



Your rights, responsibilities and other helpful information

Ambulatory surgery center patient handbook

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Welcome

Thank you for choosing Novant Health. This handbook contains your rights and responsibilities as a patient, as well as other helpful information.

As a result of the COVID-19 pandemic, the healthcare experience has seen a lot of recent changes, including universal masking, screening for all who enter our buildings and limited visitation. These changes are necessary to keep everyone — you, your loved ones and our team members — safe. As new information becomes available, we will continue to adapt and keep you informed of any changes that affect your care.

Although you cannot see our faces, please know there is a smile behind the mask. We remain committed to fulfilling our service standards of knowing you, caring about you, respecting you and delighting you. We deliver this commitment through our core values of compassion, diversity and inclusion, personal excellence, teamwork and courage. Because each person is different, shaped by unique life experiences, we will rely on you to let us know how to serve your unique needs and ensure that you have a remarkable patient experience.

We want to be world class in our delivery of care. We want to make healthcare simpler and more convenient so you can focus on getting better and staying healthy. We are listening. Tell us how we can help.

Thank you for placing your trust in us.

All are welcome

Novant Health does not exclude, deny benefits to, or otherwise discriminate on the basis of race; color; religion; national origin; culture; language; physical or mental disability; genetic information; age; sex, including pregnancy, childbirth or related medical conditions; marital status; sexual orientation; gender identity or expression; socioeconomic status; or source of payment.



Patient rights and responsibilities

You have certain rights as a patient. If a guardian or other legally responsible person is making healthcare decisions for you, that person may exercise these rights for you.

You have the right to ...

- Be involved and make informed decisions about your care, except in emergencies. If you are not able to make those decisions for yourself, a legally authorized person will make these decisions for you.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Get information about your care in a manner you understand. When it is not possible to give information to you, we will provide it to the person you designate or a legally authorized person.
- Refuse care.
- Have your pain managed.
- Make advance directives and have your medical wishes followed.
- Quality care in a safe setting.
- Know the names and the jobs of the people who care for you.
- Be treated with respect, consideration, and dignity.
- Be free from all forms of abuse, neglect, exploitation, harassment, discrimination and reprisal.
- Respect for your culture, values, beliefs and preferences.
- Personal privacy.
- Know when something goes wrong with your care.
- Visitors of your choice. We will tell you about any restrictions.
- Access language assistance services free of charge, including an interpreter when needed.
- Complain without fear and have your complaints reviewed.

- Privacy, confidentiality and access to your medical information. The Notice of Privacy Practices describes your rights and our obligations related to medical information.

- Change providers, if other qualified providers are available.
- A detailed bill and an explanation of that bill.
- Information about resources to help pay for your healthcare.

What is your role in your healthcare?

- Share as much information with us as possible about your health, medications (including over-the-counter medications and dietary supplements), and any allergies or sensitivities.
- Follow your care instructions.
- Be an active partner in your healthcare. Ask questions.
- Have a responsible adult transport you home and stay with you for 24 hours, if required by your provider.
- Treat our team members, patients and visitors with respect.
- Give us a copy of your advance directive(s).
- Leave your valuables at home.
- Pay for your care.

For comments, complaints, grievances, or to report safety concerns, contact this Novant Health facility or call 1-888-648-7999. After normal business hours, leave a message and someone will return your call the next business day.

You also may lodge a grievance directly with:

Novant Health patient services

[NovantHealth.org/home/contact-center](https://www.novanthealth.org/home/contact-center)

1-888-648-7999

NC Division of Health Service Regulation

Complaint Intake Unit Certification

2711 Mail Service Center

Raleigh, NC 27699-2711

1-800-624-3004 (toll-free for NC residents)

1-855-4500 (local and outside NC)

Medicare beneficiary ombudsman

The role of the Medicare beneficiary ombudsman is to ensure that Medicare beneficiaries receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protections.

[Medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections](https://www.medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections)

1-800-MEDICARE (1-800-633-4277)

TTY users should call 1-877-486-2048

Facilities accredited by The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

1-800-994-6610

Facilities accredited by the Accreditation Association for Ambulatory Health Care

5250 Old Orchard Road, Suite 200

Skokie, IL 60077

1-847-853-6060



Valuables and personal items

We encourage you to bring your electronic tablet or mobile phone so that you can stay in touch with family and friends during your stay. Please let us know if you wear hearing aids, glasses, dentures or have any other devices that you will need with you. We recommend that you not bring any other items of value with you as we cannot be responsible for lost or stolen items.

The following items are NOT allowed on Novant Health property:

- Alcoholic beverages
- Drugs
- Weapons (knives, guns, Tasers, pepper spray).

Notice of nondiscrimination

Novant Health complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Free aids and services are available to people with disabilities to help us communicate effectively with each other. This help includes:

- Qualified sign language interpreters
- Written information in other formats such as large print, audio, accessible electronic formats, etc.

Novant Health also provides free language services to people whose primary language is not English. These language services include:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact Novant Health interpreter services toll-free at 980-302-9591, (TDD/TTY: 1-800-735-8262).

Your care, safety and well-being

Novant Health is committed to providing a remarkable experience in a welcoming and safe environment.

As our team members care for you, you will be asked your name and date of birth. We do this for your safety. This is to ensure we always give the right care to the right patient.

Make sure everybody, including your healthcare team, family and friends, has washed their hands. It's even OK to remind them.

Be sure everyone involved in your care has your important health information such as allergies and other medical problems.

Ask questions and make sure you get the answers you need. We'll get you started with these simple, yet essential, questions for your healthcare providers from our Ask Me 3 program.

By asking these three questions, discussing them with your care team and understanding the answers, you can take action to manage your health and make informed decisions. Be sure to let your doctor, nurse or other healthcare provider know if you don't understand what you need to do.

You may be weak or unsteady, or dizzy from your medications. Always follow your doctor's orders and nurse's instructions, call for assistance and wait for help as directed before getting out of bed.

Three questions to always ask

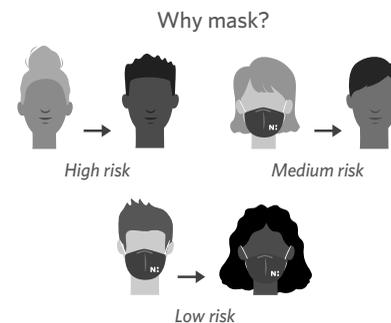
- 1 What is my main problem?
- 2 What do I need to do?
- 3 Why is it important for me to do this?

You are encouraged to take an active part in the plan to manage your pain. Together with your healthcare team, you will establish functional pain goals that allow you to participate in care that works toward your recovery.

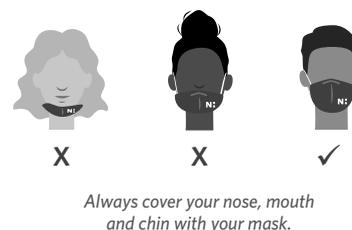
Novant Health supports a violence-free workplace. We believe everyone, including our team members, should be treated with respect. Please let a healthcare team member know if you need to speak with an administrator.

You may see members of your care team using a cell phone. We use cell phones to communicate quickly with one another about a patient's health, as well as respond to emergencies.

The Centers for Disease Control and Prevention (CDC) recommends that everyone wear face masks while in healthcare facilities to help prevent the spread of the coronavirus. Your healthcare team will let you know when you need to wear a mask while you are receiving care.



How to properly wear a mask





Hand washing is more important than ever

Care providers, family and visitors — we're all responsible for helping stop the spread of germs that can put our patients and loved ones at risk.

We commit to washing our hands before and after we visit each patient. You should, too.

Speak up if you see someone not following this rule. We all play a part in keeping each other healthy.

Stop the spread of germs. Wash your hands.

Choices and Champions[®]

Stay in control of your healthcare — no matter what

At Novant Health, we want to honor your healthcare choices, even at times when you cannot make medical decisions or tell us what you want. No one knows what the future holds. Even if you are in good health, there are many reasons why you might become unable to make your own medical decisions. Here are some examples that could happen to anyone:

- Surgery with anesthesia
- Serious injury such as concussion or car accident
- Loss of consciousness due to stroke or other medical condition

What is a healthcare Champion?

Your healthcare Champion is the person you trust to speak for you if you are ever unable to make your own medical decisions. Choosing a healthcare Champion is an important step to make sure that you stay in control of your healthcare — no matter what.

Choosing your healthcare Champion

Novant Health has team members who can help you decide who to choose as your healthcare Champion and start conversations with your care team and loved ones. We can also help you decide if you need to take the next step of completing a Health Care Power of Attorney (HCPOA). We can answer your questions and provide the right forms as a free service. If you also want to talk to your healthcare team about your goals of care and options, this may be billed just like any other important part of your care. Please contact Novant Health before or after the day of surgery if you want more information, as we will not be able to accommodate this service on the day of your procedure.

To get started, call 1-844-677-5134
or visit [NovantHealth.org/ChoicesandChampions](https://www.NovantHealth.org/ChoicesandChampions).

Novant Health will follow and respect your wishes about medical care

- We can help you make treatment decisions and make those wishes known.
- There may be times when you cannot make decisions or tell us your wishes. If this happens, and you do not have an advance directive, we will follow state law regarding who may make medical decisions for you.

What is an advance directive?

An advance directive is a legal document that allows you to name someone to make medical decisions for you and/or state your wishes for medical treatment if you are ever unable to speak for yourself. These documents may include:

- **Someone to speak for you:** We encourage every patient to choose a healthcare Champion. However, the person you choose is not always your legally authorized decision maker under state law. You can make sure that your healthcare Champion is your legally authorized decision-maker by naming that individual as your healthcare agent in a legal document called a Health Care Power of Attorney.
- **Making your wishes known:** A Living Will is a type of advance directive that states your wishes about treatments you would or would not want while facing a serious illness or major medical event. If you decide you would like to donate your organs, eyes and/or tissue after death, you can include this wish in an advance directive.
- **Mental health treatment:** An Advance Instruction for Mental Health Treatment is a type of advance directive usually created with your outpatient care team. This form allows you to state the kind of mental health treatment you want to receive if you are ever unable to make mental health treatment decisions for yourself. It can be useful for people who have experienced a mental health crisis in the past. You can also state these wishes in a Health Care Power of Attorney.

Make sure your wishes are known

- Talk about your wishes with your loved ones so they are able to honor them.
- Talk to your doctor about your wishes.
- If you have an advance directive, please give copies to your healthcare team and loved ones. You may also upload your advance directive to MyChart.

If you do not have an advance directive or would like help making changes to a current advance directive, our Choices and Champions team is here to help you:

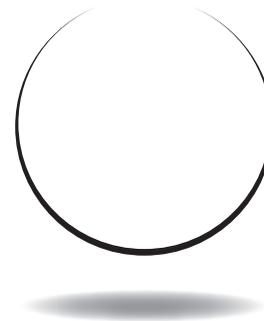
- Decide the care you would or would not want.
- Complete the necessary documents.
- Guide conversations with your healthcare team and loved ones.

What if I do not have an advance directive?

If you have not named an agent in a legal document, state law will determine who the healthcare team will ask to make medical decisions for you.

Without conversations and documentation, your loved ones and healthcare team may be left to guess at what choices you would have made for yourself.

**For advance care planning assistance,
call 1-844-677-5134 or visit
NovantHealth.org/ChoicesandChampions.**



CIRCLE of LIFE®

Choices and Champions has been awarded the American Hospital Association's prestigious Circle of Life Award. Novant Health is humbled to be one of two programs nationally recognized in 2020 for our innovations in end-of-life care.

Help with discharge planning

The expectation is that the person staying with you the first night home will remain at the surgery center during your procedure. Once your procedure is complete, discharge instructions will be reviewed with you and the person you have chosen to be included. If needed, your surgeon has given you your post-operative prescriptions or will provide a prescription before discharge. And, if any supplies are needed for your first night at home, they will be provided. A nurse will contact you the next business day to confirm you are doing well. If you experience any issues, call your surgeon or go to the emergency room.

Your privacy rights

Novant Health generally must obtain your authorization in order to use or disclose your protected health information (PHI). However, there are exceptions provided by the federal Health Information Portability and Accountability Act (HIPAA) and by state law that allow information about you to be used or disclosed without your authorization.

For general information about how and when your medical information may be used or disclosed in other Novant Health departments or clinics, please see the Novant Health Notice of Privacy Practices (NPP), which is available electronically at NovantHealth.org/privacy. You also may request a written copy from your healthcare provider.

How Novant Health can use and disclose PHI to provide treatment to you

We may use and disclose PHI about you without your authorization to:

- Provide healthcare treatment to you.
- Obtain payment for services.
- Conduct healthcare operations.

For example, we can use and share your medical information with others to provide and coordinate your care. We might share information from your visit with other providers who provide care to you.

We ask that you respect the privacy of others and not share any information you have learned about other patients while being treated at Novant Health.

For more information about your privacy rights, please see the Novant Health Notice of Privacy Practices, visit NovantHealth.org/privacy or contact the privacy office at 704-384-9829.

Photographing, recording and filming

Patients and visitors are not allowed to photograph, video or record on Novant Health premises without explicit permission from team members or clinical leaders.



MyChart

Your health is important to you at all times — not just during office hours. MyChart is a free, online tool that empowers you to connect to your health around the clock — at home, on the road or at work. MyChart allows you to access your health information remotely and securely. Through MyChart, you will be able to:

Review your personal health information

- Review your medications, lab results, immunizations, allergies and medical history.
- Track your health by syncing data from personal fitness devices.
- Review surgical reports posted by your provider. This report may include follow up appointment details and pathology results.

Access your family's records

- Link your family accounts to yours for convenient access.
- Schedule appointments.
- Get immunization reminders.

Request virtual care

- Schedule e-visits and video visits.
- Send photos to your care team.
- Complete your e-check in.

Manage your healthcare

- Schedule or cancel appointments.
- Request medication refills.

Review health topics

- Get reliable information on health topics.
- See instructions from your provider.

Securely pay your Novant Health bills

Visit MyNovant.org to sign up for a MyChart account. Click on “Need to sign up or activate a MyChart account.” You can also install the MyChart app on your mobile device. Search for “MyChart” in the app store or market, then select “Novant Health” before logging in.



Did you know?

There are more than
1,000,000
 Novant Health MyChart users.

