift for a newborn or patient? Check out our Volunteer Gift Shops in the main lobbies of our hospitals. You can also grab a snack, pick up toiletries or a magazine. The gift shops are open from 10 a.m. till 3 p.m. Monday through Friday. Weekend hours may vary. *(Hours are subject to change.)*

Call 919-209-3511 for the gift shop in Smithfield or 919-585-8570 for the gift shop in Clayton.

Housekeeping
We want your room to be clean, tidy and sanitized. If the condition of your room is not meeting your expectations, please call 938-6931 in Smithfield or 585-8034 in Clayton.

Lost and Found
To report lost or found items, dial 209-3392 in Smithfield or 585-8080 in Clayton to reach the Security office.

To retrieve a lost item, you must provide a form of identification and a description of the item. The hospital does not offer reimbursement for any lost or damaged valuables or medicines that were not given to the hospital for safekeeping.

FACTS ABOUT YOUR STAY

Mail
Mail and packages will be delivered to you by a hospital volunteer. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available for purchase at the gift shop. Any mail received after your discharge will be forwarded to your home address.

Medicines
You may give your medicines to the hospital pharmacy for safekeeping. When you leave the hospital, you must sign a form to get your medicines back. If you become unconscious or unable to make decisions, the hospital will secure your medicines for you.

Personal Belongings and Valuables
Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted person to watch over.

You may ask the hospital to secure your valuables in the hospital safe. If you are incapable of making decisions, the hospital will secure the valuables for you. UNC Health Johnston cannot be responsible for replacing personal belongings.

Pharmacy
You or your loved one can pick up your prescription after discharge at our hospital pharmacy. You also can request Prescription Concierge Service, where your prescriptions are delivered to your room before discharge. Call the pharmacy at 919-938-7386 for more information.

Location: First floor of UNC Health Johnston – Smithfield
Hours: Monday-Friday, 9:00 a.m. to 5:30 p.m.

Quiet Time
In order to provide rest and promote healing for our patients, we observe quiet time every night from 9:00 p.m. to 7:00 a.m. During these hours, lights will be dimmed in hallways and at workstations, and overhead paging will be minimal. The shades or blinds in your room will be drawn (unless you prefer otherwise). All devices must be on vibrate, and conversations should be quiet.

Security
Security can escort you to your car or help with minor car problems, like a flat tire. To reach Security, dial 209-3392 in Smithfield or 585-8080 in Clayton.

Smoking and Vaping
Smoking, vaping and/or the use of any tobacco product is not allowed anywhere in the hospital or on the hospital grounds. This includes electronic tobacco products.

Telephone
Your family and friends can call you directly by dialing the 10-digit number on the phone in your room. To place a call within the hospital, see page 7. To make a local call, dial "9" and the 10-digit number. Local calls are free of charge.

TV
Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the remote control attached to your bed. Closed captioning is available for the hearing impaired. Ask a staff member if you have questions about using your TV.

GUEST VISITATION

Welcome friends and family

We welcome friends and family members to visit patients during their stay at UNC Health Johnston. General visiting hours are 5:30 a.m.- 9:00 p.m. Please note hours may be limited due to patient condition.

Visiting hours are subject to change. Please check our website for a current list of visiting hours.

Intensive Care Unit (ICU)

Flexible visiting hours. However, visiting may be limited or postponed due to a patient's condition or other unit-related emergencies. Visitation is limited to family, support persons, close friends and clergy. Children under age 12 may visit if approved by charge nurse, clinical coordinator, director or nursing administrative coordinator. Visitors will be educated on infection control guidelines related to hand hygiene and isolation.

Labor & Delivery

10:00 a.m. to 8:30 p.m. A father or significant other may visit a postpartum patient at any time. At the discretion of the nurse, a spouse or significant other and two other visitors may visit a patient in a labor and delivery room.

Behavioral Health

6:30 p.m. to 7:30 p.m. Monday through Friday. Saturday, Sunday and holidays hours are 3:00 p.m. to 4:00 p.m. and 6:30 p.m. to 7:30 p.m. In general, it is a good idea to ask in advance whether the patient wishes to see a particular visitor. Visiting will be supportive to our patients. Staff may terminate non-therapeutic visits.

- Patients may have up to two visitors per session.
- Visitation is limited to 7 patients per day with maximum of 2 visitors each. If a day is already filled, we will schedule you for the next day.
- Children 12+ may visit if supervised by a responsible adult visitor and approved by the patient. These visits require a provider approval and are held on a specified date and time.
- Visits may last 20 minutes to an hour, depending on your wishes and ability to tolerate. Our priority is to maintain a safe, supportive interaction for you and your visitor.
- Visitors must present ID prior to visiting.
- Visitors must respect confidentiality. Visitation room is a shared space with other patients and their visitors.

Emergency Department

Visitation may be limited based on the activity of the department and the condition of the patient. Visitors may be asked to wait in the lobby during procedures. To protect the safety and confidentiality of our patients, waiting is not allowed in the hallways.

Visitation Rights

As a patient, you have the right to receive visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend, and you have the right to withdraw or deny such consent at any time. You will not be restricted, limited or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. You will be ensured that all visitors will enjoy full and equal visitation privileges consistent with patient preferences.

SPIRITUAL CARE

Helping you keep your faith connected

We understand becoming hospitalized can be a source of uncertainty and concern. Personal faith often plays a crucial role in the coping with illness and recovery process. UNC Health Johnston is committed to providing our patients, their families and other visitors with an environment where they feel comfortable practicing their faith.

Chaplain Support

Spiritual care is provided by three clinical chaplains at each of our campuses, including SECU Hospice House. All clinical chaplains have a Master of Divinity degree and four units of Clinical Pastoral Education (CPE).

These chaplains are specially trained to provide spiritual support to all individuals, regardless of their personal faith background of belief system.

Chaplain Volunteers

Our chaplain volunteers are pastors and local clergypersons who volunteer their time at UNC Health Johnston and receive special training from spiritual care services to provide spiritual care to patients and their families. The chaplain volunteer is easily identified by their UNC Health Johnston identification badge. Chaplain volunteers are ordained (or its equivalency) or have at least one unit of Clinical Pastoral Education (CPE). An application and admission process is required prior to being admitted to this ministry.

Spiritual Care Facilities

Our Interfaith Chapels are open to persons of all religious and spiritual preferences. The chapels may be used for private religious activities (prayer, meditation, scripture reading, etc) any time that they are not scheduled for special events or programs.

The Chapel in Smithfield is located on Level 1 of the Patient Tower just to the right of the Grand Staircase off of the tower's ground floor entrance. The SECU Hospice House Chapel is located to the right of the front lobby. The Chapel in Clayton is located on the ground floor of the Patient Tower off of the Front Lobby.

Our Spiritual Care Library is housed next to the Spiritual Care Office in Smithfield. It offers a variety of resources to help patients, families and staff of UNC Health Johnston to improve their spiritual wellness. Books, periodicals, and digital media are all available for checkout. Scriptures, spiritual and religious texts from a variety of religions are also available.

Support is available to those...

- Feeling fearful, upset or worried, sad or depressed
- In need of counseling
- Asking themselves "why me?"
- Desiring religious or spiritual practices from your faith or belief system
- In need of comfort, hope, or advocacy
- Trying to make sense of sickness/suffering
- Desiring non-judgmental listening
- In crisis or in need of crisis intervention
- Desiring consultation on Advance Directives, end-of-life decisions or ethical issues
- In need of assistance to resolve conflict

Chaplains can provide:

- Religious support
- Connection to clergy from your faith system or your own faith community
- Prayer and other religious rituals
- Consultation on important health care decisions
- Religious materials (scriptures, music, devotionals etc.)
- Help in finding a sense of hope, meaning or purpose

Contact Us

A chaplain visit can be arranged by patients, visitors and your care providers. You can do this by:

- Notifying your nurse
- Calling the switchboard operator (0 from within the hospital)
- Calling the Spiritual Care office (between the hours of 8:30 a.m. – 5:00 p.m. Monday through Friday) at 919-209-3655

For after-hours, please dial 919-934-8171, press 0 and ask the operator to page our on-call chaplain.

ADVANCE DIRECTIVES

A Simple & Smart Way to Take Charge of Your Care

What is an advance directive?
A federal law called the Patient Self-Determination Act requires all hospitals and other health care institutions to inform patients of their right to agree to or refuse medical treatment. In addition, patients must be asked if they have an advance directive. If you are 18 or older and mentally competent, you have control over decisions about your medical treatment, even if you become unable to make or express them yourself.

If you want to control decisions about your health care in situations where you would not be able to communicate your choices, you will need a medical advance directive. In this form, you state your wishes about what happens to you when you are in a coma and unable to speak.

Once the Advanced Directive form is complete, please have your medical team contact Patient Relations to notarize the document. Please do not sign this form unless a notary is present.

How do I make an advance directive?
North Carolina has three ways for you to make a formal advance directive. You must follow several rules when making a formal living will, health care power of attorney or an advance instruction for mental health treatment.

These rules are to protect you and ensure that your wishes are clear to the doctor or mental health provider who may be asked to carry them out. A living will, a health care power of attorney and an advance instruction for mental health treatment must be: (1) written; (2) signed by you while you still are able to make and communicate health care decisions; (3) witnessed by two qualified adults; and (4) notarized.

Living Will
In North Carolina, a living will is a legal document that tells others that you want to die a natural death if you:

- become terminally sick with an irreversible condition that will result in your death within a short period of time
- are unconscious and your doctor determines that it is highly unlikely you will regain consciousness
- have advanced dementia or a similar condition that results in a substantial cognitive loss where it is highly unlikely the condition can be reversed

In a living will, you can direct your doctor not to use certain life-prolonging treatments such as a breathing machine (respirator or ventilator) or supplying food and water through a tube (artificial nutrition or hydration through feeding tubes and IVs).

A living will goes into effect only when your doctor and one other doctor determine that you meet one of the conditions specified in the living will. Discussing your wishes with family, friends and your doctor now is strongly encouraged so that they can help make sure you get the level of care you want at the end of your life.

Who decides about my medical care or treatment?

If you are 18 years or older and mentally competent, you have the right to make decisions about your medical treatment. You should talk to your doctor or health care provider about treatments or procedures so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your doctor or mental health provider. If you want to control decisions about your medical or mental health, even if you become unable to make decisions or express them yourself, then you should be sure to tell your doctor or mental health provider, and your family and friends what you want. And you also should have an advance directive.

ADVANCE DIRECTIVES

Health Care Power of Attorney
A health care power of attorney is a legal document in which you can name a person(s) as your health care agent(s) to make medical and mental health decisions for you if you become unable to decide for yourself. You can say what medical or mental health treatments you would want and what you would not want. You should choose an adult you trust to be your health care agent. Discuss your wishes with that person(s) before you put his or her name in writing. Again, it is always helpful to discuss your wishes with your family, friends, and your doctor and eligible psychologist.

A health care power of attorney will go into effect when a doctor states in writing that you are not able to make or communicate your health care choices. If, due to moral or religious beliefs, you do not want a doctor to make this determination, the law provides a process for a non-doctor to do it.

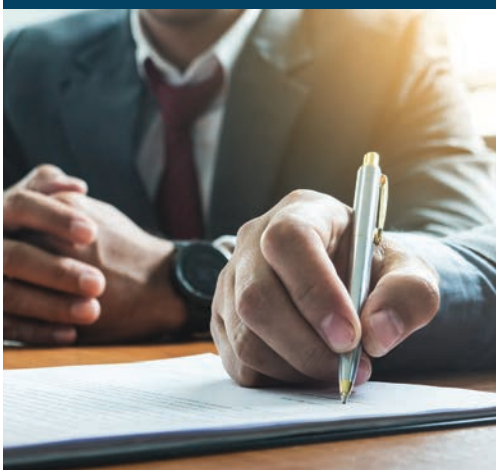
Advance Instruction for Mental Health Treatment
An advance instruction for mental health treatment is a legal document that tells doctors and mental health providers what mental health treatments you would want if you later become unable to decide for yourself.

You also can name a person to make your mental health decisions. Your advance instruction for mental health treatment can be a separate document or combined with a health care power of attorney.

An advance instruction for mental health may be followed by a doctor or mental health provider when your doctor or an eligible psychologist determines in writing that you are no longer able to make or communicate mental health care decisions.

Who is a qualified witness?

A qualified witness is a competent adult who sees you sign, is not a relative and will not inherit anything from you upon your death. The witness cannot be your doctor, a licensed employee of your doctor or mental health providers, or any paid employee of a health care facility where you live or that is treating you.



Do I have to have an advance directive and what happens if I don't?

Making an advance directive is your choice. If you become unable to make your own decisions, and you have no advance directive, your doctor or mental health care provider will consult with someone close to you about your care.

Discussing your wishes for medical and mental health treatment with your family and friends now is strongly encouraged, as this will help ensure that you get the level of treatment you want when you can no longer tell your doctor or other health care or mental health providers what you want.

What happens if I change my mind?

You can cancel your living will at any time by telling your doctor and those closest to you about your decision. It also is a good idea to destroy copies of it.

You also can cancel or change your health care power of attorney while you are able to make and communicate your decisions. You can do this by executing another document and telling your doctor and health care agents, or by communicating your intent to cancel it to the named health care agents and the attending doctor or eligible psychologist.

You can cancel your advance instruction for mental health treatment by telling your doctor or mental health provider.

ADVANCE DIRECTIVES

Who should I talk to about an advance directive?

You should talk to those closest to you about an advance directive and your feelings about the health care you would like to receive. Your doctor or health care provider can answer medical questions. A lawyer can answer questions about the law. A trusted adviser or clergy member might be able to help with more personal questions.

Where should I keep my advance directive?

Keep a copy in a safe place where your family members can get it. Give copies to your family, your doctor or mental health providers, your health care agent(s), and any family member or close friends who might be asked about your care should you become unable to make decisions. Always remember to take a copy of your advance directive with you for hospital admissions, emergency room visits, clinic visits for cardiac problems, etc., so it can be put into your chart.

Also consider registering your advance directives with the North Carolina Advance Health Care Directive Registry: www.sosnc.gov/ahcdr.

What if I have an advance directive from another state?

A living will or health care power of attorney created outside North Carolina is valid in N.C. if it appears to have been executed in accordance with the applicable requirements of the place where it was created or of this state.

Where can I get more information?

- Contact your health care provider or attorney, or visit the North Carolina Department of the Secretary of State Advance Health Care Directive Registry website at www.sosnc.gov/ahcdr. This information was developed by the North Carolina Division of Medical Assistance in cooperation with the North Carolina Department of Human Resources Advisory Panel on Advance Directives. Revised 2009.
- UNC Health Johnston Home Care & Hospice: 919-938-7560
- SECU Hospice House of UNC Health Johnston: 919-209-5100

To Register Your Advance Directive Online

Advance Health Care Directive Registry
919-807-2167 or www.secretary.state.nc.us/ahcdr.

Do Not Resuscitate Order (DNR)

A Do Not Resuscitate Order tells medical staff not to perform CPR (Cardiopulmonary Resuscitation) on you. Your medical provider will speak with you about CPR in case you stop breathing or your heart stops. It is helpful to decide about CPR before you are sick enough to need it.

In order to get a DNR order you must talk with your medical provider about your condition and your wishes. A medical provider will not write a DNR order without talking to you and/or your family. It is important to note that you will still receive all the care and medications you need even if you have a DNR order written by your medical provider.

Quality Care and Patient Safety is Our Goal

Pain Management

Controlling pain is an important part of your care. Good pain control can help you eat and sleep better, enjoy visitors, and maintain your usual activities.

Good pain control is different for every person. It may not be possible to completely relieve your pain, but your pain treatments should provide a level of comfort acceptable to you. It is very important for you to talk to your doctors and nurses about your pain and how well the treatment is working for you. In this way, your treatment can be adjusted according to your needs.

For any treatment to be effective, good communication is essential. As a patient or parent/caregiver at UNC Health Johnston, you can expect:

- Useful written and spoken information about pain and pain relief measures
- A concerned and competent health care professional committed to pain prevention and control
- Health professionals who respond promptly to reports of pain
- State-of-the-art pain management
- Expressions of pain will be taken seriously

As a patient at UNC Health Johnston, we expect that you will:

- Ask your doctor or nurse what to expect regarding pain
- Discuss pain relief choices with your doctors and nurses
- Ask for pain relief medications when pain first begins, to aid in effective relief
- Describe your pain at regular intervals to assist staff in assessing effective relief

Medications/Alternative Therapies

While staying at the hospital, pain medicine may come as:

- A pill
- A pain patch
- A suppository
- A shot
- Through a tube in your vein (IV)
- Through a tube in your back (epidural)

Alternatives to Pain Medications

There are some alternate ways to relieve pain that you can do at home. These alternatives can be used alone or in conjunction with OTC supplements and pain medications prescribed by your physician.

- Elevate affected extremity
- Use ice or heat to area
- Reposition often to relieve pressure on painful area
- Guided imagery
- Low impact exercise
- Massage therapy
- Relaxation techniques
- Acupuncture
- Physical therapy
- Electrotherapy (TENS unit)

Persistent Pain

Pain that never gets any better, even with treatment, may be a sign of a problem. Always tell doctors and nurses if you are experiencing persistent pain.

PATIENT CARE & SAFETY

Pain Scales

Use this scale as a guide to help you give your care team an accurate description of your pain. Reporting pain as a number helps us know how well your treatment is working and whether to make changes. For those who cannot understand or use this scale, your care team may use different methods to help assess your pain.

Wong-Baker FACES® Pain Rating Scale

©1983 Wong-Baker FACES Foundation. www.WongBakerFACES.org
Used with permission.

Pain Medication Safety

It is important to know about pain medication storage, use, overdose, and disposal for your safety and the safety of those around you.

How to safely store your medications

- Always read the manufacturer's label.
- Keep all medications out of reach of children and if possible keep medications in a locked cabinet or box. If the medication has to be refrigerated, store it on the top shelf towards the back where small children cannot get to it.
- If you cannot find how, or where, to store your medication, call a local pharmacy. They can assist you with this information and information on how to dispose of your old medications.

How to Dispose of Medications

Throwing away unused medication safely is very important. It helps keep children safe and prevents others from abusing them. It also helps the environment.

Follow the steps below to properly dispose of unused medications.

- Scratch out and remove all personal information from prescription labels before throwing containers away.
- Remove all medications from their original package or containers.
- Combine all unused medications.
- Place all unused medications in a waterproof container, like a laundry detergent bottle or coffee can. Add water to dissolve.
- Add unwanted substance to the bottle like coffee grounds or kitty litter.
- Tightly seal the container and throw it away.

PATIENT CARE & SAFETY

Flushable Medications

These medications should be flushed instead of thrown away.

- Actiq
- Avinza Capsules
- Baraclude Tabs
- Daytrana Transdermal Patch
- Duragesic Transdermal System
- Fentora
- Meperidine HCL Tablets
- OxyContin Tabs
- Percocet
- Tequin Tabs
- Reyataz Capsules
- Xyrem
- Zerit Oral Solutions

Medication Drop Boxes

Below are local police departments and pharmacies that have medication drop boxes to discard your unused medications. Call your local pharmacy to see if they can accept unused medications.

Smithfield Police Department
110 S. 5th St., Smithfield

Selma Police Department
1200 S. Pollock St., Selma

Pine Level Police Department
214 N. Peedin Ave., Pine Level

Beddingfield Drugs
95 Springbrook Ave., #101, Clayton

7 Rules of Medication Safety

1. Only take medication as prescribed by your doctor. NEVER take extra medication. Call a doctor if the medication does not work.
2. Lock up and protect your medications where children and pets cannot get it.
3. Properly throw away unused medication.
4. NEVER share medications.
5. Do NOT mix medication with sleeping pills, alcohol, or drugs.
6. Tell your doctor about ALL medications you are taking.
7. Get naloxone and know when and how to use it. Make sure your family and friends also know how to use it.

Overdose Warning Signs

Recognize the signs and symptoms of an overdose, including:

- Awake but cannot talk
- Slow or no heartbeat
- Slow or no breathing
- Bluish or purplish fingernails or lips
- Gurgling, snoring or difficulty breathing
- Vomiting or choking sounds
- Pale or clammy face or skin
- Limp body
- "Acting drunk"
- Pinpoint pupils

CALL 9-1-1 IMMEDIATELY

if you or someone you know shows signs of taking too much prescription pain medication or heroin.

** If you or a loved one takes pain medication regularly for a chronic condition, it is important to have an overdose safety plan. Be sure to complete a safety plan and keep it available in case of an emergency.*

PATIENT CARE & SAFETY

Naloxone

Naloxone (Narcan) is a cure for opioid overdose and is available without a prescription.

How do I use Naloxone?
It comes in a shot or a nasal spray. If you think someone has overdosed on pain medication or heroin, call 9-1-1 and follow the naloxone package instructions.

Johnston County drug stores with Naloxone where a prescription is not required:

- Johnston Health Outpatient Pharmacy- Smithfield
- Walgreen's- Garner, Clayton, Benson, and Smithfield
- CVS Pharmacy- Benson, Clayton and Smithfield
- Wood Pharmacy- Benson
- Realo Discount Drugs- Four Oaks and Clayton
- Carroll Pharmacy- Smithfield

STOP Act
Our medical staff will work with you during your hospitalization to control your pain effectively and safely. The Strengthen Opioid Misuse Prevention or STOP Act, enacted by the North Carolina General Assembly on June 29, 2017, limits doctors in North Carolina to prescribing no greater than a five-day supply of opioids during a hospitalization to manage your pain for acute issues. All chronic pain issues and prescriptions will be referred to your primary care physician or outpatient provider.

Your medical provider also will be required to submit prescriptions for controlled substances electronically to participate in North Carolina's existing reporting system in effectively and safely managing your pain during your hospitalization and after discharge.

Opioid and Heroin Detox Services

If you think you or someone you know may be dependent on an opioid or heroin there is help. First please call Alliance Behavioral Healthcare at 1-800-510-9132.

Holly Hill Hospital, Raleigh
919-250-7000

Walter B. Jones ADATC, Greenville
252-830-3426

Wilmington Treatment Center, Wilmington
844-977-0517

PORT Health, Greenville
252-830-7540

Durham Recovery Response Center, Durham
919-560-7305

Freedom House Recovery Center, Chapel Hill
919-967-8844

UNC Health Care Crisis and Assessment Services at WakeBrook, Raleigh
984-974-4800

METHADONE TREATMENT
Johnston Recovery Services, Clayton
919-359-1699

UNC Health Johnston Emergency Department Locations

Smithfield
509 N. Bright Leaf Blvd., 919-934-8171

Clayton
2138 Veterans Parkway, 919-585-8000

Infection Prevention

5 Ways to Fight Infections

The hospital is a place you come to get will, but you can also come into contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. **Clean your hands.** Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).
2. **Ask hospital staff members to clean their hands.** This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands, too!
3. **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do - like wear a surgical mask - to prevent the spread of germs.
4. **Keep an eye on bandages, dressings, tubes, and drains.** If a dressing on a wound, surgical site, or IV gets wet or loose, tell your nurse. Also let your nurse know if a catheter or drainage tube becomes loose, comes out, or does not seem to be draining well. Speak up if the area around the tube hurts or is hot to the touch.
5. **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

Hand Washing

Hospital team members will always clean their hands prior to working with you. We encourage you to watch as your healthcare team members and visitors enter the room. Did they wash or gel their hands? If not, kindly ask if they could repeat the cleaning process.

We ask that your visitors clean their hands as well.

The Joint Commission

Speak Up™
To Prevent Infection

1. Clean your hands...
- Use an alcohol-based hand sanitizer.
- Use soap and water if your hands are visibly dirty.
- Clean your hands before eating or touching food.

2. Remind caregivers to clean their hands
- As soon as they enter the room.
- This helps prevent the spread of germs.
- Your caregivers may wear gloves for their own protection

3. Stay away from others when you are sick...
- If possible, stay home.
- Don't share drinks or eating utensils.
- Don't touch others or shake hands.
- Don't visit newborns.

4. If you are coughing or sneezing...
- Cover your mouth and nose.
- Use a tissue or the crook of your elbow.
- Clean your hands as soon as you get to the doctor's office or hospital.
- Ask for a mask as soon as you get to the doctor's office or hospital.
- Keep a distance of about 6 feet between you and others.

5. If you visit a hospital patient...
- Clean your hands when entering or exiting the hospital.
- Clean your hands before going in or out of the patients room.
- Read and follow the directions on signs posted outside the patient's room.
- You may be asked to put on a mask, gloves, a paper gown, and shoe covers.
- If sanitizer wipes are in the room, read the instructions. Some wipes are only for cleaning equipment and surfaces, and are not safe for skin.
- If you are unsure about what to do, ask the nurse

6. Get shots to avoid disease...
- Make sure your vaccinations are current - even for adults.
- Help prevent diseases like the flu, whooping cough and pneumonia.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

©2018 The Joint Commission | May be copied and distributed | Department of Corporate Communications

Protect yourself by cleaning your hands often.

We all have "good" germs that live on our bodies and help us stay healthy. We also pick up germs from touching objects and people. Many infections, like the common cold, are spread by contact with improperly washed hands. Washing your hands thoroughly and appropriately is one of the best ways to stop the spread of germs.

There are two ways to remove germs from your hands: washing with soap and water or using an alcohol foam or gel rub that kills germs directly.

When to use soap and water:

- When hands look dirty
- Before preparing/eating food, or before feeding another person
- After using or helping someone use the restroom
- After touching any body fluids, like blood, urine or vomit
- After coughing, sneezing and blowing your nose

You may use an alcohol rub to clean your hands:

- Whenever they are not visibly dirty
- Whenever soap and water are not available
- After removing medical gloves
- Before and after contact with someone who is sick

How to Wash Your Hands

1. Wet your hands with water
2. Apply soap to palms
3. Rub hands vigorously, covering all surfaces and fingers
4. Count to 15—about the time it takes to sing "Happy Birthday" twice
5. Rinse thoroughly
6. Gently dry hands using an air dryer or clean paper towel
7. Use a paper towel to turn off the faucet

How to Use Alcohol Rub

1. Place enough of the solution in your palm to thoroughly cover hands
2. Rub hands together, covering all surfaces and fingers
3. Continue rubbing until dry

Prevention of Urinary Tract Infections (UTI)

A urinary tract infection (also called "UTI") is an infection in the urinary system, which includes the bladder (stores the urine) and the kidneys (filter the blood to make urine).

Germs (for example, bacteria or yeasts) do not normally live in these areas; but if germs are introduced, an infection can occur. If you have a urinary catheter, germs can travel along the catheter and cause an infection in your bladder or your kidney; in that case it is called a catheter-associated urinary tract infection (or "CA-UTI").

What can I do to help prevent a catheter-associated UTI?*

- Health care providers should clean their hands with soap and water or an alcohol-based hand rub before and after touching your catheter. If you do not see your providers clean their hands please ask them to.
- A health care provider will perform catheter care once per day when you have an indwelling urinary catheter.
- Always keep your urine bag below the level of your bladder and off the floor.
- Do not tug or pull on the catheter tubing.
- Do not twist or kink the catheter tubing.

Ask your health care provider each day if you still need your catheter.

PATIENT CARE & SAFETY

Prevention of Catheter-associated Bloodstream Infections

A "central line" or "central catheter" is a tube that is placed into a patient's large vein, usually in the neck, chest, arm or groin. The catheter is often used to draw blood or give fluids or medications. It may be left in place for several weeks. A bloodstream infection can occur when bacteria or other germs travel down a "central line" and enter the blood. If you develop a catheter-associated bloodstream infection you may become ill with fevers and chills or the skin around the catheter may become sore and red.

What can I do to help prevent a Catheter-associated bloodstream infection?**

- It is okay to ask your doctors and nurses to explain why you need the catheter and how long you will have it.
- Make sure that all doctors and nurses clean their hands with soap and water or an alcohol-based hand rub before and after caring for you. If you do not see your providers clean their hands, please ask them to do so.
- Tell your nurse if the dressing over your IV catheter becomes wet, loose, or comes off.
- Inform your nurse or doctor if the area around your catheter is sore or red.
- Do not let family and friends who visit touch the catheter or the tubing.
- Make sure family and friends clean their hands with soap and water or an alcohol-based hand rub before and after visiting you.

Ask your health care provider each day if you still need your catheter.

* Reference: www.cdc.gov/hai/pdfs/uti/CA-UTI_tagged.pdf

** Reference: www.cdv.gov/hai/pdfs/bsi/BSI_tagged.pdf

Our Two-Touch Cleaning Process

At UNC Health Johnston, we are committed to providing a clean, safe, and comfortable environment for your care. Our Environmental Services team follows a Two-Touch Cleaning Process to ensure your room is properly maintained while also respecting your time and preferences.

First Touch: Initial Visit & Check-In

- A team member will greet you and introduce themselves.
- We will check and remove any trash if needed.
- You'll be informed of our return time for full cleaning, and we'll ask if you have a preferred time for us to come back

Second Touch: Thorough Room Cleaning

During our scheduled return visit, we will:

- Clean and disinfect all high-touch surfaces, including bed rails, call buttons, door handles, and light switches.
- Sanitize your bathroom, including the toilet, sink, and shower.
- Mop floors and spot-clean as needed.
- Engage with you, using conversation points to ensure your comfort and address any additional cleaning needs.

If you have any requests or concerns about your room's cleanliness, please let us know. We are here to help! Thank you for allowing us to care for you.

PATIENT CARE & SAFETY

Take Steps to Reduce Your Risk During Your Stay

The chart below lists common infections and steps you can take to prevent them.

Type	How It Starts	Symptoms	Prevention
Catheter-Associated Urinary Tract Infections (UTI)	Germs enter your urinary tract while using a line to drain urine	• fever • burning • pain • bloody or frequent urination	• clean hands before touching area • keep urine bag below level of bladder to prevent backflow • don't tug, pull, twist or bend the line • secure catheter to your leg and ask every day if it's still needed
Surgical Site Infections	Germs affect the site of your surgery—either on your skin or internally	• redness • pain • fever • drainage of • cloudy fluid	• do not shave surgery site (irritation increases risk of infection) • clean hands before touching area • don't let visitors touch or dress your wound • ask your nurse to show you how to care for your wound
Central Line-Associated Bloodstream Infections	Germs enter your bloodstream through a large line that's inserted in a vein near your neck, chest or groin	• fever • chills • red skin and • soreness at site	• clean hands before touching area • make sure staff perform hand hygiene and wear gloves when handling the line. • speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore • avoid touching line or letting visitors touch line • ask that line be removed as soon as possible
Ventilator-Associated Pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe	• cough • mucus • fever and/ or chills • shortness of breath	• clean hands before touching area • ask if it's safe to raise the head of your bed • know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened • ask that line be removed as soon as possible

Multi-Drug Resistant Organisms

MDROs refer to those bacteria that cause infections not treatable by several classes of commonly used antibiotics. Although there are some alternative antibiotics available for treatment, they may be less effective, or cause more side effects. Some examples are MRSA/ESBL/VRE/CRE.

MDROs can normally be carried in people without signs or symptoms. However, immunocompromised or critically ill patients are more likely to be infected, causing pneumonia, urinary tract infection, wound infection, or even blood infection. MDROs are transmitted by direct contact with wounds, secretions of infected patients or contaminated objects and environmental surfaces. The first line of defense to protect yourself is hand hygiene.

PATIENT CARE & SAFETY

MRSA

Pronounced mersa, MRSA stands for methicillin-resistant Staphyloccus aureus. The germ can be found where you live, work or play—not just in the hospital. MRSA evolved as health care providers treated simple staph infections with mostly penicillin and oxacillin. Over time, the bug became resistant to the antibiotics, making it difficult to kill.

It's estimated that one in three people have MRSA inside their nose or on their skin. The germ is harmless until it enters the body through a cut, rash or sore. MRSA can live inside your nose without causing an infection.

However, you can pass along the germ and infect someone who has a weak immune system.

VRE

VRE stands for vancomycin-resistant enterococcus. It is another drug resistant germ transmitted in a similar way as MRSA. And like MRSA, it can live harmlessly on the skin.

C-Diff

C-Diff or Clostridioides difficile is a germ (bacteria) that causes life-threatening diarrhea. It is usually a side-effect of taking antibiotics. C-Diff forms spores that are NOT killed by alcohol-based hand sanitizer.

How does having an MDRO change my care?

If a health care provider has identified you as a carrier, then the hospital will take special precautions while you are a patient to prevent the germ from spreading to others. If you have an active infection, your doctor will prescribe the proper medication.

Will my length of stay in the hospital be longer because I have an MDRO?

Patients who have an active infection may have to stay longer because the germs are difficult to treat.

8 Tips for Healthy Living

1. **Maintain a healthy weight**
   Weigh yourself periodically. If your doctor states that you have heart failure, weigh yourself daily and keep a written record. If your weight changes by more than five pounds in one week, contact your physician
2. **Eat a healthy diet as directed by your caregiver**
3. **Follow activity guidelines given by your caregiver**
4. **Know when to call your physician or seek emergency care:**
   - Trouble breathing or chest pain
   - Swelling in your legs, ankles, arms or abdomen
   - Rapid weight gain or loss
5. **Maintain healthy blood pressure, cholesterol and blood sugar levels**
6. **If you smoke, you should quit**
   Quitting smoking is the most important step smokers can take to enhance the length and quality of their lives. Patients who remain tobacco-free after leaving the hospital will recover more quickly and improve their health. While quitting is not easy, you don't have to go it alone. Take advantage of the following resources:
   - 1-800-QUIT NOW (1-800-784-8669) free support
   - Johnston County Health Department 919-989-5200
7. **Manage stress in your life**
8. **Keep all appointments with your health care providers**

PATIENT CARE & SAFETY

Vaccinations

Vaccination is a simple, safe, and effective way of protecting people against harmful diseases, before they come into contact with them.

Influenza Vaccine

Seasonal influenza, or the flu, is a contagious virus that affects the nose, throat, and lungs. Even healthy individuals can get very sick and spread it to others. The flu vaccine helps protect against the most common flu viruses each season.

Flu is a serious lung infection that affects 10–20% of the population each year. Everyone 6 months of age and older should get vaccinated. The vaccine is especially important for:

- People 50 years of age and older
- People who have diabetes
- Health care personnel
- Children from 6 months to 18 years of age
- Pregnant women or women within two months of giving birth
- People who live with or care for those at high risk for serious complications from the flu
- People who live in nursing homes and other long-term care facilities
- People who have chronic health problems such as diseases of the heart, lungs, liver, or kidneys
- Close contacts of children younger than 6 months

Pneumococcal Vaccine

Pneumococcal disease can cause serious infections in the lungs, blood, and brain lining. The pneumococcal vaccine helps protect against many types of this bacteria. Certain individuals are at higher risk Pneumococcal vaccines are especially recommended for:

- People 65 years of age and older
- Anyone with chronic health problems such as diabetes, heart disease, lung disease, liver disease, or kidney disease
- Anyone with a disease or condition that lowers the body's resistance to infection
- Anyone living in a nursing home or other long-term care facility

Some people should receive a shot of two different pneumococcal vaccines and an additional dose may be recommended. Please talk with your physician or nurse about receiving these vaccines during your hospital stay.

Antibiotic Use and Stewardship

Antibiotic stewardship means using antibiotics wisely to improve patient outcomes, reduce resistance, and lower unnecessary costs. If you are prescribed an antibiotic during your stay, your care team will ensure it's the right treatment for your condition.There are some important things you should know about antibiotic treatment.

- Your care team may start you on an antibiotic while determining the cause of your illness. If it's unnecessary, they may adjust or stop it to ensure the best treatment.
- Antibiotics should only be used for infections caused by bacteria. Illnesses caused by viruses, like the common cold and the flu, do not improve with antibiotics.
- It is important to use antibiotics only when needed.
- Staying on an antibiotic when you don't need it is more likely to be harmful than helpful. Using antibiotics when they are not needed can cause harmful side effects, including the risk of getting an antibiotic-resistant infection later.
- Take antibiotics exactly as prescribed. Even if you feel better, do not skip doses or stop taking an antibiotic early without approval from your health care professional.

Taking Antibiotics in the Hospital

When should antibiotics be used in the hospital?

Antibiotics are a type of drug frequently used in hospitals to cure and prevent infections. Antibiotics are given for a set amount of time or until an infection has cleared. For example, patients may be given an antibiotic before and during a surgery to prevent an infection or doctors might give antibiotics to prevent infections in patients with weak immune systems who cannot fight infections by themselves. If your doctor thinks antibiotics will not help, antibiotics should be stopped. Taking antibiotics for problems not caused by infections does not help and may even cause harm.

Get smart about antibiotics while you are in the hospital.

When you are given an antibiotic, you should be informed. Ask your doctor, nurse, or pharmacist:

- What is the name of the antibiotic?
- Why am I taking it?
- How will it be given to me while I am in the hospital?
- How long will I need to take it?
- Are there any side effects to look out for?

Resistance to antibiotics

Resistance happens when bacteria learn how to keep the antibiotics from killing them. This means that an antibiotic that used to work may no longer work for some infections. Major causes of this are using too many antibiotics or using the wrong antibiotic. For example, giving antibiotics for infections caused by viruses, such as the common cold, flu, or bronchitis can cause resistance in bacteria.

It is a natural feeling to want to ask for antibiotics every time you think you or a loved one is sick. However, antibiotics are not like other drugs. Using an antibiotic in one patient changes the way it works in others. Each time antibiotics are given, bacteria become smarter. Soon, bacteria get so smart that antibiotics can no longer kill them. It is important we save antibiotics for patients that really need them.

How can antibiotic resistance affect me?

Infections that are caused by resistant bacteria are hard to treat and need special antibiotics. These antibiotics generally have to be given through an IV line. Sometimes we have to use more than one antibiotic and give them for a long time. This may cause side effects and other problems.

We work to improve antibiotic use at our hospital.

Our hospital works to give the right antibiotic to the right patient, at the right time, and with the right amount, causing the least harm. We have a team of doctors, pharmacists, nurses, and hospital managers that work together to improve antibiotic use and care by:

- Making life-saving antibiotics available when needed and saving some for certain infections
- Working to reduce the spread of infections
- Watching which antibiotics are used and why
- Teaching about the best ways to use antibiotics

Get smart about antibiotics when you leave the hospital.

Before leaving the hospital, talk to your health care team about your antibiotics. Be sure to ask questions like:

- Will I keep taking it or will it be changed?
- When should I take it and for how long?
- Does the antibiotic have any side effects?
- What do I do if side effects happen to me?
- When do I need to make an appointment to check in with my doctor?

PATIENT CARE & SAFETY

Safe Patient Handling

UNC Health Johnston has special equipment for safely moving and lifting patients. Our goal is to protect you and help you go home as soon as possible. All the while, protecting our nursing staff.

By using the lift equipment to get you upright and out of bed, you will:

- Improve your recovery time
- Increase blood flow and reduce the potential for blood clots in your legs
- Assist with bowel and bladder functions
- Help keep your skin healthy
- Reduce your potential for falling

The key to helping you get better is to keep you as active as possible.
In order to get you back on the go, your body needs to continue to move to activate your muscles and encourage blood flow.

To help protect you and provide safe and comfortable care, we may use lifting devices and transfer sheets for transferring or repositioning. Our trained staff will evaluate your transfer and mobility level, explain the use of this equipment prior to using it with you, and remain with you during all transfers. Our goal is to make sure you have a safe and healthy experience during your stay at UNC Health Johnston.

Standing Together to Prevent Falls:

We need your help to keep you safe!

Ways YOU can keep from falling:

- Call, don't fall!
- Push the call button to call for assistance.
- DO NOT get up by yourself.

Ways WE keep you safe and prevent falls:

- Seeing yellow? At UNC Health Johnston, yellow socks, yellow armband and yellow star outside your door alerts our staff that you have a risk of falling and need help getting out of bed.
- Your call bell is placed within your reach at all times.
- Bed/chair alarms are set to remind you to call for help and alert us that you are trying to get up without assistance.
- Your bed is placed in the lowest position.
- You may have a Continuous Visual Monitor placed in your room. This is another set of eyes to make sure you don't get up by yourself where you could fall and get hurt.
- You may have a 1:1 sitter for your safety. This is where a staff member will stay in the room with you to assist you and prevent a fall.

PATIENT CARE & SAFETY

Fall Prevention

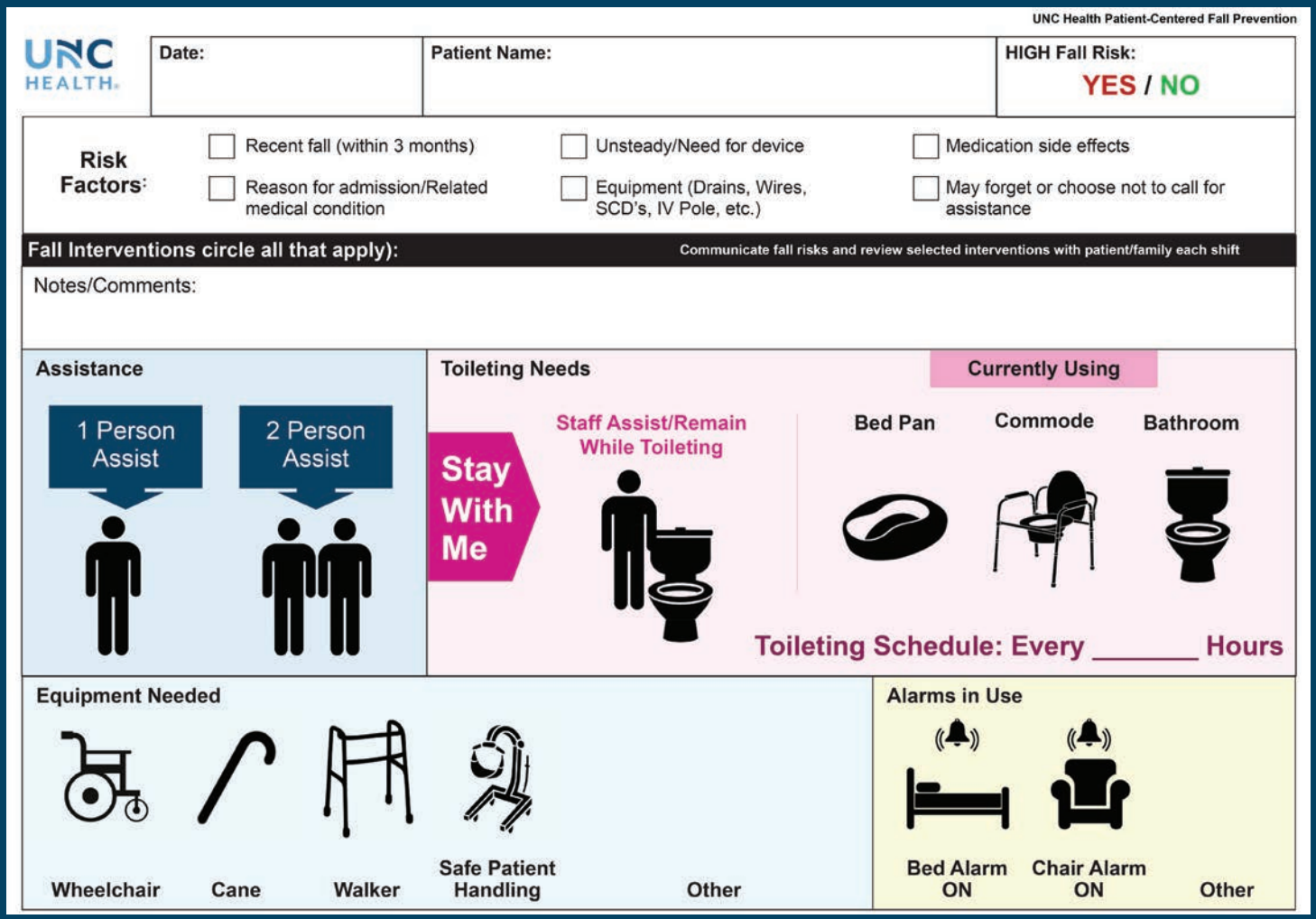
The UNC Health Patient-Centered Fall Prevention program and the UNC Health Johnston Fall Prevention program emphasizes involvement of patient and families in the prevention of falls. Collaboration between nursing and patients with their families ensures that everyone plays a role in preventing patient falls.

These steps include:

1. The patient will be assessed using an evidence-based Falls Risk Predictor tool to identify if they would be considered a High Risk for falls while in the hospital.
2. The nurses will implement High Falls Risk interventions to reduce the likelihood of a fall in the hospital.
3. The nurse will talk with the patient and families each shift on the "why" behind the "what" using the UNC Patient-Centered Fall Prevention Poster.

UNC Patient-Centered Fall Prevention Poster

The UNC Patient-Centered Fall Prevention Poster has been researched for over a decade. Evidence shows that implementing a patient-centered and customized prevention program prevents patient falls and fall-related injuries in hospitals. You will see these posters in our inpatient rooms.



PATIENT CARE & SAFETY

Every BODY Get Up & Get Active

Every BODY Get Up & Get Active is an initiative at UNC Health to get patients up and active during their hospital stays. Being physically active aids healing, speeds recovery, and improves mental well-being.

Exercise and moving are important parts of your recovery.

Your care team is here to help you heal, which includes helping you stay upright and active. Together you will set a mobility goal each day to reach your highest level of mobility.

For patients who were walking at home, walking with assistance with minimal supervision three times per day is recommended. For those who are unable to walk, simple range of motion exercises will be performed three times per day.

Why should you get up and get active?

- Decreases your risk for blood clots.
- Reduces the chance of bed sores.
- Helps prevent infections.
- Reduces the risk of constipation.
- Improves your appetite and mood.

Move Near Your Bed

- Stand beside bed
- Put on clothes
- Move to chair
- Eat in chair

Move Around the Room

- Walk to the bathroom
- Brush teeth in the bathroom
- Increase how often you walk
- Walk around prior to eating meals

Not ready to move?

Start with exercises in bed.

- Ankle pumps
- Shoulder lifts
- Breathing exercises
- Heel slide
- Chest stretch

Every BODY
Get Up & Get Active

Today I will...

Every time you move, mark the box.

Date & Time	**Sit on the side of my bed**	**Sit in my chair**	**Up to the bathroom**	**Up in my room**	**Up in the hall**	**Range of motion**

PATIENT CARE & SAFETY

Medication Purpose & Side Effects

Below is information about the most common side effects associated with medications you may receive during your stay. If you have any questions or concerns please ask your physician, nurse or pharmacist.

Medication	Purpose of this medication is	Side effects your medication may cause
ANTI-ANXIETY MEDICATIONS ❑ Alprazolam (Xanax) ❑ Clonazepam (Klonpin) ❑ Diazepam (Valium) ❑ Lorazepam (Ativan) ❑ Temazepam (Restoril) ❑ Zolpidem (Ambien) **ANTI- PSYCHOTICS** ❑ Haloperidol (Haldol) ❑ Risperidone (Risperdal) ❑ Olanzapine (Zyprexa) ❑ Ziprasidone (Geodon)	TREATING ANXIETY AND MOOD DISORDERS	• Fatigue/ Drowsiness • Dizziness • Upset stomach
ANTIBIOTICS ❑ Amoxicillin (Amoxil) ❑ Cephalexin (Keflex) ❑ Cefazolin (Ancef, Kefzol) ❑ Ceftriaxone (Rocephin) ❑ Clindamycin ❑ Ciprofloxacin (Cipro) ❑ Levofloxacin (Levaquin) ❑ Metronidazole (Flagyl) ❑ Piperacillin/ Tazobactam (Zosyn) ❑ Vancomycin (Vancocin)	TREATING BACTERIAL INFECTIONS	• Headache • Rash/ Itching • GI upset • Diarrhea
ANTICOAGULANTS ❑ Apixaban (Eliquis) ❑ Dabigatran (Pradaxa) ❑ Enoxaparin (Lovenox) ❑ Fondaparinux (Arixtra) ❑ Rivaroxaban (Xarelto) ❑ Warfarin (Coumadin) **ANTIPLATELETS** ❑ Aspirin (Ecotrin) ❑ Clopidogrel (Plavix) ❑ Prasugrel (Effient) ❑ Ticagrelor (Brilinta)	PREVENTING OR TREATING BLOOD CLOTS	• Risk of bleeding • Fever • Abdominal pain • Nausea/ Vomiting • Bruising
ANTI-HISTAMINES ❑ Diphenhydramine (Benadryl) ❑ Cetirizine (Zyrtec) ❑ Fexofenadine (Allegra) ❑ Hydroxyzine (Vistaril)	PREVENTS ITCHING	• Drowsiness • Dizziness • Dry mouth
ANTI-INFLAMMATORIES ❑ Celecoxib (Celebrex) ❑ Ibuprofen (Advil, Motrin) ❑ Dexamethasone (Decadron) ❑ Ketorolac (Toradol) ❑ Meloxicam (Mobic) ❑ Naproxen sodium (Naprosyn, Aleve) ❑ Prednisone (Deltasone)	DECREASING INFLAMMATION	• GI upset • Increased appetite • Risk of bleeding
ANTI-NAUSEA MEDICATIONS ❑ Metoclopramide (Reglan) ❑ Ondansetron (Zofran) ❑ Promethazine (Phenergan)	NAUSEA OR VOMITING	• Headache • Dizziness or Lightheadedness • Drowsiness/ Fatigue • Constipation
ANTI-SEIZURE MEDICATIONS ❑ Fosphenytoin (Cerebyx) ❑ Gabapentin (Neurontin) ❑ Levetiracetam (Keppra) ❑ Phenytoin (Dilantin) ❑ Pregabalin (Lyrica)	STOPPING OR CONTROLLING SEIZURES	• Headache • Dizziness or Lightheadedness • Blurred vision • Constipation

PATIENT CARE & SAFETY

Medication	Purpose of this medication is	Side effects your medication may cause
CHOLESTEROL MEDICATIONS ❑ Atorvastatin (Lipitor) ❑ Pravastatin (Pravachol) ❑ Rosuvastatin (Crestor) ❑ Simvastatin (Zocor)	DECREASING CHOLESTEROL	• Headache • Nausea/ Vomiting • Diarrhea
DIURETICS ❑ Bumetanide (Bumex) ❑ Furosemide (Lasix) ❑ Hydrochlorothiazide ❑ Spironolactone (Aldactone)	REMOVING FLUIDS	• Headache • Dizziness or Lightheadedness • Drowsiness
HEART MEDICATIONS ❑ Amiodarone (Cordarone, Pacerone) ❑ Digoxin (Lanoxin) ❑ Dofetilide (Tikosyn) ❑ Isosorbide (Imdur) ❑ Nitroglycerin ❑ Sotalol (Betapace)	TREATING ABNORMAL HEART RHYTHM OR HEART FAILURE	• Headache • Dizziness or Ligtheadedness • Drowsiness
ACE INHIBITORS OR ARBS ❑ Benazepril (Lotensin) ❑ Enalapril (Vasotec) ❑ Lisinopril (Zestril, Prinivil) ❑ Quinapril (Accupril) ❑ Ramipril (Altace) ❑ Losartan (Cozaar) ❑ Olmesartan (Benicar) ❑ Valsartan (Diovan)	DECREASING BLOOD PRESSURE AND HEART FAILURE	• Headache • Dizziness or Lightheadedness • Drowsiness • Constipation
BETA BLOCKERS ❑ Atenolol (Tenormin) ❑ Carvedilol (Coreg) ❑ Metoprolol (Toprol XL, Lopressor)	HEART FAILURE, DECREASING BLOOD PRESSURE AND HEART RATE	• Dizziness or Lightheadedness • Drowsiness
CALCIUM CHANNEL BLOCKERS ❑ Amlodipine (Norvasc) ❑ Diltiazem (Cardizem, Cardia XT, Tiazac, Dilacor XR) ❑ Hydralazine (Apresoline) ❑ Verapamil (Calan, Verelan)	DECREASING BLOOD PRESSURE AND HEART RATE	• Headache • Dizziness or Lightheadedness • Drowsiness • Constipation
NERVE PAIN MEDICATIONS ❑ Duloxetine (Cymbalta) ❑ Gabapentin (Neurontin) ❑ Pregabalin (Lyrica)	CONTROLLING SEVERE NERVE PAIN	• Blurred vision • Dizziness or Lightheadedness • Drowsiness • Constipation
OPIOID PAIN MEDICATIONS ❑ Acetaminophen (Tylenol) ❑ Fentanyl ❑ Hydromorphone (Dilaudid) ❑ Hydrocodone/ Acetaminophen (Norco, Vicodin) ❑ Morphine ❑ Oxycodone/ Acetaminophen (Percocet) ❑ Oxycodone (OxyContin, Roxicodone) ❑ Tramadol (Ultram)	TREATING PAIN	• Nausea/ Vomiting • Dizziness or Lightheadedness • Drowsiness • Constipation • Rash/ Itching • Upset stomach
STOMACH MEDICATIONS ❑ Aluminum/ Magnesium/ simethicone (Mylanta, Maalox) ❑ Famotidine (Pepcid) ❑ Lansoprazole (Prevacid) ❑ Pantoprazole (Protonix) ❑ Ranitidine (Zantac)	TREATING OR CONTROLLING HEARTBURN OR REFLUX	• Headache • Abdominal pain • Diarrhea
MISCELLANEOUS MEDICATIONS ❑ _____ ❑ _____		

PATIENT CARE & SAFETY

Stroke Care

At UNC Health Johnston, both Clayton and Smithfield hospitals are certified Primary stroke centers and have been recognized as experts in advanced stroke care by The Joint Commission. We provide exceptional care to our patients through screenings, advanced imaging and treatment, intensive stroke care and rehabilitation. We combine the latest technologies with compassionate and individualized support. To learn more, ask a care team member about our Stroke Education booklet.

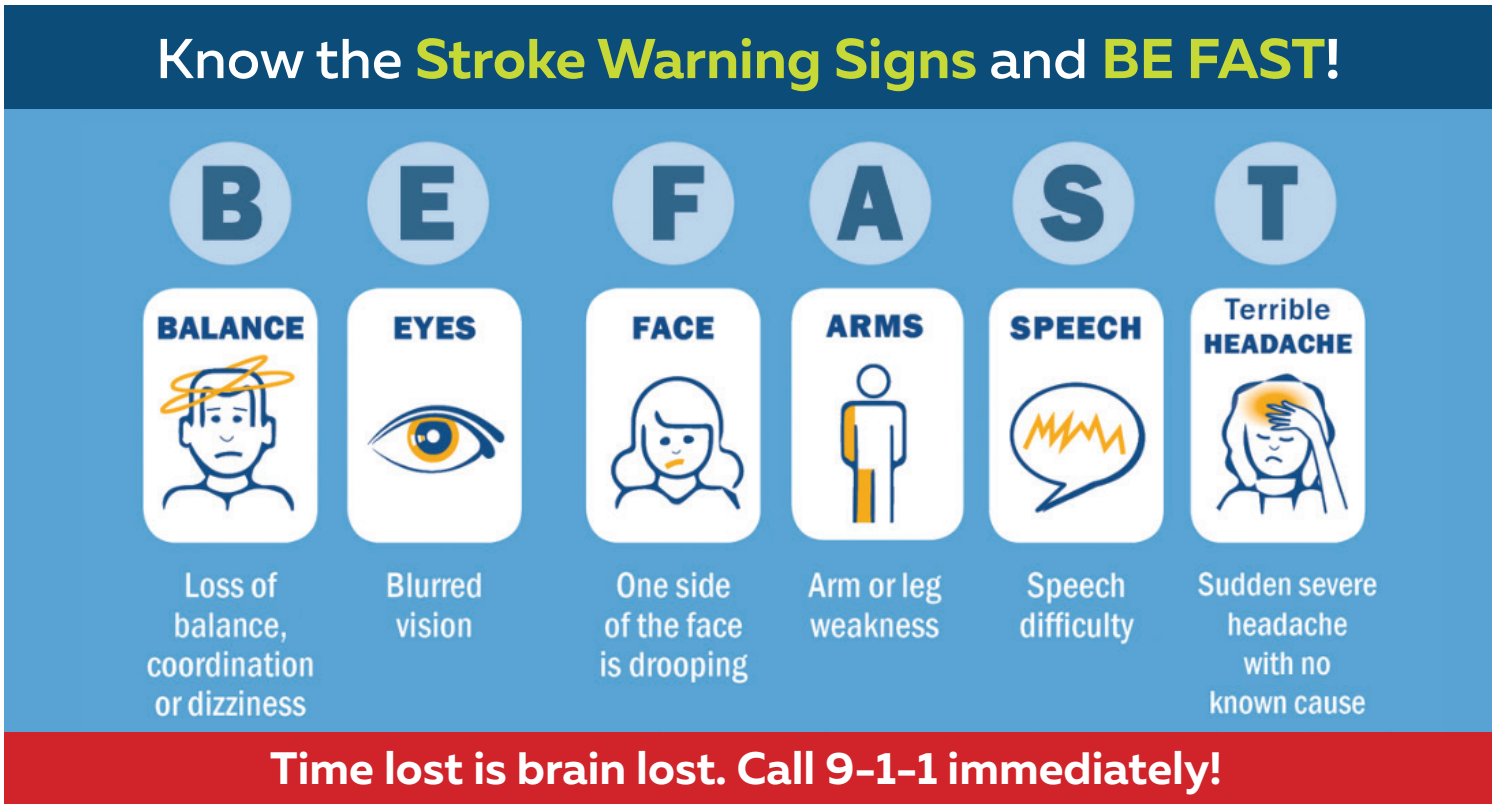
What is a stroke?

A stroke happens when blood supply is disrupted either by a blockage or when blood leaks into the brain tissue. The brain must have a constant supply of blood to function. Without blood supply, brain tissue can die. It is very important to know the signs of stroke and to BE FAST at getting treatment.

Stroke is a medical emergency!

If you or your loved one experience any of these symptoms- even if they seem mild- call 911 immediately.

If you are within our hospital, call a Rapid Response by dialing 5555 (Smithfield) or 4444 (Clayton) to contact the operator for assistance.



Stroke Prevention

If you have had a stroke or TIA, you are at higher risk of having another event. Stroke prevention includes antiplatelet/anticoagulant to prevent further blood clots, blood pressure medication to keep blood pressure at a healthy level, cholesterol-lowering medications to decrease plaque formation inside blood vessels and if you have diabetes then managing blood sugar levels will decrease your chance of having a stroke. These are some of the treatment plans you should expect while admitted.

- Advanced Imaging
- Cardiac Telemetry
- Carotid Doppler
- Echocardiogram
- Lipid and HgA1C levels
- Rehabilitation
- Discharge planning
- Individualized Stroke Education

PATIENT CARE & SAFETY

Chest Pain and Heart Attack

Heart disease is the leading cause of death in Johnston County and chest pain and heart attack are common complaints that bring patients to the hospital. At UNC Health Johnston, both Clayton and Smithfield hospitals are certified Chest Pain Centers by the American College of Cardiology which means we can begin the process to determine the cause and treat the issue.

The process starts with an aggressive treatment which initially includes pain control, serial EKG and blood draw to look for the presence of heart muscle damage. Not all patients who complain of chest pain are having heart issues, but if it is still suspected, escalating care could include cardiac telemetry, echocardiography, stress testing and ultimately heart catheterization which can be performed at the Smithfield campus. If a blockage is found we have interventionalists that can intervene to restore blood flow in the effected coronary artery.

Services include:

- Cardiac Catheterization and stent revascularization
- Cardiac Rehab
- Cardioversion
- Echocardiogram (Echo)
- Electrocardiogram (EKG)
- Electrophysiology Study
- Holter Monitoring
- Event Monitoring Implants
- Pacemaker
- Stress Testing
- CardioMems
- ICD Implants
- Bi-ventricular Implants

What to do if you suspect a heart attack

Call 9-1-1 immediately. First responders and EMS staff can provide early heart attack care up to an hour sooner than driving to the hospital. For every hour of decreased blood flow to the heart, mortality rates increase by 11%. Every minute counts!

How can I avoid a heart attack?

- Don't smoke and avoid second hand smoke
- Treat high blood pressure
- Eat foods low in saturated fat, salt and added sugars
- Be physically active
- Maintain a healthy weight
- Control your blood sugar if you have diabetes
- Get regular medical check ups
- Take medications as prescribed

Common Heart Attack Warning Signs

- Sudden onset of chest pain*
- Jaw, neck or back pain
- Pressure or discomfort that often radiates to one or both arms
- Shortness of breath
- Lightheadedness, nausea, or vomiting
- Feeling cool and sweaty

* Women may not experience chest pressure at all, instead women may experience shortness of breath, pain in lower chest or upper abdomen, dizziness, upper back pressure or extreme fatigue.

Activate your MY UNC Chart to view test results and to communicate with a health care member. It is important to keep all follow up appointments upon discharge.

PATIENT RIGHTS & RESPONSIBILITIES

You Have the Right to the Best Care

Johnston Health Services Corp. (d/b/a UNC Health Johnston) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. UNC Health Johnston does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Your Right to Program Accessibility for the Disabled (Section 504)

The regulation implementation Section 504 requires that an agency/facility "shall adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities and facilities that are accessible to and usable by disabled persons" (45 C.F.R. 84.22(f)).

UNC Health Johnston and all of its programs and activities are accessible to and usable by disabled persons, including persons with impaired hearing and vision.

Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria and patient treatment areas, including examining rooms and patient wards.
- A full range of communication aids provided to persons with impaired hearing, vision, speech or manual skills, without additional charge for those aids. Communication aids include:
  - Qualified sign language interpreters for the deaf
  - Language Access Network MARTI
  - Telecommunications devices for the deaf (TTY/TDD) are available to connect the caller to the facility, for use by hearing or speech-impaired patients. Please contact the switchboard.
  - Readers and tape materials for the blind and large print materials for the visually impaired.
  - Flash cards, alphabet boards and other communication boards.
  - Helpful devices for persons with impaired manual skills.

All aids needed for this communication service will be provided without cost to the person being served. If you require any of the aids listed in this notice, contact the telephone operator at 919-934-8171.

Your Right to File a Grievance

If you believe that UNC Health Johnston has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the Compliance Program Manager, Compliance Office, UNC Health Johnston, 509 N. Bright Leaf Blvd., P.O. Box 1376, Smithfield, NC 27577, 919-938-6584, fax: 919-934-7518. If you need help filing a grievance, the Compliance Program Manager is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, TDD: 800-537-7697. Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Concerns?

If you have questions or concerns, please contact our 504 Coordinator, Joshua Hudson, Compliance Program Manager, at 919-938-6584 or Fax: 919-934-7518.

PATIENT RIGHTS & RESPONSIBILITIES

Your Right to Language Assistance

To assist in communication, interpretation services are available 24/7. In addition to its Spanish-speaking interpreters, UNC Health Johnston subscribes to a realtime interpretation service offering more than 150 languages. Via a computer screen, patients and staff can see and interact with their translators. All language assistance will be provided without charge. If you require language assistance, please let UNC Health Johnston staff know.

Patient Bill of Rights

We at UNC Health Johnston view health care as a partnership between you and your caregivers. We respect your rights, values and dignity. We also ask that you recognize the responsibilities that come with being a patient, both for your own well-being as well as for that of your fellow patients and caregivers. Please read and exercise these rights and responsibilities as outlined here. Should you or your designated guardian, advocate or representative feel at any time that your rights as a UNC Health Johnston patient have been violated, please contact Compliance at 919-938-6584.

Patient Rights

- You have the right to safe, high-quality medical care, without discrimination, that is compassionate and respects personal dignity, values and beliefs.
- You have the right to participate and make decisions about your care and pain management, including refusing care to the extent permitted by law. Your care provider (doctor, nurse, etc.) will explain the medical consequences of refusing recommended treatment.
- You have the right to have your illness, treatment, pain, alternatives and outcomes be explained in a manner you can understand. You have the right to interpretation services if needed.
- You have the right to know the name and role of your care providers (doctor, nurse, etc.). At your request, you have a right to a second opinion.
- You have the right to request that a family member, friend and/or physician be notified that you are under the care of this facility.
- You have the right to receive visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend. You have the right to withdraw or deny such consent for visitors at any time. You will not be restricted, limited or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. You will be ensured that all visitors will enjoy full and equal visitation privileges consistent with patient preferences.
- You have the right to be informed about transfers to another facility or organization, and be provided a complete explanation, including alternatives to a transfer.
- Prior to leaving the hospital, you will receive information about continuing your health care after leaving the facility.
- You have the right to know the policies that affect your care and treatment.
- You have the right to participate in or decline to participate in research. You may decline at any time without compromising your access to care, treatment and services.

PATIENT RIGHTS & RESPONSIBILITIES

- You have the right to private and confidential treatments, communications and medical records to the extent permitted by law.
- You have the right to receive information concerning your advance directives (living will, health care power of attorney or mental health advance directives), and to have your advance directives respected to the extent permitted by law.
- You have the right to access your medical records in a reasonable timeframe to the extent permitted by law.
- You have the right to be informed of charges and receive counseling on the availability of known financial resources for health care.
- You have the right to be free from restraints that are not medically required or are used inappropriately.
- You have the right to access advocacy or protective service agencies and a right to be free from abuse.
- You and your family have the right to have your compliments, concerns and complaints addressed. Sharing your concerns and complaints will not compromise your access to care, treatment and services. You may share your compliments, concerns and complaints by calling the Compliance Office at 919-938-6584, or you may submit them in writing to the Compliance Office at P.O. Box 1376, Smithfield, NC 27577 or by email to Joshua.Hudson3@unchealth.unc.edu. The North Carolina Division of Health Services Regulation can be reached at 800-624-3004; the Mental Health Branch can be reached at 919-855-3795. The address is 2711 Mail Service Center, Raleigh, NC 27699.
- A patient has the right to notify the Joint Commission, a hospital accrediting organization, about complaints regarding patient safety or quality of care.
  - Fax: Office of Quality and Patient Safety (630) 792-5636
  - Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd. Oakbrook Terrace, IL 60181.
  - Online: www.jointcommission.org using the “Report a Patient Safety Event” in the “Action Center” on the homepage.

Patient Responsibilities

- You are responsible for providing as much information as possible about your health, medical history and insurance benefits.
- You are responsible for asking the care provider when you do not understand medical words or instructions about your plan of care.
- You are responsible for following your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.
- You are responsible for following the hospital’s rules and regulations.
- You are responsible for acting in a manner that is respectful of other patients, staff and hospital property.
- You are responsible for meeting your financial obligation to the hospital.

Questions?

For questions about your patient rights and responsibilities, contact:

Compliance Hotline (24 hours): 1-800-362-2921

Care Line: 919-938-7443

Email: jmhcareline@unchealth.unc.edu

NOTICE OF NONDISCRIMINATION

Discrimination is against the law. UNC Health Johnston (Johnston Health Services Corp. and Johnston Specialty Physician Services, LLC) complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat people less favorably based on race, color, national origin, age, disability, or sex.

This Notice may be found on the UNC Health Johnston Internet homepage at johnstonhealth.org.

UNC Health Johnston:

- **Provides reasonable accommodations to people with disabilities, including free aids and services to communicate effectively with us, such as:**
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- **Provides free language services to people whose primary language is not English, such as:**
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the **Telephone Operator, UNC Health Johnston, 509 N. Bright Leaf Boulevard, P.O. Box 1376, Smithfield, NC 27577; (919) 934-8171 (telephone).**

If you believe that UNC Health Johnston has failed to provide these services or discriminated in another way on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex, you can file a grievance with the **Compliance Program Manager, Compliance Office, UNC Health Johnston, 509 N. Bright Leaf Boulevard, P.O. Box 1376, Smithfield, NC 27577; (919) 938-6584 (phone).**

You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, the UNC Health Johnston Compliance Program Manager is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201; 1-800-368-1019; 800-537-7697 (TDD). Complaint forms are available at

http://www.hhs.gov/ocr/office/file/index.html.

Aviso de no discriminación

La discriminación está prohibida por ley. UNC Health Johnston (Johnston Health Services Corp. y Johnston Specialty Physician Services, LLC) cumple con las leyes federales de derechos civiles aplicables y no discrimina, excluye ni trata a las personas de manera menos favorable por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Este Aviso se puede encontrar en la página de inicio de UNC Health Johnston en johnstonhealth.org.

UNC Health Johnston:

- **Facilita adaptaciones razonables a personas con discapacidades, que incluyen asistencia y servicios gratuitos para que se comuniquen de manera eficaz con nosotros, como los siguientes:**
  - Intérpretes de lenguaje de señas capacitados
  - Información escrita en otros formatos (letra de imprenta grande, audio, formatos electrónicos accesibles, otros formatos)
- **Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:**
  - Intérpretes capacitados
  - Información escrita en otros idiomas

NOTICE OF NONDISCRIMINATION

Si necesita recibir estos servicios, comuníquese con **Telephone Operator (operador telefónico), UNC Health Johnston, 509 N. Bright Leaf Boulevard, P.O. Box 1376, Smithfield, NC 27577; (919) 934-8171 (teléfono).**

Si considera que UNC Health Johnston no le proporcionó estos servicios o lo discriminó de otra manera por motivos de raza, color, nacionalidad (incluido el dominio limitado del inglés y el idioma principal), edad, discapacidad o sexo, puede presentar una reclamación al **Compliance Program Manager, Compliance Office, UNC Health Johnston, 509 N. Bright Leaf Boulevard, P.O. Box 1376, Smithfield, NC 27577; (919) 938-6584 (teléfono).**

Puede presentar la reclamación en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, el UNC Health Johnston Compliance Director (Director de Cumplimiento de UNC Health Johnston) está a su disposición para brindársela. También puede presentar una reclamación de derechos civiles ante el U.S. Department of Health and Human Services, Office for Civil Rights (Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU.) de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, o por correo postal o por teléfono en: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201; 1-800-368-1019; 800-537-7697 (TDD). Puede obtener los formularios de reclamación en

http://www.hhs.gov/ocr/office/file/index.html.

Notice Of Availability of Language Assistance Services

- ATTENTION: If you need auxiliary aids, language assistance, or disability accommodations, please ask registration staff or your provider. These services are provided free of charge.

- AVISO: si necesita ayuda y servicios auxiliares, asistencia lingüística o adaptaciones para discapacitados, consulte al personal de registro o a su proveedor. Estos servicios se proporcionan de forma gratuita.

- 请注意：如果您需要辅助设备、语言协助或残障人士所用设施，请咨询注册人员或服务提供者。这些服务免费为您提供。

- LƯU Ý: Nếu quý vị cần hỗ trợ giao tiếp, hỗ trợ ngôn ngữ hoặc điều chỉnh dành cho người khuyết tật, vui lòng thông báo với nhân viên đăng ký hoặc nhà cung cấp của quý vị. Các dịch vụ này được cung cấp miễn phí.

- ملاحظة: إذا كنت بحاجة إلى مساعدات إضافية أو مساعدة لغوية أو تسهيلات لذوي الاحتياجات الخاصة، يرجى طلب ذلك من موظفي التسجيل أو مزود الخدمة. هذه الخدمات مقدمة مجانًا.

- ATTENTION: Si vous avez besoin d'aides auxiliaires, d'assistance linguistique ou d'aménagements pour personnes handicapées, veuillez-vous adresser au personnel chargé des inscriptions ou à votre fournisseur. Ces services sont fournis gratuitement.

- 주의: 보조 기구, 언어 지원 또는 장애인 편의 시설이 필요한 경우 등록 직원이나 서비스 제공자에게 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

- ध्यान दिनुहोस्: यदि तपाईंलाई सहायक सहयोगहरू, भाषा सहायता, वा असक्षमता आवासहरू चाहिन्छ भने, कृपया दर्ता गर्ने कर्मचारी वा तपाईंको प्रदायकलाई सोध्नुहोस्। यी सेवाहरू नि: शुल्क प्रदान गरिन्छ।

- ВНИМАНИЕ: Если вам нужны вспомогательные средства, языковая поддержка или адаптация помещений для инвалидов, пожалуйста, обратитесь к регистрирующим сотрудникам или своему поставщику услуг. Эти услуги предоставляются бесплатно.

- ધ્યાન આપો: જો તમને વધારાની સહાય, ભાષા સહાય અથવા વિકલાંગ નિવાસની જરૂર હોય, તો કૃપા કરીને નોંધણી સ્ટાફ અથવા તમારા પ્રદાતાને પૂછો. આ સેવાઓ વિનામૂલ્યે પ્રદાન કરવામાં આવે છે.

NOTICE OF NONDISCRIMINATION

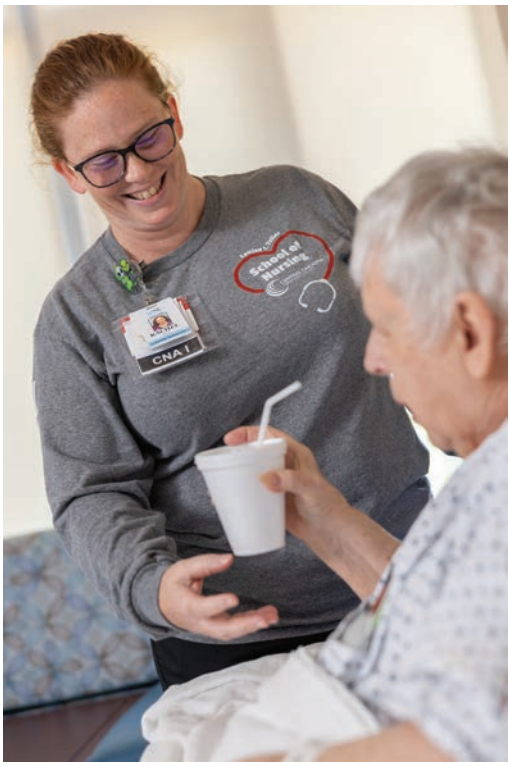
- గమనిక: ఒకవేళ మీకు అనుబంధ ఉపకరణాలు, భాషా సహాయం, లేదా వైకల్య వసతులు అవసరమైతే, దయచేసి రిజిస్ట్రేషన్ సిబ్బందిని లేదా మీ ప్రదాతను అడగండి. ఈ సేవలు ఏ రుసుమూ లేకుండా అందించబడతాయి.
- ATENSIYON: Kung kailangan mo ng auxiliary aids (mga pantulong na kagamitan at serbisyo), tulong sa wika, o mga akomodasyon sa kapansanan, mangyaring magtanong sa kawani ng pagpaparehistro o sa provider mo. Libreng ibinibigay ang mga serbisyong ito.
- ध्यान दें: अगर आपको सहायक उपकरणों, भाषा सहायता या दिव्यांगता सहायता चाहिए, तो कृपया पंजीकरण कर्मचारी या अपने प्रदाता से कहें। ये सेवाएँ निःशुल्क दी जाती हैं।
- 注意: 補助器具、言語支援、または障害者への配慮が必要な場合は、登録スタッフまたは担当者にお尋ねください。これらのサービスを無料で受けられます。
- โปรดทราบ: หากคุณต้องการอุปกรณ์ช่วยเหลือผู้พิการ ความช่วยเหลือด้านภาษา หรือความช่วยเหลือสำหรับผู้พิการ โปรดสอบถามเจ้าหน้าที่ลงทะเบียนหรือผู้ให้บริการของคุณ บริการเหล่านี้ไม่เสียค่าใช้จ่าย
- ສຳຄັນ: ຖ້າຫາກວ່າທ່ານຕ້ອງການການຊ່ວຍເຫຼືອເພີ່ມເຕີມ, ການຊ່ວຍເຫຼືອທາງດ້ານພາສາ ຫຼື ການຊ່ວຍເຫຼືອສຳລັບຜູ້ພິການ, ກະລຸນາຖາມພະນັກງານຜ່າຍຈົດທະບຽນ ຫຼື ຜູ້ໃຫ້ບໍລິຂອງທ່ານ. ການບໍລິການເຫຼົ່ານີ້ແມ່ນໃຫ້ຟຣີ.
- ATENSION: No kasapulam ti auxiliary aids (dagiti makatulong nga alikamen wenno serbisio), tulong iti lenguahe, wenno dagiti pagdagusan ti baldado, pangngaasiyo nga agdamag iti empleado ti panagparehistro wenno iti provider-mo. Maipaay dagitoy a serbisio nga awan bayad.

PREPARING TO LEAVE

Important Things to Know Before You Leave

At UNC Health Johnston, we strive to keep you informed regarding all aspects of your care, including your discharge. Our goal, along with providing excellent care, is to ensure you have a safe discharge. It is important that you and your home caregiver have received all discharge teaching before leaving. The completion of the discharge process can sometimes take several hours from the time your physician advises you that you can go home. As a team, we are working hard to keep this time to a minimum, but please know that your safety is our main concern. We appreciate your cooperation and thank you for your understanding while we prepare a safe plan for your return home.

Steps that may happen for discharge



Discharge information

- Orders must be written by your medical provider
- Directions must be written by your caregivers
- Discharge Summary
  - › Why you were in the hospital
  - › Who cared for you
  - › Your procedures & medicines

Information for your caregivers

- Test results may need to be received and reviewed by your caregivers
- Patient and family education may be needed, including a review of your medicines
- Your caregiver may need to make follow-up appointments

Follow-up care instructions

Beyond medicine this can include:

- Foods or activities to avoid
- Tests or appointments
- How to care for incisions or use equipment
- Warning signs to watch for daily living adjustments (like how to get into bed)
- Who to call with questions

New prescriptions

If necessary, check the pharmacy for your new prescriptions, and have a plan to get them filled and picked up.

Transportation arrangements made

After hospital services

Know if you'll need support in these areas and make a plan for getting it:

- Personal care: bathing, eating, dressing, toileting
- Home care: cooking, cleaning, laundry, shopping
- Health care: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

Local resources

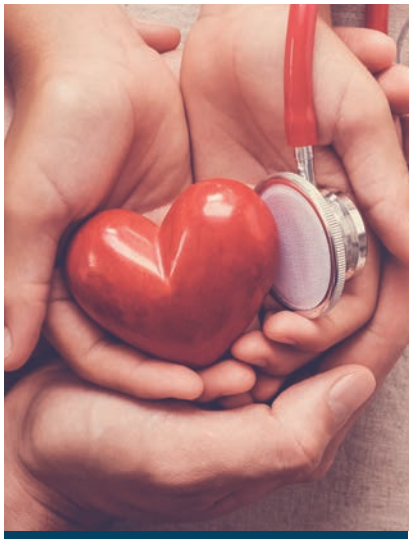
Ask your discharge planner for help finding local after-care services or other support groups that you may need.

AFTER-HOSPITAL CARE

Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

- **Durable Medical Equipment (DME)**—Medical equipment ordered by a physician for use in your home. Examples include walkers, crutches, wheelchairs, portable commodes, and hospital beds.
- **Skilled Nursing Facility**—Medicare covers semi-private rooms, meals, skilled nursing and rehabilitative services, and other medically necessary services and supplies after a three-day minimum, medically necessary inpatient hospital stay for a related illness or injury. To qualify for care in a skilled nursing facility, your doctor must certify that you need daily skilled care like intravenous injections or physical therapy.
- **Home Health Care**—care provided by professionals in your home to help maintain or restore health. Includes: home, personal and health care services.
- **Independent Living**—communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation.
- **Assisted Living**—individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, social activities and transportation.
- **Nursing Home**—long-term care facility for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, and 24-hour skilled nursing care. Special units often available for people with Alzheimer's disease or memory loss.
- **Hospice**—care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes 24-hour help with pain control, symptom management and emotional or spiritual support.



Insurance Tip

Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.

Thank You for Choosing UNC Health Johnston

We sincerely appreciate you entrusting us with your care during your recent hospitalization.

At UNC Health Johnston, our mission is to improve the health and well-being of the communities we serve. As part of ONE UNC Health, we are working to create a unified culture and strategy across UNC Health and the UNC School of Medicine—always keeping our patients and teammates at the center of everything we do.

Because we care about your health beyond your hospital stay, you may receive a follow-up call within 24-48 hours after discharge. Additionally, within a week, you will receive an email survey about your experience with us. Your feedback is invaluable in helping us enhance our services and ensure we continue providing the best possible care.

Thank you for taking the time to share your thoughts—we truly appreciate it.

AFTER-HOSPITAL CARE

Home Care & Hospice Options at UNC Health Johnston

UNC Health Johnston Home Care and Hospice

Home Care and Hospice is dually licensed to provide home health and home hospice services. We help patients recover from illness or injury in the comfort of home and help those with life-limiting illness have quality time in familiar surroundings with their loved ones.

SECU Hospice House of UNC Health Johnston

If receiving care at home is not an option, we can provide 24/7 care in the beautiful setting of our SECU Hospice House, where three levels of care are provided:

- **General Inpatient Care (GIP)—** for hospice patients who need pain control or symptom management. General inpatient care is short-term care. Once a patient's pain is managed and symptoms are stabilized, the patient must return to a hospice routine level of care.
- **Residential Care—** offered to patients who are in need of routine hospice care. The patient lives at the hospice house and receives care from our staff so loved ones can enjoy time with their loved one.
- **Respite Care—** short-term stay at the hospice house for patients already enrolled in a hospice program who are being cared for at home, giving at home caregivers a break.

For any questions or further information, call:

Home Care and Hospice
919-938-7582

SECU Hospice House
919-209-5100

Support for Caregivers

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

Before leaving the hospital, get the answers to these three questions:

1. What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)? Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.
2. What new and former medicines does my loved one need to take? Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
3. What health warning signs do I need to watch for and what do I do if they happen? Write these symptoms down for your loved one as well as the name and contact number to call.

Caregiver Resources

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

- National Alliance for Caregiving, www.caregiving.org
- Caregiver Action Network, www.caregiveraction.org
- Family Caregiver Alliance, www.caregiver.org

Johnston Health Foundation

Johnston Health Foundation seeks to improve the health and well-being of the people in our communities by supporting the patients, programs and services of UNC Health Johnston.

AREAS OF FOCUS

Access to Care

Working to ensure access to care regardless of one's ability to pay

Holistic Care

Supporting UNC Health Johnston patients with all aspects of care and teammates (staff) with professional advancement and well-being needs

Innovative & Preventative Care

Funding cutting-edge programs, equipment and awareness initiatives designed with vulnerable populations in mind

End-of-Life Care

Advocating and fundraising for hospice and bereavement support, ensuring that all patients receive quality end-of-life care with comfort, compassion and dignity

Foundation Impact

Because of generous donations, Johnston Health Foundation has been able to provide funding for:

- Patients in financial need to receive assistance with medications, transportation and co-pays
- SECU Hospice House
- Mobile Outreach Unit to provide mobile health in our community
- Cardiopulmonary Rehab Center
- 3D mammography systems for both hospitals
- Cardiac catheterization lab in Smithfield
- Scholarships for the Healthy Kids Program for underserved youth in Johnston County

Pay it Forward

One of the most thoughtful ways to say 'thank you' for the care received at UNC Health Johnston is to make a gift to the Johnston Health Foundation. You may choose to honor a caregiver – from doctors and nurses to housekeepers and volunteers – whose generosity went above and beyond. Visit johnstonhealthfoundation.org to learn more.

Contact Us

Online: www.johnstonhealthfoundation.org

Mail: Johnston Health Foundation
PO Box 1376
Smithfield, NC 27577

Phone: 919-938-7348

Email: Jhfoundation@unchealth.unc.edu

Facebook: @JohnstonHealthFoundation

Volunteer Opportunities

Chaplain Care
Every family we serve has access to compassionate chaplain support. Our trained chaplains offer emotional and spiritual care to all, regardless of faith or belief. They can also connect families with their faith leaders or provide a comforting, non-judgmental presence for those without a faith tradition. *Location: Smithfield/Clayton*

Hospice
Provides support for patients and their loved ones at the SECU Hospice House and in their homes. Also provides administrative assistance to staff and assists in keeping the SECU Hospice House neat and tidy. Visit our website to complete an application. *Location: Smithfield*

Same Day Surgery/Recovery
Organize and prepare patient rooms. Answer patient call bell. Stock supply closet and fold linens and gowns. Assist with transporting patients. Provide patients with warm blankets.
Location: Smithfield/Clayton

Cancer Center Volunteer
Escort patients, deliver lab bags, distribute food and beverages to patients, and sanitize equipment.
Location: Smithfield/Clayton

Gift Shop
Greet customers and offer assistance in finding items, operate the cash register, keep displays neat and attractive, answer the telephone and take gift orders. *Location: Smithfield/Clayton*

HealthQuest Fitness & Wellness Center
Provides general clerical and light cleaning duties within HealthQuest Wellness Center. May also assist in specific projects as assigned by department director. *Location: Smithfield*

Courtesy Cart Driver
Provide transportation from customers' vehicles to the hospital entrance and vice versa via six passenger golf cart. *Location: Smithfield/Clayton*

Office Support
Variety of responsibilities, including collating patient chart materials, filing, working with computers, answering the telephone.
Location: Smithfield/Clayton

Emergency Department Volunteer
Assist with patients in the waiting room and with getting information back to families, keep work area clear, may transport patients in wheelchairs or stretchers. *Location: Smithfield/Clayton*

Patient Ambassador Volunteer
Welcome all patients and provide assistance needed to ensure a pleasant experience.
Location: Smithfield/Clayton

Get started today!

For more information, contact our volunteer coordinator at 919-585-8417 or visit johnstonhealth.org/volunteer.

Five Great Reasons to Volunteer

1. **Have an impact.** Your service has a lasting impact on our patients, families and community.
2. **Socialize.** Meet new friends through your weekly service. Enjoy the annual holiday party, recognition lunch and much more.
3. **Know that you are needed.** Serve in one of over 20 areas of the hospital, where you can contribute a unique set of skills, experiences and perspective.
4. **Gain a new perspective.** See things in a new light, learn new skills, and keep existing skills sharp.
5. **Enjoy special benefits.** Receive a meal voucher on the day you volunteer, discounts at the hospital pharmacy and to HealthQuest Fitness & Wellness Center.

NOTES ABOUT MY CARE

UNC HEALTH®
Johnston

UNC HEALTH®

Johnston

Always Caring. Always Close.

www.unchealthjohnston.org