



Shreveport Rehabilitation Hospital is proud to offer exceptional inpatient rehabilitation services.

We make a positive difference in our community by improving the quality of life for patients in need, ensuring they reach their full health potential and return to the community they love.

Our patients and family members take comfort knowing that the care our patients receive for debilitating disease or injury are treated by a team of inspired rehabilitation professionals, custom-designed to meet the needs of each patient.

We are proud to announce that we have received our accreditation from CIHQ – The Centers for Improvement in Healthcare Quality by meeting the highest standard of excellence.

Shreveport Rehabilitation Hospital **Heal, recover, re-learn and get back** **to the life you love.**



You've Made The Right Choice

YOUR STAY WITH US

Our experienced staff and state-of-the-art hospital allow our programs to be progressive and innovative. Private rooms with en suite bathrooms, large treatment areas and hotel-like comfort contribute to a comfortable rehabilitation experience. We strive to meet your rehab goals and progress toward a smooth transition back to your home and community.

■ Comforts From Home

As a patient, you will need to bring only a few personal items. These should be limited to:

- Your toothbrush and toothpaste
- Your comb or brush
- Shaving kit
- The Hospital provides needed hygiene items. You may, however, bring your favorite toiletries such as soap, shampoo, and deodorant.
- Multiple changes of loose-fitting clothes or activewear (please have your family or friends launder your clothing on a regular basis)
- Nightgown or pajamas and robe
- Comfortable shoes for exercises (preferably with rubber soles) as well as slippers or other lounging footwear

■ Personal Property

The Hospital is not responsible for any patient valuables or other personal property brought to the Hospital. If it is necessary to secure a belonging until someone can take them home for you, we strongly advise you to deposit them in the Hospital's safe. You are urged to leave all valuables and cash at home. If you have small valuables, you should

deposit them in the hospital safe. To make arrangements to do this, please speak with your nurse. The hospital is not responsible for any valuables kept with you.

■ General Visitor Guidelines

Visiting is individualized for each patient. In the event of a critical situation, the primary/charge nurse will determine the number of visitors that can remain in a patient's room. The patient also has the right to restrict visitors. If a patient is unable to speak for themselves, the designated health care representative or next-of-kin may restrict visitors.

The safety, comfort and care of our patients sometimes call for limitations and/or restrictions on visiting hours and the number of visitors allowed. Examples of these circumstances may include:

- Infection-control issue
- Communicable disease restriction (we may restrict visitors during times of increased incidence of communicable illness in the community as defined by the County and State Health Department)
- When visitation could interfere with the care of the patient or other patients
- When visitors engage in disruptive behavior

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- Information on visiting hours can be obtained from your nurse and/or case manager. Any special requests must be approved by the nurse manager.

■ **Smoking/tobacco free hospital**

For the good health of our patients, physicians, staff, and visitors, the Hospital is smoke/tobacco-free. This includes e-cigarettes and vapor-related products. Use of these products is not permitted inside the hospital and only allowed outside in designated areas.

■ **No weapons/illegal substances**

The Hospital does not allow weapons or illegal substances of any kind on its property, regardless of any permits you may have. The Hospital reserves the right to search patient rooms and belongings, and to remove medications or supplements not prescribed by your doctor, as well as weapons, illegal substances, or other items considered unsafe for the care environment.

■ **Wrist identification band**

At admission, an identification band will be placed on your wrist. Please verify that the information on the band is correct and do not remove it during your hospital stay as it is an important means of identification for all hospital personnel with whom you will come in contact. During your stay, staff may ask you to give them your name and birthdate – this is our way of making sure the medication or treatment to be provided is given to the correct patient.

■ **Meals**

Patient meals are specially prepared by our Food and Nutrition staff. A kitchen technician will provide menus so that you can select your meals for the week. Should you have a special or restricted diet, a Registered Dietitian will visit you to provide nutrition education.

Please note that meal delivery times for breakfast, lunch and dinner vary. Snack in between meals is available upon request. Visitors may ask for a guest meal for a fee during special circumstances.

For additional information, please feel free to contact the Department of Food and Nutrition Services.

■ **Café**

Visitors to the Hospital are invited to visit the Café for lunch. The Café serves a variety of hot and cold foods from 11:30 am to 1 pm Monday thru Friday. Vending machines and microwaves are always available.

■ **Spiritual/pastoral care**

We understand that our patients may require spiritual guidance while adjusting to a life-changing injury. Please let the social worker know if you have any special requirements, such as designated times for prayer during the day. A chaplain will be available throughout the week for visitation. You may ask your social worker to arrange a visit. You may have a minister of your faith to visit during your stay. It is the responsibility of the patient or family to arrange this visit.

■ Complimentary wifi internet services

For your convenience, free wireless service is available in your room and throughout the hospital for access to the internet on laptops, tablets, and other wireless devices. No password is needed to access our wireless network:

- On your mobile device, search for the Guest wireless network
- Select the Guest wireless network
- Accept the terms and conditions. Your device will now be connected to the Internet.

■ Cell phones

Cell phones may be used; however, hospital policy and federal confidentiality laws prohibit the use of cell phones to take pictures of patients or staff or to record conversations. The hospital is not responsible for lost or missing cell phones or other devices.

■ Television/Telephone

Each private patient room has complimentary cable television and local telephone services. For more information on the TV channels that are available to you, please see the insert at the back of this Welcome Book. Closed-caption program selections and devices for the hearing-impaired are available upon request. The speaker for your television is in the remote attached to your bed.

■ Environmental Services (Housekeeping)

We are committed to providing you with a safe and clean environment. Each day, a member of our Environmental Services team will clean and sanitize your room. If you have any questions or there is anything we can do to make your room more comfortable, please ask your nurse to contact us.

YOUR CARE TEAM

Your team will include a highly trained staff of healthcare professionals working together to provide you quality care. Different colored uniforms are worn to help you clearly identify staff members you may see throughout your stay. The color guide will be posted within the hospital.

■ Physicians

A board-certified physician specializing in physical medicine and rehabilitation (rehabilitation physician) will care for and manage your treatment plan. Rehabilitation physicians will monitor your progress, visit at least three times a week, or more often as needed. The rehabilitation physician may also request consultations with other specialists.

■ Nursing Staff

Nursing staff will check on you frequently during the day and night to evaluate your vital signs such as blood pressure.

- Shift changes occur at 7 am and 7 pm every day. Your healthcare information will be shared with the incoming staff to ensure continuity of care.
- Press the bedside call button if you need assistance or have any questions. Staff will quickly respond.
- Nursing and your care team members will ask you to state your name and birthdate often. This is a hospital best practice that ensures quality of care and safety.

A physician is not on-site 24 hours per day, 7 days a week. If a medical emergency arises when a physician is not on site, an on-call physician is available, and if necessary, the physician will transfer the patient to the appropriate level of care.

■ Dietician

Licensed dietitians may complete an evaluation to determine your nutritional needs. The dietician also monitors your progress, makes dietary recommendations, and provides nutritional education when appropriate.

■ Pharmacists

- Pharmacists monitor your medication and are available to answer your questions and provide education. The pharmacists work closely with your doctors and nursing staff to ensure medication safety.

■ Rehabilitation Therapists

Depending on your needs, you may be evaluated by different therapists in the first few days of your stay. Your schedule is recorded on the communication board in your room. Your therapies will take place between the hours of 7:00 am and 4:00 pm.

■ Occupational Therapy (OT)

focuses on assisting the patients to regain their ability to perform activities of daily living (ADL's) including dressing, bathing, eating and other self-care. They help patient's recover, develop, and maintain the skills needed for daily life activities, work, and community integration.

■ **Physical Therapy (PT)** focuses on strength and mobility training as well as the overall fitness of our patients. Often, a medical event or traumatic injury will leave the muscles atrophied and weak, resulting in the patient's inability to perform simple tasks such as sitting, standing, or walking. They may work with assistive devices such as wheelchairs, walkers, or orthopedic/prosthetic devices.

■ **Speech Language Pathology (ST)** assists patients with cognitive issues related to illness including memory, reasoning, and problem-solving. They can address any articulation or speech deficits. Speech therapists can assess and provide treatment to patients that are not able to safely swallow solids or liquids.

■ **Case Managers**
Case Managers provide support and work with you and your family to develop a discharge plan that allows a safe transition back into the community. You will have a case manager assigned to you

at the time of admission. Case Managers work with our patients and families to make arrangements for transfer home or to another post-acute care facility. If you are going home, your case manager will arrange for any equipment you may need and discuss with you and your family options for your care after you leave the Rehabilitation Hospital.

■ **Language needs/Interpreter needs**

Language services are available via live remote video interpreting. Please let any member of our staff know if you need these services. Available services include:

- Professional medical interpreters, including American Sign Language interpreters
- Employees who have been credentialed to supplement staff interpreters
- 24/7 video interpreting services available by video in over 40 languages, including American Sign Language



YOUR COMFORT

When you are comfortable, you usually sleep and eat better, providing more energy to heal and recover. Pain can affect you in many ways and can be caused by injury, illness, sickness, disease, or surgery. Your healthcare team will work with you to keep you as comfortable as possible during your hospitalization. During your stay, expect hospital staff to ask about your pain regularly.

You can help your treatment team manage your pain most effectively by doing the following:

- Tell us that you have pain, particularly pain that gets worse—this is not complaining, just explaining
- Tell us what makes your pain better or worse
- Be actively involved in decisions about how to manage your pain

- Describe your pain, using words such as: Pain that Comes and Goes, Constant, Pressure, Burning, Cramping, Shooting, Soreness, Stabbing, Aching, Throbbing

We have a variety of things that may help you feel more comfortable. Some of these techniques include applying heat or cold, changing position and adjusting pillows, medication, and relaxation techniques. Let us know how we can help!

PATIENT SAFETY

We encourage patients and their families to take an active role in their health care decisions. Speak up if you have questions or concerns about your diagnosis and treatment.

Medication safety

Tell your nurses and physicians about all of the medicines you are taking, including prescriptions, over-the-counter medicines, vitamins and herbal products, and about any allergies you have had to medicines in the past.

It is important to review all medicines before you take them. Your ID band will be

scanned using a bar-code reader followed by your barcoded medication. This ensures that you are receiving the right medication at the right time. If you do not recognize a medicine, let your nurse or physician know. Pay attention to the time of day you usually receive your medicine and tell your physician or nurse if you do not receive it.

Ask your physician or nurse about new medicines:

- What they are
- What they do
- When they are given
- If there are any special instructions for taking them
- What side effects should be expected or reported
- Nursing and your care team members will ask you to state your name and birthdate often. This is a hospital best practice that ensures quality of care and safety.

■ Antibiotics

Antibiotic stewardship includes educating patients, families/friends, and your doctors and nurses about choosing the best antibiotic plan for you in order to stop unnecessary use of antibiotics and to lessen antibiotic resistance.

It is important to understand when and how to take antibiotics. Antibiotics are only used to treat infections caused by bacteria. They are not used to treat infections caused by viruses. Taking antibiotics, the wrong way can make you sicker and can lead to antibiotic resistance.

■ Isolation precautions

Sometimes, extra measures are taken to prevent the spread of infection. If needed gowns, masks and/or gloves will be used by your doctors and nurses, family or other visitors. Please ask if you have any questions or concerns.

■ Fighting infection

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

1. Wash your hands. Hand washing is the best way to prevent the spread of germs. Wash your hands with soap and water for 20 seconds or use hand sanitizer gel after touching hospital objects or surfaces, before eating, and after using the restroom. Encourage family and friends to wash their hands before entering and leaving your room or use the hand sanitizer available in the hospital.
 2. 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 staff if there is anything else you should do like wear a surgical mask to prevent the spread of germs.
 3. Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.
 4. 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 is safe for you to receive any vaccines you may need.
 5. Ask your friends and family not to visit if they are ill
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■ Safe patient handling

During your hospitalization, you may not be able to walk or move about as you normally would due to weakness or injury. Our goal is to help you move and transfer from a bed or chair as safely as possible using a “minimal lift” approach that puts patient safety first. Our nursing and therapy staff will consider your special needs and may use special equipment such as mobile floor-based lifts or limited assist devices. We also use gait belts, walkers, and wheelchairs to ensure your safety and prevent falls. We will explain the use and purpose of the equipment, so you will understand why we are using it and how it works.

■ Preventing falls

Patient falls can happen in healthcare facilities because your medication can make you lose your balance, feel sleepy or weak, or confused.

Consider these tips to prevent a fall:

- Use your call button to call for help when getting out of bed or going to the bathroom
- Do not lower bed rails by yourself- always have a healthcare provider do this
- Do not turn off bed alarms or chair alarms
- Wear non-slip footwear
- Keep frequently used items within each reach (glasses, remote, tissues, etc.)
- Keep your room free of clutter
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

■ Clinical alarm safety

Equipment alarms must always remain active and must be loud enough to alert your care team. You and your family should not attempt to silence, turn down the volume, remove or adjust alarms/equipment. Please do NOT touch them. Call your nurse if there is a concern.

■ Calling your nurse for assistance

A button to call your nurse is located at your bedside and in your bathroom. When you press the button, the nursing station is alerted that you need assistance and a light will flash above your door. A staff member will respond to your signal as soon as possible. There is a speaker in your room and the nurse may answer your call from another location. If you answer verbally, he or she will be able to hear your request.

■ Fire safety

We need your cooperation to ensure a safe environment. As such, fire drills are paramount to maintaining the highest level of safety readiness. Occasionally, you will hear a loud siren and see wall-mounted strobe lights flashing throughout the hospital. In most circumstances, these are tests of the Fire Alarm system. For your safety, every Fire Alarm announcement must be treated as an actual activation.



ADVANCE DIRECTIVES

■ A simple and smart way to take charge of your care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care

you want, and they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. More detailed information is available in the back pocket of this guide.

BEFORE YOU LEAVE THE HOSPITAL

■ Discharge planning

As soon as you know your discharge date, please make all necessary arrangements to have someone pick you up at the hospital on the day of your discharge.

During your stay, your doctor and the staff will work with you to plan for your discharge. You and your caregiver (a family member or friend who may be helping you) are important members of the planning team. You and your caregiver can use this checklist to prepare for discharge.

- Ask about problems to watch for and what to do about them
- Ask where you'll get care after you leave the hospital. Do you have options (like home health care)? Be sure you tell the staff what you prefer.
- Ask if you'll need medical equipment (like a walker). Who will arrange for this? Write down a name and phone number of a person you can call if you have questions about equipment.
- Ask the staff to show you and your caregiver any other tasks that require special skills (like changing a bandage or administering an injection). Then, show them you can do these tasks. Write down a name and phone number of a person you can call if you need help.
- Ask to speak to a case manager if you're concerned about how you and your family are coping with your illness. Write down information about support groups and other resources.
- Talk to a case manager or your health plan if you have questions about what your insurance will cover, and how much you'll have to pay. Ask about possible ways to get help with your costs.
- Ask for written discharge instructions (that you can read and understand) and a summary of your current health status. Bring this information and a list of the medications you are taking to your follow-up appointment.

BEFORE YOU LEAVE THE HOSPITAL, *continued*

■ Adaptive equipment

Your therapists and physicians may determine there is a need for equipment such as a wheelchair, walker, shower chair, etc. that you will need before discharging home. If this is the case, we will contact your insurance approved vendors and order the equipment you need prior to your discharge. Equipment is typically delivered on the day of discharge so you can receive education on how to use it prior to going home.

■ Day of discharge

Before you discharge your case manager, and the treatment team will review the following:

- Discharge Instructions—may include foods or activities to avoid, how to use equipment, warning signs to watch for, compensatory strategies, and who to call with questions
- A list of your medications with instructions on how and when they are to be taken
- New prescriptions—check that your pharmacy has your new prescriptions and have a plan to get them filled and picked up
- Your upcoming appointments
- Local resources
- What to do if you do not feel well

AFTER-HOSPITAL CARE

Aftercare options that fit your needs are important. Your physicians and care team will make recommendations based on your progress if you have a need for additional services after your hospital-based rehabilitation program is complete. After-care options include:

- **Home** Depending upon your progress, further skilled care may not be needed
- **Outpatient Therapy Services** Outpatient therapy offers continued therapy on an outpatient basis, in a gym environment, with specialized equipment 2-3 times a week
- **Home Healthcare Services** Home healthcare can include skilled nursing services, aides to assist with housekeeping and meal preparation, personal care services such as bathing, dressing or eating, and continued therapies such as PT, OT and ST
- **Independent Living** Independent living communities have private apartments, include: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services such as nursing and/or therapy are typically not standard.

- **Assisted Living** Assisted living communities have private apartments that include home and personal care services, as well as help managing health conditions and medicine routines— plus social activities and transportation. Medical staff is on-site 24-hours a day.
- **Sub-Acute Rehabilitation** Skilled nursing care and a less intensive rehabilitation program are offered at most long-term care facilities or nursing homes. The intensity of therapy services is significantly less than at a rehabilitation hospital but may be the best choice if 24-hour nursing care and a less intensive therapy program are needed.
- **Hospice** Hospice provides support for terminally ill patients and families in hospitals, facilities or homes. Hospice care includes 24-hour help with pain control, symptom management and emotional or spiritual support.



UNDERSTANDING YOUR BILL

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, you can expect to see charges for your room, meals, 24-hour nursing care, and medicines for each night you stay in the hospital. The bill will also show charges for any therapy and special services such as X-rays and labs. You will receive bills for doctors and specialists separately from the hospital.

Medicare

Medicare has a Coordination of Benefits clause, and at the time of admission, you will be asked to answer questions to help determine the primary insurance carrier paying for your hospital stay. This is referred to the MSP (Medicare Secondary Payer) questionnaire and is required by federal law. This ensures that Medicare

only pays for services not covered by other insurance you may have. Medicare deductibles and co-insurance are covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts. If you have any questions, call the customer service number listed on your statement.

■ Insurance payment

As a courtesy to our patients, the Hospital will submit bills to your insurance company and will do everything possible to advance your claim. You should also receive an explanation of benefits (EOB) from your insurance company explaining how they processed your claim and the amount due by you. This process is usually complete within 60 days after you leave the hospital.

Your insurance company may contact you for additional information to process your claim. Please respond as quickly as possible to ensure you receive the maximum benefit from your coverage. After the insurance payment has been received, you will receive a final billing statement for the remaining balance, which may include deductibles, co-payments and any non-covered charges.

If you have any questions regarding the way your claim was processed, please contact your insurance company directly.

■ Billing customer service

We are here to answer your questions and provide additional information. Our billing representatives can be reached at 888-424-2455 from 9 am to 5 pm (CST). A representative will request your account number and answer questions about your account and/or bill.

Billing representatives are happy to assist with the following billing services:

- Pay your bill
- Discuss payment options
- Request an itemized bill
- Address insurance coverage questions

Patient Responsibilities

1. Ask questions and promptly voice concerns
 2. Give full and accurate information as it relates to your health, including medication
 3. Report changes in your condition or symptoms, including pain, and request assistance from a member of the healthcare team
 4. Participate in the planning of your care, including discharge planning
 5. Follow your recommended treatment plan
 6. Be considerate of other patients and staff
 7. Secure your valuables
 8. Follow Hospital rules and regulations
 9. Respect property that belongs to the Hospital or others
 10. Understand and honor financial obligations related to your care
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Policies

Patient rights and responsibilities

The Hospital supports the rights of all patients. These rights may be exercised through the patient individually or through their surrogate decision-maker/legal representative.

You have the right to ...

1. Be informed of your patient rights in advance of receiving or discontinuing care when possible
2. Have impartial access to care and visitation. No one is denied access to treatment or visitation because of disability, national origin, culture, age, color, race, religion, gender identity or sexual orientation.
3. Give informed consent for all treatment and procedures and receive an explanation in layman terms of:
 - Recommended treatment or procedure
 - Risks and benefits of the treatment or procedure
 - Likelihood of success, serious side effects and risks including death
 - Alternatives and consequences if treatment is declined
4. Participate in all areas of your care plan, treatment, care decisions and discharge plan
5. Have appropriate assessment and management of your pain
6. Be informed of your health status/ prognosis
7. Be treated with respect and dignity
8. Personal privacy, comfort, and security to the extent possible during your stay
9. Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience, or retaliation by staff
10. Confidentiality of all communication and clinical records related to your care
11. Have access to telephone calls, mail, etc. Any restrictions to access will be discussed with you, and you will be involved in the decision when possible.
12. Have the right to choose a visitor who may visit you, including but not limited to a spouse, a domestic partner (including a same-sex partner), another family member, or a friend and your right to withdraw or deny such choice at any time. You also have the right to an identified "support person" who can make visitation decisions should you become incapacitated.
13. Have access to interpreter services at no cost to you or your companion when you do not speak or understand the language, as well as communication aides, at no cost for the deaf, blind, speech impaired, etc. as appropriate
14. Have access to pastoral/spiritual care
15. Receive care in a safe setting
16. Be free from all forms of abuse or harassment
17. Have access to protective services (e.g., guardianship, advocacy services, and child/adult protective services)
18. Request medically necessary and appropriate care and treatment
19. Refuse any drug, test procedure, or treatment and be informed of the medical consequences of such a decision.
20. Consent to or refuse to participate in teaching programs, research, experimental programs, and/or clinical trials
21. Receive information about Advance Directives. Set up/ pro or provide Advance Directives and have them followed. Designate a surrogate decision-maker (legal rep.) as permitted by law and as needed.
22. Participate in decision-making regarding ethical issues, personal values, or beliefs
23. Have a family member or representative of your choice or your physician promptly notified of your admission to the hospital.
24. Know the names, professional status, and experience of your caregivers
25. Have access to your clinical records within a reasonable timeframe
26. Be examined, treated, and if necessary, transferred to another facility if you have an emergency medical condition regardless of your ability to pay
27. Request and receive, prior to initiation of non-emergent care or treatment, the charges (or estimate of charges) for routine, usual and customary services and any co-payment, deductible, or non-covered charges, as well as the facility's general billing procedures including receipt and explanation of an itemized bill. This right is honored regardless of the source(s) of payment.
28. Be informed of the hospital's complaint and grievance procedure. And whom to contact to file a concern, complaint, or grievance.
29. Patients have the right to receive a complete copy of the hospital's Notice of Privacy Practices
30. Be fully informed of the scope of services available and provisions for after-hours and emergency care

Privacy

When it comes to your health information, you have certain rights. This section describes how medical information about you may be used and disclosed and how you can get access to this information.

Your Health Information Rights:

1. You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you
2. We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
3. You can ask us to correct health information that you think is incorrect or incomplete. We may say "no" to your request, but we will tell you why in writing within 60 days.
4. You can ask us to contact you in a specific way (for example, home or office phone) or send an email to a different address. We will say "yes" to all reasonable requests.
5. You can ask us not to share certain health information for treatment, payment, or our operations. We may say "no" if it would affect your care.
6. You can ask for a list of the times we have shared your health information for 6 years prior to the date you ask, who we shared it to and why. We will provide one list a year for free but will charge a reasonable, cost-based fee if you ask for additional requests within a 12-month period.
7. You can ask for a paper copy of this notice at any time
8. Your medical power of attorney or legal guardian can exercise your rights and make choices about your health information if they have the appropriate authority
9. You can complain if you feel your rights have been violated to Hospital Leadership or file a complaint with the U.S. Dept. of Health and Human Services Office for Civil rights by sending a letter to: 200 Independence Ave. S.W., Washington, DC 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/

Your Choices:

You have both the right and choice to tell us to a.) Share information with family, friends, and others involved in your care; b.) Share information in a disaster relief situation; c.) Include your information in a hospital directory; d.) Contact you for fundraising efforts. We may share your information when needed to lessen a serious and imminent threat to health and safety.

We never share your information unless you give us written permission for: a.) Marketing purposes; b.) Sale of your information; c.) Sharing of psychotherapy notes.

In the case of fundraising we may contact you, but you can tell us not to contact you again.

Our Uses and Disclosures:

1. We can use your health information and share it with other professionals who are treating you
 2. We can use and share your health information to manage your treatment and services
 3. We can give information about you to your health insurance plan so it will pay for your services
 4. We can share your health information for certain situations such as: preventing disease, helping with product recalls, reporting adverse reactions to medications, reporting suspected abuse, neglect, or domestic violence, preventing or reducing serious threat to anyone's health or safety
 5. We can use or share your information for health research
 6. We will share information about you if state or federal laws require it
 7. We can share health information about you with organ procurement organizations
 8. We can share health information with a coroner, medical examiner, or funeral director when an individual dies
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Privacy, *continued*

9. We can use or share your health information for: worker's compensation claims, law enforcement purposes or with a law enforcement official, with health oversight agencies for activities authorized by law, and/or for special government functions such as military national security, and presidential protective services
10. We can share health information about you in response to court or administrative order, or in response to a subpoena

Our Responsibilities:

We are required by law to maintain the privacy and security of your protected health information.

We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in this notice and give you a copy of it.

We will not use or share your information other than is described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time by telling us in writing.

Notice of nondiscrimination

This Hospital complies with applicable federal civil rights laws and does not discriminate or exclude people on basis of race, religion, color, national origin, age, disability, or sex (including gender identity and sexual orientation).

The Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, etc.)

- 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, please let the staff member admitting you know or tell your nurse.

If you believe the Hospital has failed to provide these services or discriminated in another way on the basis of race, religion, color, national origin, age, disability, or sex, you can file a grievance with your Case Manager or the Hospital's Director of Quality.

You can file a grievance in person or by mail. If you need help filing a grievance your case 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/cp/wizard_cp.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

800-368-1019
800-537-7697 (TDD)

Complaint forms are available at
<http://hhs.gov/ocr/office/file/index.html>
