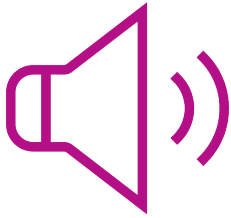


Patient Admissions



**Ascension
St. Vincent's**

Welcome to Ascension St. Vincent's East



A quick guide to your visit

- 1. Your room:** Bedside rails contain controls for the bed, TV and nurse call button. If you'd like the room temperature adjusted, ask any member of your care team. Please leave your valuables and credit cards at home.
- 2. Whiteboard:** Your room has a white communication board. Your nurse will write the names of staff members who will work with you each shift, each day. Your nurse will also list your goals and activities for each day. Please review your whiteboard daily with your nurse.
- 3. Patient meals:** A catering associate will provide a menu and take your order for each meal. Please call 205 838-3190 to speak with someone in our dietary department.
- 4. Visitor hours:** Your care partner or family member is welcome 24 hours a day. Others are welcome from 9 a.m. to 9 p.m., as long as they don't have a cough, fever or sore throat. But if you're not up for company, let your healthcare partner or nurse know. Please note that some restrictions may apply based on your healthcare needs.
- 5. WiFi:** Complimentary wireless internet access is available to patients and visitors for cell phones, tablets and laptops. Please select the Wi-Fi network named **AH-GUEST**; no password is needed. Read and accept the **Acceptable Use Policy** to connect.
- 6. Spiritual care and Chapel:** Ascension St. Vincent's East chapel is located on the first floor near the main lobby. It is open to all faiths, 24 hours a day. To be connected to our chaplains, please notify a member of your healthcare team.

Patient information access code

Federal privacy regulations require hospitals to carefully limit access to your health information. If you wish for a family member or friend to receive your personal information by telephone during your hospitalization, it will be necessary for that person to provide the nursing staff with your name, their name and the access code provided at hospital admission.

Please respect that the nurses have limited time to accept telephone calls. We request, therefore, that you provide this code to only one person. Special arrangements for additional contacts will be considered upon request.

Welcome!



We are honored you have placed your trust in us by choosing Ascension St. Vincent's Birmingham for your healthcare needs. Our goal is to provide you the best possible care and service during your stay. Ascension St. Vincent's is a proud member of Ascension, one of the nation's leading non-profit and Catholic health systems.

Our Catholic identity and healing Mission call us to care for everyone with dignity and respect, valuing those we serve and those we serve alongside.

Our patient admissions guidebook provides you with important information about our services and resources, and to answer any questions you may have. If you have additional questions or concerns, please do not hesitate to ask. Any suggestions you have will be gratefully received and appreciated.

On behalf of the Ascension St. Vincent's family, we are grateful for the opportunity to care for you.

Suzannah Campbell
President/COO
Ascension St. Vincent's East

Our Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

Our Vision

We envision a strong, vibrant Catholic health ministry in the United States which will lead to the transformation of healthcare. We will ensure service that is committed to health and well-being for our communities and that responds to the needs of individuals throughout the life cycle. We will expand the role of the laity, in both leadership and sponsorship, to ensure a Catholic health ministry of the future.

Our Values

- Service of the Poor
- Reverence
- Integrity
- Wisdom
- Creativity
- Dedication

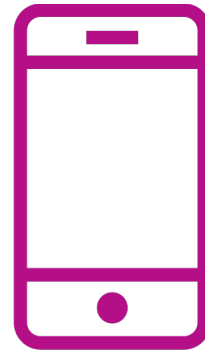
Important phone numbers

Ascension St. Vincent's East
50 Medical Park Drive East
Birmingham, AL 35235

Main hospital number: 205-838-3000

Admissions.....	205-838-3041
Billing.....	877-202-0356
Lost and Found.....	205-838-3911
Meal Service.....	205-838-3190
Medical Records.....	205-838-3187
Patient Relations.....	205-814-2421
Pharmacy.....	205-838-3130
Security.....	205-838-3911
Spiritual Care.....	205-838-0413

When calling any of these numbers from your room phone or from another hospital phone, dial only the last five digits. For outside, local calls, dial 9, the area code and the complete phone number.



What to expect when you are admitted

Your accommodations

Accommodations are based upon your admitting diagnosis and bed availability on the day of your admission. A button to call your nurse is located at the bedside. When you press the button, the nursing station is alerted that you need assistance, and a staff member will respond to your signal as soon as possible.

Hospital beds are electronically operated, and your nurse will show you how to work your bed properly. Bedside rails may be raised at night or during the day if you are recovering from surgery or taking certain medications. Please stay in bed after you have been prepared for the night. For assistance, use your call button because strange surroundings and sleeping medications may disorient you.



Medications

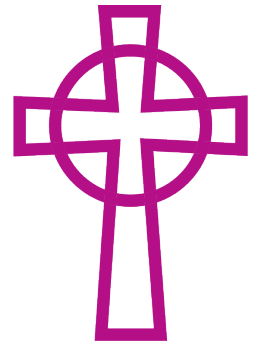
All medications you take while you are a patient in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedside.

Medications ordered by your doctor that are approved to be kept at the bedside (such as creams and ointments) must be secured. For your safety, home meds may be secured by the nurse.

Spiritual Care and Chapel

Ascension St. Vincent's East chapel is located on the first floor near the main lobby. It is open to all faiths, 24 hours a day. Catholic Mass is celebrated everyday except Monday at 1:15. Our hospital is staffed by an on-call chaplain. You will be offered the option of prayer.

Chaplains are on the hospital campus Monday through Friday from 7 a.m.- 7 p.m. A chaplain can be reached at any time by a member of your healthcare team.



Smoking

Ascension facilities are smoke-free.

Valuable or lost items

Patients are asked not to bring items of value to the hospital. If you do bring valuable items, please send them home with members of your family. If that is not possible, you may SECURE items in the hospital safe. Items will be returned at the time of your discharge.



The hospital will not be responsible for money and other valuables left in your room. Weapons are not permitted in the premises. Lost and found can be reached by contacting Security.

Hearing impaired device

A telecommunications device is available to hearing-impaired patients or to patients who want to communicate with a hearing-impaired relative or friend. Arrangements can also be made to have a person who signs to help a hearing impaired or deaf patient. For more information, please call Nursing Services at 205-838-3106. After hours and on the weekends call 205-838-3000 and have the hospital operator contact the house supervisor. TDD and ITT users call 1-800-548-2546.

Interpreters

The hospital has access to interpreters for a number of foreign languages. For more information, contact your nurse or our house supervisor at 205-838-3106.

Amenities

ATM

A Regions Bank ATM is located on the first floor in the main lobby.

Cafeteria

Our cafeteria and vending machines are located on the 2nd floor of the main lobby.



Gift Shop

The Gift Shop is on the hospital's first floor, and is operated as a service to patients and visitors. You will find health and beauty products, magazines, candy and a variety of gift items.

Gifts for patients

Please check with the nurse to make sure your gift is appropriate, especially gifts of food or drinks. Live plants are not permitted in the Intensive Care units.

Pharmacy

Our pharmacy, located in Building No. 52, is open Monday-Friday, 8:30 a.m.-5:30 p.m. It offers numerous services, including filling your prescription before you leave our campus and conveniently mailing refill prescriptions directly to your home. In addition, for our inpatients and outpatient surgery/procedures, we are able to fill and deliver your prescriptions directly to the bedside through our Discharge Rx Delivery Program.

Patient Safety

Speak up!

- **Speak up** if you have questions or concerns.
- **Pay attention** to the care you are receiving.
- **Educate yourself** about your diagnosis, the medical tests you are undergoing and your treatment plan.
- **Ask** a trusted family member or friend to be your advocate.
- **Know what** medications you take and why you take them.
- **Use a** hospital, clinic, surgery center or other type of healthcare organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards.
- **Participate** in all decisions about your treatment.

Your safety as a patient is taken very seriously. You can help us keep you safe by becoming involved and actively participating in your own care.

Give information

- Make sure that everyone on your care team is informed about your important health information.
- Ask for assistance if you need to get out of bed or go to the bathroom.
- Tell your doctor or nurse if you have a history of falling.



Patient ID for procedures and medication

When you're admitted to the hospital, we give you an identification band with your name, date of birth and medical record number. This ID band must be worn at all times during your hospitalization. Staff members will always check your ID band before giving you any medicine or performing any test or procedure. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified often—it's for your own safety. We use bar code technology to help make sure medications are specific for you.

Color-coded "ALERT" wristband

Alert wristbands are used to quickly communicate a certain healthcare status or an "alert" that a patient may have. We do this so every staff member can provide the best care possible, even if they do not know that patient. The different colors have certain meanings. Words for the alerts are also written on the wristband to reduce the chance of confusing the alert messages.

Understanding your care

If you are having an operation, be sure you and the doctor agree and are clear on exactly what will be done. Just before the operation, you will be asked to tell the nurse or doctor exactly which part of your body will be operated on. Be sure you understand your discharge instructions before you leave the hospital.

Preventing surgical complications

The following interventions are in place for your safety, should you need a surgical procedure:

- Your surgeon will mark the site that will be operated on. They will perform a "Time Out" to ensure the correct procedure occurs.
- Intravenous antibiotics are given to you within one hour of starting surgery to prevent infections.

Preventing infections

Remind all visitors to wash their hands with soap and water for at least 15 seconds when entering and exiting your room.

Alcohol-based hand foam may also be used and dispensers are located throughout the hospital. If you cough or sneeze, please cover your mouth and nose.



Preventing falls

The risk of falling while in the hospital can be increased after having pain relief medication. A falls risk assessment is completed for all patients, but knowing about any previous issues will help us to put supports in place to prevent falls. We will discuss these with you and your caregiver/family when you are admitted.

Tubing connections

If your tubes or catheters become loose or come out, please alert a nurse immediately. Never attempt to reconnect or reinsert a tube or catheter.

Drugs

Feel free to ask questions about your medications. If the medication we give you does not ease your pain, please let us know.

Allergies

Tell your healthcare team about any allergies or bad reactions you have to medications, food, latex and/or dyes.

Know your care plan

- Who is your nurse on each shift?
- What tests are you having?
- Will you have blood work?
- What medicines will you be receiving throughout the day?
- Will you be disturbed at night and why?



If you have any questions, please feel free to ask any member of your healthcare team.

Managing your emotional state

If you are feeling overwhelmed and need emotional support, please talk with your nurse. She or he can assist in determining the best resources available and help make arrangements for your care.

Think before you act

This is a safe, healing environment. Aggressive behavior has no place here. Our associates have a right to work in a safe environment. Verbal threats or acts of violence will not be tolerated and may result in removal from this facility and/or prosecution.

Visitor Information

Visitors can be good medicine for patients. Family members and friends are welcome to visit. However, patient care is our primary concern. For this reason, regulations have been established. To access the facility between 6 a.m.– 6 p.m., enter through main hospital doors. After these hours, the doors will not open. Between 6 p.m.– 6 a.m., enter through the Emergency Department. All children 12 and under must be supervised.



Waiting areas

- For the privacy of our patients, please use the waiting areas and do not linger in the hallways. When overcrowding is an issue, please limit the number of family members in the rooms.
- The hospital does not provide pillows and blankets for visitors.
- Please do not move furniture in waiting areas and/or patient rooms. No lounging furniture, appliances or coolers may be brought into the hospital.
- Vending areas are available in our cafeteria.

Visiting guidelines

- Ascension St. Vincent's is tobacco-free and smoking is not permitted anywhere on campus.
- Visitors must dress appropriately. Shirt and shoes must be worn.
- Please check with the nurse before bringing food or candy. Patients might be on a restricted diet.
- Flowers and plants are not permitted in the Intensive Care Units (ICUs). Latex balloons are not permitted in any area.
- People with colds, sore throats, fever of 100 degrees or higher, or any contagious disease should not visit patients.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- One overnight guest is permitted.
- Please use discretion with cell phones to avoid disturbing others.
- Please familiarize yourself with the surrounding exits.
- In case of an emergency, follow the directions of hospital staff.

Exceptions to these guidelines may be made based on patient care needs.

Cafeteria hours

Monday - Friday

Breakfast | 7-10 a.m.

Lunch | 11 a.m.-2 p.m.

Saturday-Sunday

Breakfast | 7-9:30 a.m.

Lunch | 11 a.m.-2 p.m.

Deciding about your healthcare

If you are 19 or older, the law says you have the right to create an advance directive. If you are very sick or badly hurt, you may not be able to say what medical care you want.

Advance directives

An advance directive is used to inform your doctor and family of the kind of medical care you want if you are too sick or hurt to talk or make decisions. If you do not have one, certain members of your family will have to decide on your care.



You must be at least 19 years old to set up an advance directive. You must be able to think clearly and make decisions for yourself when you set it up. You do not need a lawyer, but you may want to talk with one before you take this important step. You have the same right to get the care you need, regardless of whether or not you have an advance directive.

Types of advance directives

In Alabama, you can set up an Advance Directive for Healthcare. The choices you have include:

- **A living will** is used to write down ahead of time what kind of care you do or do not want if you are too sick to speak for yourself.
- **A proxy** can be part of a living will. You can pick a proxy to speak for you and make the choices you would make if you could. If you pick a proxy, you should talk to that person ahead of time. Be sure that your proxy knows how you feel about different kinds of medical treatments.
- **A durable power of attorney** is another way to pick a proxy. The person you pick does not need to be a lawyer.

You can choose to have any or all of these three advance directives: living will, proxy and/or durable power of attorney for healthcare.

Hospitals, home health agencies, hospices and nursing homes usually have forms you can fill out if you want to set up a living will, pick a proxy, or set up a durable power of attorney for healthcare. If you have questions, you should ask your own lawyer or call your local Council on Aging for help.

When to set up an advance directive

Be sure to sign your name and write the date on any form or paper you fill out. Talk to your family doctor now so he/she will know and understand your choices. Give him/her a copy of what you have signed. If you go to the hospital, give a copy of your advance directive to the healthcare person who admits you to the hospital.

When do I need to decide?

You will need to decide if you want treatments or machines that will make you live longer even if you will never get better.

An example of this is a machine that breathes for you. Some people do not want machines or treatments if they cannot get better. They may want food and water through a tube or pain medication. With an advance directive, you decide what medical care you want.



Talk to your doctor and family

The law says doctors, hospitals and nursing homes must do what you want or send you to another place that will. Before you set up an advance directive, talk to your doctor ahead of time. Find out if your doctor is willing to go along with your wishes. If your doctor does not feel he or she can carry out your wishes, you can ask to go to another doctor, hospital or nursing home. Once you decide on the care you want or do not want, talk to your family. Explain why you want the care you have decided on. Find out if they are willing to let your wishes be carried out. Family members do not always want to go along with an advance directive. This often happens when wishes are made ahead of time, or if they are not sure about what has been decided. Talking with your family ahead of time can prevent this problem.

Change your mind anytime

As long as you can speak for yourself, you can change your mind any time about what you have written down. If you make changes, tear up your old papers and give copies of any new forms or changes to everyone who needs to know. For help or more information, ask your nurse or patient representative, or contact:

- **Case Management:** 205-814-2422
- **Alabama Department of Senior Services:** 1-800-AGE-LINE (1-800-243-5463)
- **Elder Care Complaint Hotline:** 1-800-356-9596
- **Resources and referrals** - 211 Connects Alabama



Preparing to leave the hospital

Discharge checklist

- Verify your discharge date and time with your nurse or doctor.
- Confirm who is taking you home.
- Ensure you understand your discharge instructions.
- Know your medications.
- Check your room, bathroom and bedside table carefully for any personal items.
- Fill prescriptions before going home.
- Schedule follow-up visits with your physician.
- Follow your at-home care instructions.

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

In the event you require more specialized care upon your release from the hospital, such as home healthcare, hospice, licensed assisted living facilities, or nursing home facilities, the patient care manager will be able to provide you with a list and information. If you have any questions about these or other services, speak to the Case Manager available to you on your unit.

Patient Portal

This secure portal is accessible from your phone or from a website and displays medical information about the care you receive at Ascension St. Vincent's. We strongly encourage you to enroll and use the portal so you can participate in your care. To sign up, visit healthcare.ascension.org/patient-portal.

Feedback on our services



We welcome your feedback! You may receive a survey via email or text message. We would appreciate it if you would take a few minutes to complete the survey. These surveys help us ensure that we're delivering the best possible patient and family-centered care.

We also like to recognize our staff members for their outstanding work. So, if a nurse, medical associate or any other member of your health care team deserves praise, please include his or her name on the survey.

Understanding your medical bill and billing of services

We want to make it as simple as possible for you to manage the costs of services. Our website will help you better understand the billing process, navigate the payment system and prepare you in advance for your visit. By discussing expenses in advance with your doctor, your insurer and the hospital, you will be better able to manage and minimize your medical bills.

Call us about your bill

We understand that there are times when you need to speak with someone to understand your bill.

- Doctor's office bills: 844-994-0413
- Hospital bills: 877-202-0356

Price transparency

Patients have the right to request and receive a written estimate of the total charges for hospital non emergency services, procedures and supplies that reasonably are expected to be provided and billed by the hospital. Learn more at healthcare.ascension.org/price-transparency.

Financial assistance

Medical costs are often unanticipated, and not all expenses are covered by insurance. Please know that we have payment plans and, in certain circumstances, financial assistance programs that can make your payments more manageable. Learn more at healthcare.ascension.org/financial-assistance.

Nondiscrimination promise

It is the policy of Ascension to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state and local laws, regulations or statutes.

Ascension does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

Grievance process

You and your family members have the right to express concerns about the care you are receiving with your doctor, nurse, nurse manager or department manager. You may call Patient Relations at 205-939-7264 to speak to one of our Patient Relations Specialists.

You are welcome to put your concerns in writing and send to Ascension St. Vincent's Patient Relations, 1130 22nd Street, Birmingham, AL 35205 or email asvpatientrelations@ascension.org.

When you want to say thank you

Ascension St. Vincent's Foundation



Ascension St. Vincent's personal approach to health care is truly the heart of our healing ministry. It is a privilege to care for you and your loved ones. Our dedicated caregivers are honored to be here when you need us.

If you are grateful for the care you received, Ascension St. Vincent's Foundation invites you to turn your appreciation into action by making a donation.

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You may wish to honor a doctor, nurse, staff member or volunteer who impacted your care. Your experience is possible because of the generosity of people like you.

Your gift supports patient services, programs and life-saving initiatives. Please call Ascension St. Vincent's Foundation at 205-558-3850 or visit stvfoundation.org for more information.

DAISY Award

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Please say thank you by sharing your story of how a nurse made a difference you will never forget! Ask a member of your care team for a nomination form.

Volunteer

As a not-for-profit health care ministry, we rely heavily on the commitment and effort of our incredible volunteers to make a difference. If you are interested in volunteering at Ascension St. Vincent's Birmingham, please contact Diane Guthrie at dianne.guthrie@ascension.org.

**Thank you for choosing
Ascension St. Vincent's for your care.**



Ascension St. Vincent's

To learn more, visit [ascension.org](https://www.ascension.org).

Ascension St. Vincent's East
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