



PATIENT HANDBOOK

Roper Hospital

Bon Secours St. Francis Hospital

Roper St. Francis Mount Pleasant Hospital

Roper St. Francis Berkeley Hospital

Roper Rehabilitation Hospital



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Patient's Rights & Responsibilities

A copy of this is also available in Spanish.

Una copie de este anuncio esta' disonible tambien en Espanol.

PATIENT RIGHTS

As a patient, you have the right to:

Personal dignity and respect for your values, including:

- Receiving respectful, non-discriminatory, quality care regardless of age, race, ethnicity, culture, language, socioeconomic status, color, nationality, creed, sex, religion, physical or mental disability, sexual orientation, gender identity or expression, or source of payment for care.
- Having your cultural, spiritual and personal values, beliefs and preferences respected.
- Being treated in a dignified and respectful manner, in an environment that preserves dignity and contributes to a positive self-image.
- Protecting personal privacy as well as privacy of your health information.

Your health information is treated as private, in compliance with South Carolina and Federal laws. Additional information about the privacy of your health information is contained in our Notice of Privacy Practices. For a copy, please visit www.rsfh.com.

- Accessing religious and other spiritual services, with the ability to request and receive pastoral counseling.
- Having a family member, friend or other individual to be present with you for emotional support during the course of your stay, unless that person's presence either (i) infringes on others' rights or safety, or (ii) is medically or therapeutically contraindicated. The support individual does not have to be your surrogate decision-maker or legally-authorized representative.
- Being free from neglect, exploitation, and verbal, mental, physical, and sexual abuse. The hospital will evaluate all allegations, observations and suspected cases of neglect, exploitation and abuse that occur within the hospital. The hospital will report allegations, observations and suspected cases to appropriate authorities based on the evaluation of the event, or as required by law.
- Accessing protective and advocacy services

Information and communication, including:

- Receiving information in a manner that meets your needs if you are impaired by vision, speech, hearing, or cognitive impairments.
- Being informed about the care you will receive, in a manner you understand, tailored to your age, preferred language, and ability to understand. The hospital provides language interpreting services via telephone and/or video.
- Being informed of your status and to obtain from your physicians(s) and providers material information concerning diagnosis, treatment, services and outcomes of your care.
- Being informed of the general nature of the procedures and treatment, the material risks and benefits of the treatment or procedure, unanticipated outcomes, the probability of success of your procedure and your alternatives, including not receiving care.
- Accessing, requesting amendment to, and obtaining information on disclosures of your healthcare information, in accordance with law and regulation.
- Being informed of your visitation rights which include the right to receive the visitors designated by you, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Also included is the right to withdraw or deny such consent at any time.
- Receiving Information about Advance Directives such as a Living Will and/or a Health Care Power of Attorney. If you have an Advance Directive, we will work with your doctor to honor your wishes as stated in your directive. If you wish to formulate an Advance Directive, hospital personnel will assist you with the South Carolina forms.
- Being notified of unanticipated outcomes in your care, treatment or services that are sentinel events, as defined by the Joint Commission. This information is provided by the practitioner responsible for your care or the practitioner's designee.

- Receiving the names of your physician(s), clinical psychologist or other practitioner(s) who have the primary responsibility for your care and the names of other physician(s), clinical psychologists or other healthcare providers involved in your care, treatment and services and receiving information about the licensure and relationships of those individual(s) and Roper St. Francis Healthcare.
- Being able to know if your care is affected by the Roper St. Francis Healthcare relationship with another healthcare organization or educational organization.
- If you are unable to understand or communicate, someone who can make decisions on your behalf (known as the “surrogate decision-maker”) has the right to receive this information on your behalf.

Participate in your care, including:

- Participating in your healthcare decisions and being involved in making decisions about your care, treatment, and services, including the right to have your family and your personal physician promptly notified of your admission to the hospital.
- Refusing care, treatment, and services, in accordance with law and regulation, and receiving this information in writing.
- If you are unable to make decisions on your own, having someone make decisions on your behalf (known as a “surrogate decision-maker”). Your surrogate decision-maker also has the right to refuse care, treatment, and services on your behalf, in accordance with law and regulation, and receive that information in writing.
- Having your family involved in your care, treatment and services decisions to the extent permitted by you or, if applicable, your surrogate decision-maker, in accordance with law and regulation.
- Giving or withholding consent and having the ability to discuss and request information related to the procedure and/or treatment.
- Having issues addressing autopsy and organ donation conducted in a sensitive manner.

- Requesting and expecting the hospital to arrange for the prompt and orderly transfer of your care to others when the hospital cannot meet your request or needs for treatment or services. Transfer will occur only after the hospital has given you complete information about the transfer, has explained to you other choices other than the transfer, and another doctor and/or hospital has accepted you as a patient.
- Agreeing or declining to participate in research studies and receiving the following information to help you decide whether or not to participate in research, investigation, or clinical trials: an explanation of the purpose of the research, expected duration of your participation, a clear description of the procedures to be followed, a statement of the potential benefits, risks, discomforts, and side effects, and alternative care, treatment, and services available to the patient that might prove advantageous to you.
- Giving or withholding informed consent to produce or use recordings, films, or other images of yourself for purposes other than your care.

Have complaints and ethical considerations addressed, including:

- Expressing any complaint or concern, without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care.
- Having your, or your family's, complaint or concern reviewed by the hospital and investigated in a fair and impartial manner.
- Discussing with your doctor any ethical issues that arise in the course of your care.
- Requesting access to the Roper St. Francis Healthcare Ethics Committee by contacting the Pastoral Care Office.

PATIENT RESPONSIBILITIES

As a patient, you are responsible for:

• Information and communication, including:

- Providing information that facilitates your care, treatment, and services.
- Informing your nurse or doctor of all information which may affect your care and safety.
- Providing accurate and complete information regarding any past illnesses, hospitalizations, medications and other matters about your health to the hospital and your doctor.
- Asking questions or acknowledging when you do not understand the treatment course or care decisions.
- Taking an active role in making decisions about services provided to you by discussing your condition and treatment with your doctor, reporting any changes in your condition, and providing your Advance Directive, and/or expressing your wishes about using life support.

• Cooperation and assisting with your care, including:

- Cooperating with your healthcare providers and staff, following directions about your care, and asking questions if you do not clearly understand the plans and directions of your care.
- Being aware that if you refuse treatment or do not follow your doctor's instructions, you are responsible for the consequences.

• Respecting the dignity and rights of others

- Follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals.
- Be considerate and respectful in your interactions with staff and providers by maintaining civil language and conduct.
- Follow and respect Roper St. Francis Healthcare rules and regulations concerning patient care and conduct.
- Be considerate of the rights of other patients and hospital staff.

Please help us by controlling noise and the number of visitors, honoring the no-smoking regulations and using telephone, television, air conditioning and lighting in a manner considerate of other people and acceptable to the hospital.

- Follow guidelines with respect to cameras. Other patients and providers have a right to privacy also. The camera on your mobile phone is never to be used while on the premises, unless otherwise permitted by authorized Roper St. Francis Healthcare personnel. If it is discovered that an employee, vendor, patient or visitor is taking pictures or video with their mobile phone or device, the device is subject to immediate confiscation and erasure of those photos that were taken while on premises. Vendors, patients, and/or visitors can retrieve confiscated mobile devices from Security upon their departure from the hospital.

- **Financial and property responsibilities**

- Honor your financial commitments to Roper St. Francis Healthcare.
- Give the hospital complete information to process insurance claims, be prompt in asking questions about your bill, and make arrangements to pay Roper St. Francis Healthcare bills within an acceptable time period.
- Begin planning early for your hospital discharge, so you can leave when you are well enough to be discharged.
- You are responsible for your own belongings, keeping them safe during your stay, and taking them with you upon discharge. It is important that you not bring unnecessary items or anything of value to the hospital. Please send home any valuable or unnecessary items or, if you cannot, notify the nurse of such items so they can be locked in the safe during your visit.

Patient Safety

A copy of this is also available in Spanish.

Una copie de este anuncio esta' disonible tambien en Espanol.

We are committed to keeping you safe, and we need your help. Please speak up when you have a concern. Together, we can reduce safety risks for everyone.

Preventing Infections

Clean your hands and remind others to do the same. Use hand sanitizer gel or wash your hands with soap and water after using the bathroom, before eating or after touching anything that might be soiled. If your hands are visibly dirty, wash them well with soap and water for at least 20 seconds.

Take antibiotics only as prescribed. If you take antibiotics when you don't need them, you're exposing yourself to unnecessary risk of side effects and potentially serious infections in the future.

Watch for signs of infection and its complications. Get care right away — don't delay. Tell your doctor if you think you have an infection or if your infection is getting worse or not healing.

If you have been taking an antibiotic, tell your doctor if you have three or more diarrhea episodes in 24 hours.

Get vaccinated against flu and other infections to avoid complications.

Pain Management

Pain or discomfort may occur while you are in the hospital. Your nurse will use a scale to measure the pain. Be honest. The pain scale will help to determine how well the medicines and treatments are working. Usually, pain is measured on a scale of 0 (no pain at all) to 10 (worst pain you can imagine). Using the scale, set a goal for the discomfort that you can tolerate and still participate in recovery activities like deep breathing and walking. Unfortunately, this goal number will likely not be zero.

Some options for pain control include pain medication, deep breathing, relaxation exercises, cold and hot therapies and splinting your abdomen when you cough or move. Do not wait to tell someone if you are hurting.

Preventing Falls

While in the hospital, you are at a higher risk for falls due to unfamiliar settings, new medications, weakness caused by your illness or testing and lack of activity. To reduce your risk of falling, your provider will make sure your call button and other personal items are within your reach when they leave your room and ensure your room is free from clutter. Your care team will develop a plan specific to your needs to help keep you safe. This may include alarms and assistance with getting out of bed. To reduce your risk of falls, we encourage you to always call for help when you need to get up or go to the bathroom and wear the non-skid socks provided to you on admission.

No Smoking

All Roper St. Francis Healthcare facilities are smoke-free, including vaping.

Patient Identification

When you are admitted to the hospital, you will be provided a safety band with your name, date of birth and medical record number. You must always wear your safety band during your hospitalization. Your care team will check your safety band every time they give you medicine or perform a test or procedure. In some cases, they may still ask for your name and date of birth. Please be patient when your identity is being verified—it's for your safety. We encourage you to remind team members to verify your safety band.

Medical Records

Roper St. Francis Healthcare offers you an easy way to access your medical records online through MyHealth patient portal. Through MyHealth, you can easily and securely access your doctor's appointments and hospital services information online at rsfh.com/myhealth.

Valuables and Personal Belongings

We encourage you to leave all valuables and personal belongings at home. This includes money, wallets, electronics and jewelry. If you need to keep glasses, hearing aids or dentures, you will be responsible for their safe keeping. Roper St. Francis Healthcare will not accept liability for lost items. Please notify your nurse if you have valuables with you that cannot be sent home with a family member or friend and wish to keep them in our hospital safe.

Lewis Blackman Patient Safety Act

A copy of this is also available in Spanish.

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The following is intended to serve as information to be provided to each Roper St. Francis Healthcare patient presenting for inpatient services or outpatient surgical services. The purpose of such information is to communicate with each patient the role of the clinical medical providers for the patient and provide a mechanism whereby the patient may contact his or her attending physician or clinical manager, if necessary.

The following individuals may be involved with patient care during the patient's visit with Roper St. Francis. This list does not include all clinical staff that may be involved in the patient's care but should provide each patient with a sound understanding of the role of the primary medical providers.

Attending Physician – medical physician directly responsible for admitting patient to hospital and/or responsible for patient's care;

Resident Physician – medical physician who has graduated from a medical education program who may assist the attending physician with patient care under the direction of the attending physician and an ongoing further medical educational program;

Intern Physician – individual who is an advanced student or graduate of a medical education program and is participating in direct patient care for the purpose of gaining practical medical experience under the direction and supervision of the attending physician;

Consulting Physician – an individual physician that may be assisting or called to consult with the patient for a specific medical purpose, but who is not necessarily taking the role of attending physician;

Clinical Trainees – included individuals who may be observing or seeking advanced clinical training in a medical field or hospital environment, such as nursing, medical training or other training. Such trainees are supervised by the attending physician (as described here) or directly supervised by a licensed nurse or clinical manager during the care of the patient.

Hospitalist – a physician who specializes in providing and managing the care and treatment of hospitalized patients who do not have a physician or whose primary physician may not have privileges or manage and treat hospitalized patients. A hospitalist also may act as a consultant or accepting physician at the request of a specialist physician.

Medical Student – individual who observes the medical care provided by the attending physician, working with and under the direct supervision of the attending physician.

A list of approved abbreviations for use on the clinical and medical staff's identification badges has been provided with this written information for your benefit and review.

Please note: Your attending physician may change during your hospitalization, please check with your nurse or clinical manager if you have any questions regarding your attending physician. You may also have one or multiple consulting physicians taking part in your medical care; however, these consulting physicians are not considered your attending physician unless informed otherwise. Also, medical students and interns may be rounding with your attending physician during normal rounds, these individuals are not your attending physician, but may participate in the clinical treatment you receive.

You may contact your attending physician or his/her designee, at any time, by asking your nurse the following:

You may request that the nurse place a call to your attending physician, or his/her designee, to inform the attending physician or his/her designee of the patient's concern; OR

You may request that the nurse provide you with the attending physician's telephone number so that the patient may contact the attending physician or his/her designee directly;

OR

If you are unable to place a call yourself, you may request that your nurse assist you with placing the call to the attending physician or his/ her designee.

Finally, you may access the clinical manager for your current nursing unit to discuss any clinical concern you may have that may not require the need of the attending physician or his/her designee. Please see the following document for information.

PATIENT ASSISTANCE PROGRAM

LEWIS BLACKMAN PATIENT SAFETY ACT

The following is intended to serve as a written procedure for Roper St. Francis patient's access to the Patient Assistance Program. The purpose of this Program is to provide clinical assistance to patients, at their request, that may not require the attending physician's assistance. This Program will be available at all times to the patient while hospitalized with Roper St. Francis.

The clinical manager or house-nursing supervisor should promptly assess the patient's concern based on the contact made by the patient and document appropriately in the patient's chart.

The clinical manager shall be available to patients during normal scheduled hours. The house nursing supervisor(s) shall be available during outside of the scheduled working hours pursuant to the hospital's employee schedules.

Telephone number and pager number will be available for the appropriate clinical manager or house-nursing supervisor 24-hours a day, 7-days a week.

The purpose of this program is not intended to replace or in any way act as the method for handling general patient complaints, this is for clinical assistance only.

This policy shall be made available in the written information provided to each patient upon admission for inpatient services and outpatient surgery. The contact information for each unit's clinical manager or house- nursing supervisor, and the times in which each is available for contact, shall be posted at the nursing unit on a specially prepared location and made available for the patients without requesting assistance.

The patient may use the telephone located within each patient room or area or may use any personal telephone system available to contact the clinical manager or house-nursing supervisor when necessary.

A patient may contact the listed individual during the hours provided for prompt assistance with personal medical care concerns.

PARTIAL LIST OF GENERALLY ACCEPTED CLINICAL ABBREVIATIONS FOR DEPARTMENTS AND JOB TITLES

General	Abbreviation
Administrator.....	Adm
Assistant Vice President.....	Asst VP, AVP
Assistant.....	Asst
Associate.....	Assoc, Assc
Certified.....	Cert
Clinical.....	Clin
Coordinator.....	Coord
Counselor.....	Coun
Director.....	Dir
Health.....	Hlth
Home.....	Hm
Medical.....	Med
Manager.....	Mgr
Outpatient.....	OP
Patient.....	Pt
Procedure.....	Proc
Registered.....	Reg
Representative.....	Rep
Specialist.....	Spec
Senior.....	Sr
Supervisor.....	Supr, Supv
Surgical, Surgery.....	Surg
Services.....	Svcs
Technician, Technologist.....	Tech
Therapy.....	Ther

Vice President.....	VP
Volunteer.....	Vol

Departments	Abbreviation
<i>Cardiology Services & Neurophysiology Services</i>	
Cardiac.....	Cardio
Cardiovascular.....	CV
Cardiovascular Registered Nurse.....	CVRN
Cardiovascular Technician.....	CV Tech, CVT
Echocardiogram Technologist.....	Echo Tech
Electroencephalogram Technician	EEG Tech
Electrocardiogram Technician.....	EKG Tech
Monitor Technician.....	Mon Tech

Departments

Abbreviation

Health Information Management

Registered Health Information Administrator.....RHIA

Registered Health Information Technician.....RHIT

Certified Coding Specialist.....CCS

Laboratory Services

American Society of Clinical Pathologist..... ASCP

Cytotechnologist.....Cyto Tech

Histology Technician, Technologist.....Histo Tech

Laboratory.....Lab

Laboratory Technical Specialist.....Lab Tech Spec

Medical Laboratory Technician.....Med Lab Tech, MLT

Medical Lab Technician I & II.....MLT or CLT

Medical Lab Technologist

Medical Lab Technologist I & II.....MT or CLS Medical

Office Assistant – OSA

Medical Records Analyst

Medical Records Specialist

Medical Social Worker.....LMSW or LISW

Medical Staff Coordinator

Medical Technologist

Medical Office Assistant – OSA.....Med Off Asst

Medical Technologist.....Med Tech, MT

Pathology Assistant.....Path Asst

Phlebotomist Phleb

Specimen, Procurement and

Procedure Technician.....SP & P Tech

Nursing, Surgical & Related Services

Anesthesia.....	Anes, Anest, Anesth
Adult Nurse Practitioner.....	Adult NP; ANP
Care Team Technician.....	Care Team Tech, CTT
Certified Medical Assistant.....	Cert Med Asst, CMA
Certified Nursing Assistant.....	Cert Nursing Asst, CNA
Certified Registered Nurse Anesthetist.....	CRNA
Certified Surgical Technologists.....	Cert Surg Tech, CST
Clinical Nurse Specialist.....	Clin Nurse Spec, CNS
Employee Health Nurse.....	Emp Hlth Nurse
Endoscopy Technician.....	Endo Tech
Licensed Practical Nurse.....	LPN
Neonatal Nurse Practitioner.....	NNP
Nurse Practitioner.....	NP
Registered Nurse.....	RN

Patient Financial Services – Patient Access

Certified Revenue Cycle Representative.....	CRCR
Certified Healthcare Access Associate.....	CHAA
Certified Healthcare Access Manager.....	CHAM

Pharmacy Services

Certified Pharmacy Technician.....	Cert Pharm Tech
Clinical Pharmacist.....	Clin Pharm
Doctor of Pharmacy.....	Pharm D
Intravenous Pharmacist.....	IV Pharmacist
Intravenous Pharmacy Tech.....	IV Tech, IV Pharm Tech
Pharmacy.....	Pharm
Registered Pharmacist.....	RPh

Departments**Abbreviation*****Physician and Physician Extenders***

Doctor of Osteopathy.....	DO
Medical Doctor.....	MD
Physician Assistant.....	PA
Resident Physician.....	Resident
Physician Intern.....	Intern
Medical Student	

Radiology Services

Computerized Tomography Technologist.....	CT Tech
Magnetic Resonance Imaging Technician.....	MRI Tech
Mammography Technician.....	MMO Tech, Mammo Tech
Nuclear Medical Technologist.....	Nuc Med Tech
Radiation, Radiologic or Radiological Technologist or Technician.....	Rad Tech, RT
Special Procedures Technologist.....	Spec Proc Tech

Rehabilitative Services

Athletic Trainer.....	AT
Certified Occupational Therapist Assistant.....	Cert OT Asst, COTA, OTA, OTAC
Occupational.....	Occ
Occupational Therapist Registered.....	OTR, OT
Physical Therapist.....	PT, RPT
Speech Language Pathologist.....	SLP

Respiratory Therapy Services

Certified Respiratory Therapist/Technician.....	Cert Resp Ther/ Tech, CRTT
Respiratory.....	Resp
Registered Respiratory Therapist.....	Reg Resp Ther, RRT

Social Services

Licensed Bachelor Social Worker.....	LBSW, BSW
Licensed Independent Social Worker.....	LISW
Licensed Master Social Worker.....	LMSW, MSW
Licensed Professional Counselor.....	LPC
Social Worker.....	SW

Other Departmental Abbreviations

Behavioral.....	Behav
Emergency Department.....	ED or spell out
Emergency Trauma Center.....	ETC
Endoscopy.....	Endo
Home Health.....	HH
Neurophysiology.....	Neuro
Occupational Health.....	Occ Hlth
Oncology.....	Onc
Operating Room.....	OR
Orthopaedic.....	Ortho
Pathology.....	Path
Pediatric.....	Ped
Pulmonary.....	Pulm

Advance Directives

Living Will and Healthcare Power of Attorney

A copy of this is also available in Spanish.

Una copie de este anuncio esta' disonible tambien en Espanol.

What is an Advance Directive?

An advance directive is a legal document that tells your doctor what treatments you may or may not want if you are no longer able to make decisions for yourself or you are no longer capable of communicating your wishes.

Who should have an Advance Directive?

Anyone who is legally competent and over the age of 18 has the legal right to make an advance directive.

What if I'm pregnant?

South Carolina law requires that life-saving treatment be CONTINUED while you are pregnant.

What are the legal Advance Directive documents in South Carolina?

Healthcare Power of Attorney – A Healthcare Power of Attorney is a document in which you give another person (“your agent”) the power to make decisions related to your healthcare if you cannot speak for yourself and also allows you an opportunity to express your desires regarding future medical decisions.

Living Will – This form allows you to express your wishes regarding the use or withholding of life-sustaining procedures, including artificial nutrition and hydration, in the event you are diagnosed with a terminal condition or are in a state of permanent unconsciousness and in the further event that you are incapacitated or otherwise unable to express your desires. The statutory form for this purpose is called a “Declaration of a Desire for a Natural Death.” This document is commonly referred to as a “living will.”

What if I change my mind?

You can revoke your Advance Directive at any time while you are competent by informing your agent, your doctor, destroying your Advance Directive, or writing revoked across your Advance Directive. Be sure to tell anyone who has a copy of your advance directive and, if you are in the hospital, tell your doctor or nurse so that the hospital can make a note in the chart containing a copy of your advance directive.

Will a hospital honor an Advanced Directive from another state?

Yes, if it: (i) complies with the South Carolina Advance Directive requirements, (ii) was executed in another state where you were a resident and the execution complied with the law of that state or (iii) complies with the requirements for a military power of attorney.

Who should have a copy of my Advanced Directive?

You should always give one to a family member, your doctor, your agent and your attorney. ALWAYS BRING A COPY WHEN YOU ARE ADMITTED TO THE HOSPITAL.

What is Roper St. Francis Healthcare's policy about Advanced Directive?

Our facilities will honor a patient's Advance Directives according to South Carolina law and will not condition the provision of care or otherwise discriminate against a patient based on whether or not the individual has executed an Advance Directive.

How can I formulate an advanced directive if I am already in the hospital?

You can contact the Pastoral Care Office in your hospital.

NOTE: *The Patient Self-Determination Act is a Federal law that requires hospitals to ask each patient if they have an Advance Directive. This law also requires that patients be given Advance Directive information.*

Roper St. Francis Healthcare is committed to providing the care and service that meets our patients' needs and expectations. If you have any concerns about patient care and safety at Roper St. Francis Healthcare, please contact your nurse, doctor, the hospital administration, risk manager or compliance officer.

If we are not resolving concerns to your satisfaction, you may contact:

Mail:

The Joint Commission

One Renaissance Blvd., Oakbrook, IL 60181

To report a patient safety event or concern about a health care organization to the Joint Commission:

(630) 792-5636 **F**

patientsafetyreport@jointcommission.org

Other agencies that you have the right to contact, without penalty:

Carolinas Center for Medical Excellence

(Quality Improvement Organization for Center for Medicare Services)

246 Stoneridge Drive Suite 200

Columbia, SC 29210

(800) 922-3089 | (803) 212-7600 **F**

www.thecarolinascenter.org

SC Department of Health and Environmental Control (DHEC)

Division of Health Licensing

2600 Bull Street

Columbia, SC 29201

(803) 545-4370

www.scdhec.com

ROPER  **ST. FRANCIS**
HEALTHCARE

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