

# Patient & Family Handbook

***First***Health  
OF THE CAROLINAS

Moore Regional Hospital • Moore Regional Hospital - Hoke  
Montgomery Memorial Hospital • Moore Regional Hospital - Richmond

# Welcome to FirstHealth of the Carolinas

On behalf of our physicians, nurses, staff and volunteers, I would like to extend a warm welcome to FirstHealth of the Carolinas.

We are honored to provide your care, and want to do everything we can to make your experience with us as safe, comfortable and positive as possible. We recognize that most people don't look forward to staying in the hospital. Please know that your health and well-being are our top priorities.

Patient and family communication is very important to us. You are an important part of your health care team. We urge you and your family to take an active role in your care to ensure that we are sensitive to your specific needs. If you have any questions during your stay, your direct caregiver or nurse manager will want to know, so please speak up. They are here to help.



This patient and family handbook was created by FirstHealth staff members – with valuable input from patients and family members – to anticipate your wants, needs and concerns. Use it to help guide you through your hospital stay. If you have any questions about our services, policies or other information in this guide, please do not hesitate to ask one of your caregivers.

For more information on FirstHealth, our hospitals, services, accreditations and awards, please visit our website at [www.firsthealth.org](http://www.firsthealth.org).

Again, thank you for trusting us with you care. Rest assured: You are in good hands.

Sincerely,

A handwritten signature in black ink, which appears to read "Mickey W. Foster". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Mickey W. Foster, CEO, FirstHealth of the Carolinas

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## FirstHealth MyChart

With the FirstHealth MyChart patient portal, FirstHealth patients can communicate safely and securely with their health care providers, pay their balances online, review their health history and schedule appointments.

### With FirstHealth MyChart, patients can:

- **Access test results and other health information**  
No more waiting for a phone call or letter. View and download results and other health information.
- **Manage appointments**  
Schedule the next appointment or view details of past and upcoming appointments.
- **Communicate with doctors**  
Send photos and messages with non-urgent questions to providers to determine if an office visit is needed.
- **Refill medications**  
Send a refill request for refillable medications.
- **Pay bills online**  
View health insurance details, such as coverage and co-pays, and account information, such as individual statements.
- **Apply for financial assistance**

To access FirstHealth MyChart,  
visit [www.firsthealthmychart.org](http://www.firsthealthmychart.org)

*For assistance with MyChart, please call (910) 715-2443*



## FirstHealth has a Zero Tolerance Policy for all forms of abuse.

### **INCLUDING:**

- Assault on any of our staff or patients
- Verbal abuse to any of our staff or patients
- Damage to hospital property
- Theft of hospital property

To keep FirstHealth a safe place to work, these behaviors will not be tolerated. All visitor violators will be asked to leave immediately. Those seeking care may also be asked to leave after they have been screened and stabilized.

*Violators may be prosecuted to the fullest extent of the law.*

No member of our staff should EVER fear for their safety while carrying out the work of helping this community.



## Quick Guide to your Visit at Moore Regional Hospital

### **Main Hospital Number:**

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(910) 715-1000

### **Television Services:**

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We provide free television service in patient rooms. Your nurse will show you how to use the control buttons for the television in your room.

### **WiFi:**

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FirstHealth provides wireless Internet access at no charge. Any computer or handheld device with a wireless network card should recognize our "guest" network.

### **Meal Service:**

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(910) 715-3663

Moore Regional Hospital offers "at your request" dining for patients. Depending on your diet, you may order your meals by calling extension 715-3663. Patients may order from 6:30 a.m. – 6:30 p.m. Please ask your nurse for more information.

#### **Hours of operation:**

The cafeteria is open seven days a week,  
6 a.m. – 8 p.m.

Late Night Hours – 11:30 p.m. – 1:30 a.m.

### **Dining Options for family and friends:**

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The cafeteria and the Bistro at Reid Heart Center are available to serve family, friends and employees.

The cafeteria is open seven days a week,  
6 a.m. – 8 p.m.

The Bistro at Reid Heart Center

Monday-Friday – 7:30 a.m. – 4 p.m.

### **Patient Accounts:**

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(910) 715-1010 or (800) 798 – 6946 (toll free)

### **Pharmacy: (910) 715-4250**

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FirstHealth Outpatient Pharmacy provides prescription services to discharged patients. The prescription service is available to patients who are discharged from an inpatient stay at Moore Regional Hospital, a FirstHealth outpatient clinic, the emergency department or other outpatient service. FirstHealth Outpatient Pharmacy provides routine prescription services and limited over-the-counter medication sales. The Outpatient Pharmacy also delivers to the bedside Monday through Friday with the ability to accept cash or credit/debit card payments.

## Chaplain/Spiritual Care:

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(910) 715-1092 or (910) 715-1955

Chaplain services are available to meet your spiritual needs. To reach chaplain services: Dial the operator at "0" 24 hours a day or (910) 715-1092 or 715-1955 to speak with someone in the Pastoral Care Office Monday-Friday, 8:30 a.m. – 5 p.m. A chapel is located on the Lobby Level next to the main entrance, and a worship service is held every Sunday from 9:30 – 10 a.m.

## Interpreter Services:

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Interpreter services are available for non-English-speaking patients at no charge. We also provide alternative communication for those who are deaf, blind or have other impairments at no charge.

## Gift Shop:

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The Gift Shop is located across from the blue visitor elevators on the first floor and is open Monday through Friday from 10 a.m. – 8 p.m., Saturday from noon to 4 p.m., and Sunday from 1 – 5 p.m. **To place an order, call (910) 715-1053.**

## Send an E-Card:

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Make a patient's day by sending an e-card. Visit [www.firsthealth.org/sendacard](http://www.firsthealth.org/sendacard).

## Flowers and Mail Service:

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Mail and flowers addressed to you during your stay will be delivered to your room. Mail should be addressed as follows:

Patient Name/Patient Room Number  
FirstHealth Moore Regional Hospital  
155 Memorial Drive, PO Box 3000  
Pinehurst, NC 28374

## Patient Valuables

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FirstHealth encourages patients to leave valuables at home or send them home with a family member. FirstHealth will not be responsible for loss, damaged or theft of patients' valuables.

Reports of lost or stolen should be directed to FirstHealth Security.

## Lodging/Hospitality Services\*:

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Located just across the street from FirstHealth Moore Regional Hospital, the Clara McLean House provides a safe, caring and quiet environment for affordable lodging and other supportive services. Loved ones and certain patients living at least 30 miles from the hospital may wish to stay at Clara's House.

Overnight rooms have comfortable queen size bed(s), bathrooms with showers or tubs, cable TV and free Wi-Fi. Transportation to and from the hospital can be arranged and staff is on duty 24 hours a day. A large family kitchen is available to prepare your meals. Lodging includes a continental breakfast. Day rooms for showers and naps are also available. Housing can be arranged by referral through hospital staff.

**For more information, call (910) 715-4220.**

*\*This program is supported by The Foundation of FirstHealth.*

In addition to the Clara McLean House, FirstHealth of the Carolinas has partnered with local hotels to offer a discounted program to help patients and families find lodging when the need arises. These hotels provide a special rate for those going through treatment or for family members of a patient at Moore Regional Hospital.

The Hospitality Services Program at Moore Regional Hospital also provides assistance with the following:

- Meal Vouchers
- Arrangements for Transportation
- Navigation of Health System & Resources

**For more information on the Hospitality Services Program, call (910) 715-4220.**

*\*This program is supported by The Foundation of FirstHealth, guest donations and community support.*



## Quick Guide to your Visit at Moore Regional Hospital – Richmond

### **Main Hospital Number:**

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(910) 417-3000

### **Television Services:**

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We provide free television service in patient rooms. Your nurse will show you how to use the control buttons for the television in your room.

### **WiFi:**

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FirstHealth provides wireless Internet access at no charge. Any computer or handheld device with a wireless network card should recognize our "guest" network.

### **Meal Service:**

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The cafeteria is available to serve family, friends and employees for breakfast and lunch. Dietary will review the menu for patients and obtain your order for each meal.

**Breakfast:** 7 a.m. – 10 a.m.

**Lunch:** 11 a.m. – 2 p.m.

**After hours:** Vending Machines are located on the first floor

### **Patient Valuables**

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FirstHealth encourages patients to leave valuables at home or send them home with a family member. FirstHealth will not be responsible for loss, damaged or theft of patients' valuables. Reports of lost or stolen should be directed to FirstHealth Security.

### **Patient Accounts:**

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(910) 715-1010 or (800) 798 – 6946 (toll free)

### **Chaplain/Spiritual Care:**

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Local chaplains who volunteer their time to serve our patients provide 24-hour chaplain service. To speak with a chaplain, dial "0" on your telephone and ask the operator to contact the chaplain-on-call. A chapel is located on the first floor of the hospital, near the Intensive Care waiting room.

### **Interpreter Services:**

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Interpreter services are available for non-English-speaking patients at no charge. We also provide alternative communication for those who are deaf, blind or have other impairments at no charge.

### **Gift Shop**

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The Gift Shop at Moore Regional Hospital – Richmond offers a wide variety of balloons, cards, snacks and drinks, and gifts for all ages. It is located off the main lobby on the ground floor. Hours are Monday through Friday from 10 a.m. – 7 p.m., Saturday from 11 a.m. – 3 p.m. and Sunday from 1 p.m. – 5 p.m.

### **Send an E-Card:**

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Make a patient's day by sending an e-card.  
Visit [www.firsthealth.org/sendacard](http://www.firsthealth.org/sendacard).

### **Flowers and Mail Service:**

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Mail and flowers addressed to you during your stay will be delivered to your room. Mail should be addressed as follows:

Patient Name/Patient Room Number  
FirstHealth Moore Regional Hospital-Richmond  
925 Long Drive  
Rockingham, NC 28379





## Quick Guide to your Visit at Moore Regional Hospital – Hoke

### **Main Hospital Number:**

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(910) 904-8000

### **Television Services:**

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We provide free television service in patient rooms. Your nurse will show you how to use the control buttons for the television in your room.

### **WiFi:**

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FirstHealth provides wireless Internet access at no charge. Any computer or handheld device with a wireless network card should recognize our "guest" network.

### **Dining Options:**

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The hospital bistro is open Monday through Friday from 8 a.m. – 2 p.m. Dietary will review the menu for patients and obtain your order for each meal.

### **Chaplain/Spiritual Care:**

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Chaplain Services are arranged through the nursing staff. Chaplains are on call 24 hours a day.

### **Patient Accounts:**

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(910) 715-1010 or (800) 798 – 6946 (toll free)

### **Interpreter Services:**

---

Interpreter services are available for non-English-speaking patients at no charge. We also provide alternative communication for those who are deaf, blind or have other impairments at no charge.

### **Send an E-Card:**

---

Make a patient's day by sending an e-card.  
*Visit [www.firsthealth.org/sendacard](http://www.firsthealth.org/sendacard).*

### **Flowers and Mail Service:**

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Mail and flowers addressed to you during your stay will be delivered to your room. Mail should be addressed as follows:

Patient Name/Patient Room Number  
FirstHealth Moore Regional Hospital-Hoke  
6408 Fayetteville Road  
Raeford, NC 28376

### **Patient Valuables**

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FirstHealth encourages patients to leave valuables at home or send them home with a family member. FirstHealth will not be responsible for loss, damaged or theft of patients' valuables. Reports of lost or stolen should be directed to FirstHealth Security.



## Quick Guide to your Visit at Montgomery Memorial Hospital

### **Main Hospital Number:**

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(910) 571-5000

### **Television Services:**

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We provide free television service in patient rooms. Your nurse will show you how to use the control buttons for the television in your room.

### **WiFi:**

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FirstHealth provides wireless Internet access at no charge. Any computer or handheld device with a wireless network card should recognize our "guest" network.

### **Dining Options:**

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Cafeteria services are provided for Montgomery Memorial patients only; however, a vending area is available on the second floor for employees and visitors. This area is open 24 hours a day, seven days a week.

### **Chaplain/Spiritual Care:**

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Chaplain Services are arranged through the nursing staff. Chaplains are on call 24 hours a day.

### **Patient Accounts:**

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(910) 715-1010 or (800) 798 – 6946 (toll free)

### **Interpreter Services:**

---

Interpreter services are available for non-English-speaking patients at no charge. We also provide alternative communication for those who are deaf, blind or have other impairments at no charge.

### **Send an E-Card:**

---

Make a patient's day by sending an e-card.  
*Visit [www.firsthealth.org/sendacard](http://www.firsthealth.org/sendacard).*

### **Flowers and Mail Service:**

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Mail and flowers addressed to you during your stay will be delivered to your room. Mail should be addressed as follows:

Patient Name/Patient Room Number  
FirstHealth Montgomery Memorial Hospital  
520 Allen Street  
Troy, NC 27371

### **Patient Valuables**

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FirstHealth encourages patients to leave valuables at home or send them home with a family member. FirstHealth will not be responsible for loss, damaged or theft of patients' valuables. Reports of lost or stolen should be directed to FirstHealth Security.

# Speak Up About Your Care!

## Speak up...

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- If you don't understand something or if something doesn't seem right.
- If you speak another language and would like an interpreter.
- If you need medical forms explained.
- If you think you're being confused with another patient
- If you don't recognize a medicine or think you're about to get the wrong medicine

## Pay attention...

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- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind doctors and nurses to wash their hands.

## Educate yourself...

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- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instructions on how to use your medical equipment.

## Advocates (family members and friends) can help...

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- Give advice and support — but they should respect your decisions about the care you want.
- Make sure you get the correct medicines and treatments.
- Ask questions, and write down important information and instructions for you.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.

## Know about your new medicine...

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- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.

## Use a quality health care organization that...

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- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.

## Participate in all decisions about your care...

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- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Ask if there is a support group for people with your condition.
- Tell your doctor and your family about your wishes for life-saving actions, like resuscitation.

# Visiting Hours/ Guidelines:

- Visitation is encouraged Monday-Friday between 7 a.m. and 8:30 p.m. and Saturday and Sunday between 8 a.m. and 8:30 p.m. All visitors should enter via designated visitor entrances and check in with the closest information desk.
- Two visitors per patient (which includes adult patient designee/support person) may visit. Patient care staff will allow one adult designated support person to stay with a patient overnight.
- Visitors who are ill or have had a fever within the last 24 hours must not visit until they have been symptom-free for 24 hours.
- People with a contagious illness or disease should not visit patients.
- All visitors must wash/disinfect their hands before and after their visit.
- All visitors must wear shirts and shoes.
- Visitation by children under 12 years of age is not allowed except when approved by caregivers in special circumstances. Children must be under adult supervision (not the patient) at all times for safety reasons. If children become disruptive within the patient care areas, the responsible adult will need to escort them out. Disruptive adults will be asked to leave also.
- Clergy are permitted to visit any patient admitted to the hospital who requests or consents to be visited by a clergy member.
- General visitation may be restricted/adjusted to respond to local or national health crisis such as epidemics/pandemics, due to other unexpected environmental situations where facility-wide visitation restrictions are in the best interest of patients, or when patient care staff determines it is clinically necessary.



**Tobacco-free Campus:** All FirstHealth facilities are tobacco-free. This includes vaping. We do not allow the use of any tobacco products on our campuses and in our facilities and vehicles. You are asked to leave the premises to use tobacco products. FirstHealth offers FirstQuit, a tobacco-cessation program. For more information about the program, ask your nurse or visit [www.firsthealth.org/firstquit](http://www.firsthealth.org/firstquit).

**Cell Phones:** The use of cell phones is allowed in all areas of the hospital except those noted as no-cell zones. No-cell zones are marked with signage.

**Recording Policy:** Written consent and authorization must be obtained for the recording or filming, including photographic, video, electronic or audio media, in the hospital, hospital grounds, any FirstHealth facility, patient, staff or individual for any purpose other than identification, diagnosis or treatment of said patient by the provider.

# Your Health and Safety

Everyone at FirstHealth of the Carolinas has a role in making health care safe. As a patient, you can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

## Patient ID Bracelet

When you are admitted, you will be given an identification bracelet (I.D.) with your name. Please check to see that the information is correct. Do not take the bracelet off until you have been discharged from the hospital. If the bracelet comes off for any reason, notify your nurse and ask for a new one.

## Become Informed

- Ask questions when you don't understand or need more information
- Learn as much as you can about your illness, procedure and treatment plan
- Know what medications you are taking and why
- Before procedures or treatment, make sure that your name bracelet has been checked by the person caring for you
- Get the results of any test or procedure –don't be afraid to ask
- Ask a trusted family member or friend to be your designee/support person. This person can help:
  - Remember any questions or concerns
  - Make sure your wishes are clear
  - Comfort you during stressful times
  - Be a second set of eyes and ears for treatment plans

## Preventing Infections

Hand washing: Notice whether your caregivers have washed or foamed their hands. Speak up and remind them. Hand washing or using the foam or gel to disinfect your hands is the most important way to prevent the spread of infections.

- Wash your hands often, including before meals and after going to the restroom.
- Cover your mouth and nose when coughing or sneezing – use a tissue.
- Remember that hand washing or hand disinfection is required of all visitors before and after visiting each patient.

Oral Care: Good oral care decreases bacteria in the mouth. Brush your mouth, including your gums, inner cheeks, tongue and teeth at least two times daily while you are in the hospital to reduce the risk of pneumonia caused by oral bacteria entering the airway. Please ask your nurse if you need assistance.

## Respiratory Hygiene/Cough Etiquette

To prevent the spread of respiratory illnesses such as colds and flu, follow these measures while you are in the hospital:

- If you (patient, family member or visitor) are coughing or sneezing, cover your mouth and nose,

use tissues and wash your hands. Ask a staff member for tissues if you need them and dispose of the tissues in the nearest trashcan.

- During periods of increased cases of respiratory infections in the community, you may be asked to wear a mask if you are coughing or have other symptoms. Family members and visitors may be asked not to visit during these times in order to prevent the spread of these respiratory illnesses to patients.

**Isolation Precautions:** Special Isolation Precautions may be used for patients with certain diagnoses and/or infections.

These precautions are put in place to protect other patients, hospital staff, visitors and family members. A sign explaining the type of extra precautions will be posted on the door to the patient room. For some infections, such as flu, you will be asked to wear a mask while you are in the room.

If a patient is on contact precautions for an infection or history of an infection with bacteria that is resistant to antibiotics (such as MRSA or VRE) anyone entering the room may be asked to wear a gown and gloves. Remove the gown and gloves and wash your hands before you leave the patient room.

In some cases, a mask or other protection may be placed on the patient when he or she is leaving the room for a test or procedure. Patients on special isolation precautions should NOT leave their room unless accompanied by a staff member or unless they are given special instructions. Patients and family members/visitors should always wash their hands before they leave a patient room.

**Preventing Falls:** No two patients are exactly alike in fall and injury risk, and our goal is to keep all of our patients safe and free from injury. It is important to talk openly with your healthcare team about falls risks and prevention. During your hospitalization you should:

- Check with your healthcare team to see if there are any limitations to your activity level. For example, some patients may be able to get out of bed only with help.
- Don't overestimate your ability to be steady when out of bed. Many medications and/or treatments may make you unsteady and at more of a risk to fall than you may have been at home.
- Call if you need to use the bathroom. Some medications may increase your need to go to the bathroom, and rushing to go to the bathroom especially at night, increases your chance of falling
- Call when moving or attempting to move with IV poles, or other types of equipment that may require assistance. These can be trip hazards.
- Call for help – using the patient call bell or ask a member of your healthcare team.
- Notify your healthcare team if you have decreased vision, hearing or mobility issues. If you have personal aids such as glasses, hearing aids or a cane, please use them.
- Your healthcare team will monitor and assess for any signs of confusion or weakness that could increase your risk of falling during your stay.
- Keep needed items on your bedside table, within easy reach.
- Watch where you walk and sit. Some of the chairs have wheels and will move if the wheels are not locked.
- Always keep the floor and room free of clutter and use lights moving about the room.
- Always use the handrails located in the hallways and bathrooms.

- Always wear low-heeled, non-skid footwear or hospital provided non-skid socks when out of bed.
- Always let a member of your healthcare team know of any concerns or hazards.
- Always CALL DON'T FALL.

**Rapid Response Team:** A Rapid Response Team is a group of nurses, respiratory therapists or doctors who are trained to help when there are signs that a patient is getting sicker. The purpose of a rapid response team is to help before there is a medical emergency such as a heart attack.

Rapid response teams take action very quickly when something goes wrong. They may suggest laboratory tests, X-rays, medications or even

moving the patient to an intensive care unit. These actions can help patients get better and live longer.

Patients and/or family members should notify the nurse or doctors if they feel there are signs that the patient is getting sicker. If further response is needed, the patient/family may call the operator by dialing the number at your facility and asking him/her to call the Rapid Response Team.

- Moore Regional Hospital – 715-4444
- Moore Regional Hospital-Hoke – 878-4444
- Montgomery Memorial Hospital – 571-4444
- Moore Regional Hospital-Richmond – 417-4444

## Vaccinations: Influenza Vaccine

While you are in the hospital, you may be offered the Influenza Vaccine (during flu season October – March).

### Why get the Influenza Vaccine?

Everyone over 6 months of age should get a flu vaccine every year. The flu vaccine is the best protection against flu and its complications.



# Your Care and Treatment

## Surgery Patients

If you or your family member is having surgery, the hospital and surgeon will take precautions to assure that everything is done correctly related to your surgery. The patient will be asked to assist us several times prior to the surgery to assure we have the correct person, correct site and correct procedure. If possible, the surgeon will mark the site of the surgery with his/her initials. Other precautions, such as cleaning the site prior to surgery as well as prepping the site after arrival in the operating room, will be done to help prevent possible infections.

## Pain Management

We care about the way our patients feel and want them to be as comfortable as possible during their time in our care. Pain is a normal response of the body to injury or illness, but thanks to modern medicine, we can often control a patient's pain. Patients have the following rights and responsibilities when it comes to pain management:

- To receive information about pain and measures to relieve pain
- To have caregivers who are concerned about your pain and are responsive to your reports of pain
- To receive state-of-the-art pain management
- To be able to voice any questions or concerns you have about pain control

We expect you, as a patient of FirstHealth of the Carolinas, to:

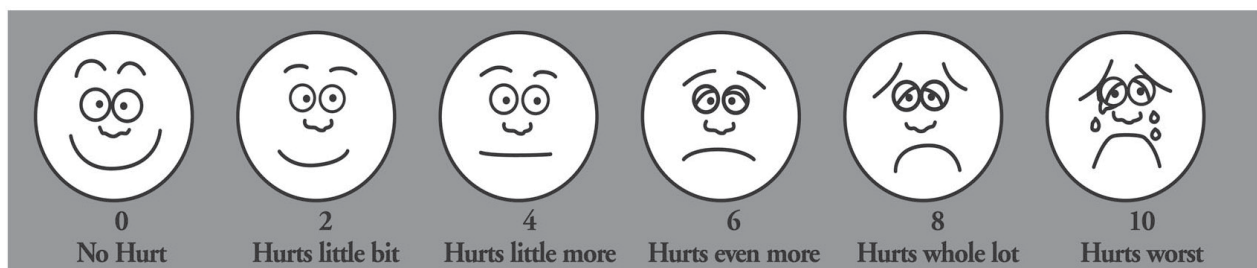
- Talk about your pain to your caregivers
- Ask for pain relief when your pain first begins and whenever you have pain that you feel you cannot tolerate
- Discuss pain relief options with your caregivers
- Participate in developing a pain-management plan with your caregivers

The goal of pain control is simple – to lower your pain to a level that you can handle. You have a right to receive good pain management and should expect to have your pain lowered to a point that is comfortable and safe for you. The best way to talk to your caregivers about pain management is by telling:

- **WHERE** it hurts
- **WHEN** the pain started and how long it has lasted
- **WHAT** makes the pain feel better
- **HOW it feels:** Think about what your pain feels like and use words that best describe it to explain it to your caregivers. Here are some words that describe many different types of pain: dull, strong, sharp, throbbing, stabbing, gripping, squeezing, aching, etc.

You can talk to your caregivers about your pain by using the following scale of faces.\*

Point to the face that best represents your pain from the faces below:



DL Wong, Hockenberry-Eaton M, Wilson D, Winkelstein ML, Schwartz P: Wong's Essentials of Pediatric Nursing, ed 6, St. Louis, 2001, Mosby, p.1301, Copyright Mosby. Reprinted by permission.

\* We also have pain scales that are specific to our infant and toddler population. This patient population is not able to report or describe pain, so the hospital staff will use these scales to assess and manage your child's pain during his/her hospitalization.



Complex pain management conditions should be discussed with your doctor. Your doctor may refer you to a local specialist who is trained to evaluate and treat some of these conditions while avoiding the excessive use of medication.

Some medications for pain are associated with the possibility of addiction. If you believe you are currently dependent or addicted to a medication or substance, let your doctor know so that they can recommend appropriate intervention and support.

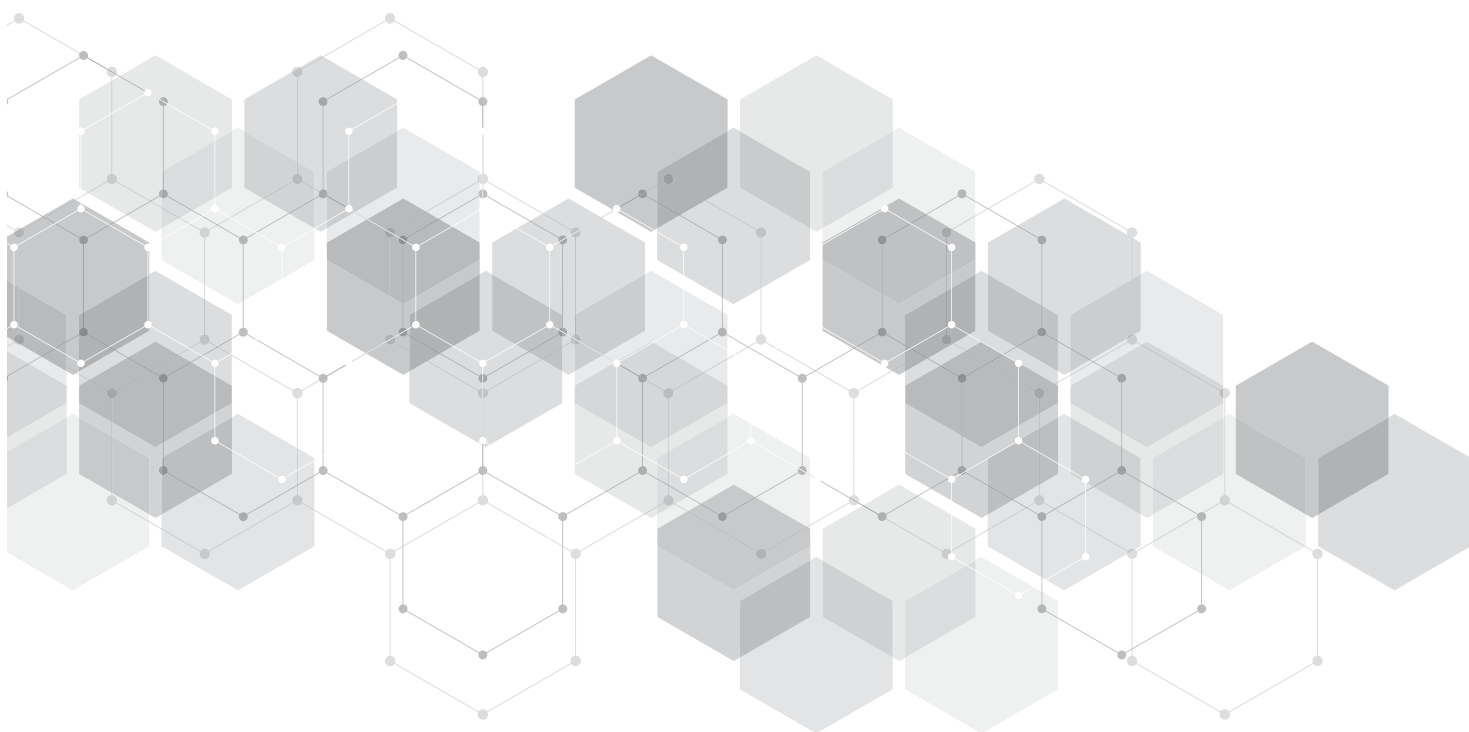
## **Palliative Care Team**

Palliative Care is provided by a team of professionals dedicated to relieving suffering and improving quality of life for patients and families facing serious illness. Palliative Care is offered along with all other appropriate medical treatments. The focus is on the needs of the patient, whether those needs concern pain and symptom control, counseling, spiritual needs or coordinating links to other community services. When you or a loved one faces a serious illness, you may need the following:

- Symptom Management
- To achieve a sense of control
- To relieve burdens on your family
- To avoid prolonged suffering
- Input into medical decisions related to your goals of care

## **What is a Hospitalist?**

The FirstHealth Hospitalist team is a group of doctors, nurse practitioners and physician assistants who specialize in internal medicine and caring for hospitalized patients. Together, these providers will manage your care and well-being while you are in our FirstHealth hospitals.



# Preparing to Leave the Hospital



## Discharge

FirstHealth Case Managers are registered nurses or social workers who are trained to help you decide if you have special needs after discharge (such as home care visits). If needed, the Case Manager will help you and your family set up any necessary equipment and care at home. If you cannot go home, the Case Manager will help you and your family plan where you will go. This may or may not be covered by your insurance. Please make sure you have all of your belongings and valuables including medications

## Transportation

Getting home is the responsibility of the patient and family. Please arrange for a ride home as soon as you know when you will be discharged.

## Taking Care of Yourself at Home

The nursing staff will provide a copy of your discharge instructions, as well as information on any medications you will be taking at home. Call your doctor or the nursing staff if you have questions.

## Home Follow-up

You may receive a phone call from our staff the day after you leave the hospital if you had surgery or if your doctor asked that you be called. We want to make sure that you are getting the care you need at home and that you understand your discharge instructions.

If you have a referral for a nurse to visit you at home, the home care agency will receive a copy of your history, physical report and orders written by your doctor. The home care agency will contact you at home.



# Our Commitment to You

## Discrimination is Against the Law

Respect for the individual is one of the core values of FirstHealth of the Carolinas (FirstHealth). FirstHealth values diversity, equity and inclusion, and works to create a culture of excellence in which all patients, families and visitors, feel valued, connected, treated fairly and safe, and where differences are both respected and supported. FirstHealth of the Carolinas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender identity or sexual orientation. FirstHealth of the Carolinas does not exclude people or treat them differently because of race, color, national origin, age, disability, gender identity or sexual orientation.



## FirstHealth of the Carolinas:

Provides free aids and services to people to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact your caregiver.

If you believe that FirstHealth of the Carolinas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Patient Advocate, Moore Regional Hospital, P.O. Box 3000, Pinehurst, NC 28374 or call (910) 715-1000.

**You can file a grievance in writing, in person or by telephone. If you need help filing a grievance, the Patient Advocate is available to help you.**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

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

# Complaint Procedure

A complaint is an allegation of dissatisfaction expressed by a patient or his/her authorized representative concerning the quality of service or care provided. Complaints can be submitted by telephone or in writing to the Patient Advocate at one of the facilities below:

## **Moore Regional Hospital**

P. O. Box 3000  
Pinehurst, NC 28374  
(910) 715-1000

## **Montgomery Memorial Hospital**

520 Allen Street  
Troy, NC 27371  
(910) 571-5000

## **Moore Regional Hospital-Hoke Campus**

6408 Fayetteville Road  
Raeford, NC 28376  
(910) 878-6000

## **Moore Regional Hospital-Richmond**

925 Long Drive  
Rockingham, NC 28379  
(910) 417-3000

## **Grievance Procedure**

A grievance is a formal, written or verbal complaint that is filed by a patient, or his/her parent or guardian in the case of minors, when the staff member who is present cannot resolve an issue promptly. Issues should first be addressed with the staff, the Patient Advocate and/or the patient's physician. When the resolution to the patient complaint is not satisfactory to the patient, the patient can then file a grievance.

### **To file a grievance:**

- The patient and/or family member should contact the Patient Advocate. From a hospital phone, dial "0," or ask for the service/unit manager during the evenings and weekends.
- The grievance can be filed in writing, in person or by telephone. Grievance Forms are available from the Patient Advocate and/or the service/unit manager.
- You may submit a grievance in writing to the Patient Advocate at one of the facilities below:

## **Moore Regional Hospital**

P. O. Box 3000  
Pinehurst, NC 28374  
(910) 715-1000

## **Montgomery Memorial Hospital**

520 Allen Street  
Troy, NC 27371  
(910) 571-5000

## **Moore Regional Hospital-Hoke Campus**

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Raeford, NC 28376  
(910) 878-6000

## **Moore Regional Hospital-Richmond**

925 Long Drive  
Rockingham, NC 28379  
(910) 417-3000

- Written notice of the status of the grievance process – including acknowledgement of the receipt of grievance, name of the hospital contact and the steps to be taken on behalf of the patient to investigate that grievance – will be shared with the individual filing the grievance within seven days of the date of filing. A final review of the grievance will be provided in writing once a thorough investigation has been conducted. This could take up to 30 days from the date of filing.

- An appeal process can be initiated by the individual filing the grievance if the initial results are not satisfactory.

Patients can also file a grievance with the Division of Health Service Regulation as well as, or instead of, using this grievance process. The telephone number to file a grievance is (800) 624-3004.

The mailing address is:

Complaint Intake Unit  
2711 Mail Service Center  
Raleigh, NC 27699-2711

For Mammography\* complaints, refer to the following:

The American College of Radiology (ACR)  
1891 Preston White Drive  
Reston, VA 22091  
(800) 227-6440

**To contact DNV GL Healthcare:**

If your concerns are still not addressed, you are encouraged to contact DNV GL Healthcare to report your concern regarding patient care and safety.

Individuals wishing to file a complaint against a DNV GL accredited hospital, please contact us via email at: [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)

Or send via regular mail to DNV GL Healthcare corporate office:

ATTN: Healthcare Complaints  
DNV Healthcare USA Inc  
1400 Ravello Dr  
Katy, TX 77449

ONLINE COMPLAINT FORM: [www.dnvhealthcare.com](http://www.dnvhealthcare.com)

(COMPLAINTS HYPERLINK): <https://www.dnvhealthcareportal.com/patient-complaint-report>

COMPLAINTS E-MAIL: [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)

COMPLAINTS VOICEMAIL: 866-496-9647

COMPLAINTS FAX: 281-870-4818

\*In the event that internal processes for consumer complaints do not lead to a successful resolution, the consumer will be informed that the ACR will investigate the complaint if the consumer makes a referral. The ACR will be notified of the consumer complaint within 90 days. The consumer will be notified within 30 days of any action taken by the ACR. These records will be maintained for a minimum of three years.

# Your Medical Bill and Insurance Information

As a not-for-profit health care system, FirstHealth offers financial help to eligible patients, which ensures that health care services are accessible and affordable for everyone.

## Financial Assistance

FirstHealth's Financial Assistance Program ensures that all eligible individuals can receive medically necessary care at FirstHealth, regardless of their ability to pay. Our financial counselors will work with you to help determine your eligibility. Documentation, such as tax returns and current pay stubs, will be requested to demonstrate financial need.

Financial assistance will be applied only after all insurance benefits from third-party payers, state and federal assistance programs, etc., have been exhausted. Services not eligible for financial assistance include Inpatient Chemical Dependency, Outpatient Behavioral Services and Cosmetic procedures.

To apply for Financial Aid, go to the website below to complete the financial aid application form or contact patient accounts.

[firsthealth.org/paymybill](http://firsthealth.org/paymybill) and select Financial Assistance

FirstHealth of the Carolinas  
Attn: Patient Accounts Dept.  
P.O. Box 3000  
Pinehurst, NC 28374

Your estimated financial responsibility will be requested at the time of service. Following your health care services, you will receive a statement of any outstanding balance. Payment is expected in full at this time, unless other arrangements have been made.

## Methods of Payment

For your convenience, we accept cash, checks and all major credit cards for payment. In addition, FirstHealth offers you the ability to pay your bill online at [www.firsthealth.org/paymybill](http://www.firsthealth.org/paymybill).

## Governmental Programs

FirstHealth will assist you with finding programs that match your current needs. Examples include Medicaid, Vocational Rehabilitation, Crime Victim Assistance, etc.

## Payment Plans

FirstHealth offers interest-free payment plans that will vary in length, depending on the balance of your



account. We also offer interest-bearing plans that allow for more flexibility in your payment terms.

## Discount Program

This program is available to patients without health insurance and insured patients receiving care that is not covered by their insurance plan. A prompt payment discount of 25 percent is available for most services (excluding cosmetic) when payment is made in full.

## Contact Us!

If you have any questions, please contact us at (910) 715-1010 or toll-free at (800) 798-6946. We are available Monday through Friday between 8:30 a.m. and 5 p.m., or you can visit our website at [www.firsthealth.org/paymybill](http://www.firsthealth.org/paymybill). You may also contact patient accounts via MyChart message.

## Services Not Billed by FirstHealth Hospitals

During your hospital stay, you may receive treatment from physicians and/or other health care providers who will bill separately for their services. If you have any questions about bills from physicians, please contact them directly.

Some of these providers may include:

- Your doctor/surgeon or consultant
- Radiologists (doctors who read and review X-rays)
- Anesthesiologists (doctors who administer anesthesia during certain procedures)
- Pathologists (doctors who read and review tissue and lab specimens)
- Emergency doctors (doctors who provide emergency care/Sandhills Emergency Physicians)
- (800) 877-7564

## Advance Directives

If you are no longer able to make your own decisions about your medical care, you do not lose your right to accept or refuse treatment. To ensure your wishes are respected, you can

complete an "Advance Health Care Directive." This document gives instructions, in advance, about your wishes regarding your health care.

You are not required to complete an advance directive, and you will receive the same quality of health care whether you complete one or not. If you become unable to make your own decisions and do not have an advance directive, your family or others close to you may be asked to make decisions for you based on what they believe you would want. If you are under age 18, your parent or guardian will usually make decisions about your medical care. Advance directives can be completed through your attorney's office, or you can download the forms online at <http://www.secretary.state.nc.us/ahcdr/>. If you would like to receive a copy of the form, we will be happy to provide you with one.

## Patient Rights

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**As a FirstHealth patient, you have the right to:**

- Reasonable access to care.
- Care that is considerate and respectful of your personal values and beliefs.
- Be informed about and help make decisions about your care and help develop and implement your treatment care plan, discharge plan and pain management plan.
- Relevant, current and understandable information concerning your diagnosis, treatment (including alternatives of care) and prognosis from your physician.
- Know the name of the physician and other direct caregivers responsible for coordinating your care.
- Refuse any drugs, treatment or procedure offered by the facility, to the extent permitted by law, and a physician shall inform you of your right to refuse drugs, treatment or procedures and of the medical consequences of your refusal of any drugs, treatment or procedure.
- Have an Advance Directive (such as a living

will, health care proxy or durable power of attorney for health care) concerning treatment or designating a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.

- Security and personal privacy.
- Confidentiality of all communications and records pertaining to your care, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- A patient who does not speak English can have access, when possible, to an interpreter.
- Upon request, a patient, or patient designee/support person, can have access to all information contained in the patient's medical records.
- Review the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law and in accordance to hospital policy.
- Reasonable response by the hospital, within its capacity and policies, to your request for appropriate and medically indicated care and services.
- Information on the hospital's business relationships with educational institutions and other health care providers or payers who may influence your treatment and care.
- Participate in or decline proposed research studies or human experimentation affecting care and treatment or requiring your direct patient involvement and care.
- Reasonable continuity of care, and to be informed by physicians and other caregivers of available and realistic patient care options and health care requirements following discharge and the means for meeting them.
- Access to protective services.
- Information on hospital policies and practices

that relate to patient care, treatment and responsibilities.

- Be informed of available resources for resolving disputes, grievances and conflicts, such as ethics committee, patient representative and the grievance process.
- An appropriate assessment and management of your pain.
- To expect emergency procedures to be implemented without unnecessary delay.
- Good quality care and high professional standards that are continually maintained and reviewed.
- Be informed and give consent prior to the start of any treatment or procedure or both, unless it is an emergency situation; consent then may be withdrawn at any time that you do not wish to participate in the procedure or treatment.
- Assistance in obtaining consultation with another physician at your request and expense.
- Medical and nursing services without discrimination based on race, color, creed, religion, sex, sexual orientation, gender identity, national origin or source of payment.
- Not to be awakened by hospital staff unless it is medically necessary.
- Be free from needless duplication of medical and nursing procedures.
- Be transferred to another facility, when medically permissible, after receiving complete information and an explanation concerning the needs for and alternatives to the transfer.
- Be informed of your rights at the earliest possible time in the course of your hospitalization.
- Be free from physical and mental abuse and corporal punishment and to be free from restraint or seclusion, of any form, imposed by staff as a means of coercion, discipline, convenience or retaliation.



- To examine and receive a detailed explanation of your bill and a right to full information and counseling on the availability of known financial resources for your health care.
- To designate a patient designee/support person including, but not limited to a spouse, family member, same-sex partner, domestic partner, friend or other individual who supports you during your hospital stay and may exercise your visitation rights on your behalf. There is no limit on whom you may designate a support person, and there is no restriction based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
- To designate visitors who will receive the same visitation privileges as your immediate family members, regardless of whether the visitors are legally related to you.
- Seek a review by the Quality Improvement Organization (QIO) related to quality care issues or coverage issues, or seek appeal for a premature discharge issue. (This applies to Medicare beneficiaries only.)

### Quality Improvement Organization (QIO)

KEPRO

5201 West Kennedy Boulevard, Suite 900  
Tampa, Florida 33609  
(844)455-8708

## Patient Responsibilities

### As a patient of FirstHealth, you are responsible for:

- Giving details about past illnesses, hospitalizations, medicines and other matters related to your health.
- Asking questions when you do not understand information or instructions.
- Telling doctors and other caregivers if you believe they cannot follow through with their treatment.
- Being aware of the hospital's obligation to be

reasonably efficient and impartial in providing care to other patients and the community.

- Being considerate of other patients and hospital staff.
- Giving information for insurance and, when needed, for working with the hospital to arrange payment.
- Providing a current copy of your Advance Directive.
- Being aware of how your lifestyle affects your health.
- Reporting pain to doctor or nurse.
- Asking for pain relief when the pain first begins and whenever the pain is not tolerable.
- Learning about pain relief options.
- Participating in a pain management plan with patient caregivers.

### Parents/Guardians are responsible for:

- Providing, to the best of their knowledge, accurate and complete information.
- Working with the health care team to provide appropriate care.
- Meeting the patient's financial obligations.
- Respecting and considering the rights of others in the hospital.

## Notice Of Privacy Practices

FirstHealth of the Carolinas, Inc.

FirstHealth Moore Regional Hospital  
FirstHealth Moore Regional Hospital - Hoke  
FirstHealth Moore Regional Hospital - Richmond  
FirstHealth Montgomery Memorial Hospital  
Foundation of FirstHealth, Inc.  
and other health care providers who are members of our system.

This notice describes how medical information about you may be used and disclosed and

how you can get access to this information. *Please Review It Carefully. **Effective Date: November 01, 2020.*** If you have any questions or concerns, please ask the registration staff for assistance.

## Summary of FirstHealth's Notice of Privacy Practices

FirstHealth has a legal duty to protect health information about you.

FirstHealth may use and disclose Protected Health Information (PHI) about you:

- to provide your health care treatment.
- to obtain payment for services.
- for health care operations (business operations related to your treatment).
- to facilitate improved treatment coordination among your providers (via a health information exchange (HIE))

FirstHealth may use and disclose your PHI in other circumstances without your authorization (some examples are: federal law, state law, abuse/neglect cases, for tissue/organ donation.)

- FirstHealth may contact you to provide appointment reminders.
- FirstHealth may contact you with information about treatment, services, products or health care providers.
- FirstHealth may also contact you for fundraising activities.

**You have rights about your PHI. You can:**

- request limits on uses and release of your PHI
- request different ways to contact you
- see and receive copies of your PHI
- access, download and share your available PHI in an electronic format
- request changes to your PHI.
- request a list of disclosures FirstHealth has made.
- request a copy of this notice.

- determine which providers can or cannot access your information via the health information exchange (HIE) including limiting all access to that information.

**You can object to certain uses and disclosures.**

**You may file a complaint about our privacy practices.**

*FirstHealth May Use And Disclose Your PHI Without Your Authorization In The Following Circumstances:*

**1. FirstHealth may use and disclose your PHI to provide health care treatment to you.**

FirstHealth may use and disclose your PHI to provide, coordinate or manage your health care and related services. This may include communicating with other health care providers regarding your treatment and the coordination and management of your health care with others. For example, we may use and disclose your PHI when you need a prescription, lab work, an X-ray, or other health care services. In addition, we may use and disclose your PHI when referring you to another health care provider.

**EXAMPLE 1:** A doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process. In addition, the doctor may need to tell the dietitian if you have diabetes so that we can arrange for appropriate meals.

Departments of the hospital may also need to share your PHI in order to coordinate different services you may need, such as prescriptions, lab work and X-rays. We may also disclose your PHI to people outside the hospital who may be involved in your medical care after you leave the hospital, such as home health providers or others who may provide services that are part of your care.

**EXAMPLE 2:** Your doctor may share medical information about you with another health care

provider. For example, if you are referred to another doctor, that doctor will need to know if you are allergic to any medications. Similarly, your doctor may share your PHI with a pharmacy when calling in a prescription.

**NOTE:** Entities and individuals who provide care as part of our clinically integrated health care system may share PHI with each other as necessary to carry out treatment, payment and health care operations.

## **2. FirstHealth may use and disclose PHI about you to obtain payment for services.**

Generally, FirstHealth may use and give your medical information to others to bill and collect payment for the treatment and services provided to you. Before you receive scheduled services, we may share information about these services with your insurance company(s) (health plan). Sharing information allows us to ask for coverage under your plan or policy and for approval of payment before we provide the services. FirstHealth may also share portions of your medical information with the following:

- Billing departments or business offices
- Collection departments or agencies
- Insurance companies, health plans and their agents that provide your insurance coverage or payment for your health care
- Hospital departments that review the care you received to see if it and the costs associated with it were appropriate for your illness/injury
- Consumer reporting agencies (e.g., credit bureaus)

**EXAMPLE:** Let's say you have a broken leg. FirstHealth may need to give your health plan(s) information about your condition, supplies used (such as plaster for your cast or crutches), and services you received (such as X-rays or surgery). The information is given to our billing department and your health plan so FirstHealth can be paid or you can be reimbursed. We may also send the same information to our

hospital department, which reviews our care of your illness or injury.

## **3. FirstHealth may use and disclose your PHI for health care operations.**

FirstHealth may use and disclose PHI in performing business activities, which we call "health care operations". These "health care operations" allow us to improve the quality of care we provide and reduce health care costs. Examples of the way we may use or disclose your PHI for "health care operations" include the following:

- Reviewing and improving the quality, efficiency and cost of care that FirstHealth provides to you and our other patients. For example, we may use your PHI to develop ways to assist our health care providers and staff in deciding what medical treatment should be provided to others.
- Improving health care and lowering costs for groups of people who have similar health problems and to help manage and coordinate the care for these groups of people. FirstHealth may use PHI to identify groups of people with similar health problems to give them information, for instance, about treatment alternatives, classes, or new procedures.
- Reviewing and evaluating the skills, qualifications, and performance of health care providers taking care of you.
- Providing training programs for students, trainees, health care providers or non-health care professionals (for example, billing clerks or assistants) to help them practice or improve their skills.
- Cooperating with outside organizations that assess the quality of the care FirstHealth and others provide. These organizations might include government agencies or accrediting bodies such as the Joint Commission on Accreditation of Healthcare Organizations.
- Cooperating with outside organizations that evaluate, certify or license health care

providers, staff or facilities in a particular field or specialty. For example, FirstHealth may use or disclose PHI so that one of our nurses may become certified as having expertise in a specific field of nursing, such as pediatric nursing.

- Assisting various people who review our activities. For example, PHI may be seen by doctors reviewing the services provided to you and by accountants, lawyers, and others who assist us in complying with applicable laws.
- Planning for our organization's future operations, and fundraising for the benefit of our organization.
- Conducting business management and general administrative activities related to our organization and the services it provides, including providing info.
- Resolving grievances within our organization.
- Reviewing activities and using or disclosing PHI in the event that FirstHealth sells our business, property or give control of our business or property to someone else.
- Complying with this Notice and with applicable laws.

#### **4. FirstHealth may use and disclose your PHI under other circumstances without your authorization.**

FirstHealth may use and/or disclose your PHI for a number of circumstances in which you do not have to consent, give authorization or otherwise have an opportunity to agree or object. Those circumstances include when the:

- Use and/or disclosure is required by law. For example, when a disclosure is required by federal, state or local law or other judicial or administrative proceeding.
- Use and/or disclosure is necessary for public health activities. For example, FirstHealth may disclose your PHI if you have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or

condition.

- Disclosure is related to victims of abuse, neglect or domestic violence.
- Use and/or disclosure is for health oversight activities. For example, FirstHealth may disclose your PHI to a state or federal health oversight agency authorized by law to oversee our operations.
- Disclosure is for judicial and administrative proceedings. For example, FirstHealth may disclose your PHI in response to an order of a court or administrative tribunal.
- Disclosure is for law enforcement purposes. For example, FirstHealth may disclose your PHI to comply with laws that require reporting of certain types of wounds or other physical injuries.
- Use and/or disclosure relates to decedents. For example, FirstHealth may disclose your PHI to a coroner or medical examiner for the purposes of identifying you should you die.
- Use and/or disclosure relates to cadaveric organ, eye or tissue donation purposes.
- Use and/or disclosure relates to medical research. Under certain circumstances, FirstHealth may disclose your PHI for medical research.
- Use and/or disclosure is to avert a serious threat to health or safety. For example, FirstHealth may disclose your PHI to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.
- Use and/or disclosure relates to specialized government functions. For example, FirstHealth may disclose your PHI if it relates to military and veterans' activities, national security and intelligence activities, protective services for the President, and medical suitability or determinations of the Department of State.
- Use and/or disclosure relates to correctional institutions and in other law enforcement custodial situations. For example, in certain

circumstances, FirstHealth may disclose your PHI to a correctional institution having lawful custody of you.

### **5. You can object to certain uses and disclosures.**

Unless you object, FirstHealth may use or disclose your PHI in the following circumstances:

- FirstHealth may share your name, your room number, and your condition (stable, critical, or improving for example) in our hospital directory with members of the clergy (or their designees) and with people who ask for you by name. We also may share your religious affiliation with clergy. If you object to such disclosures, you can opt-out of the hospital directory at admitting or contacting Patient Privacy Officer.
- FirstHealth may share with a family member, relative, friend or other person identified by you, PHI directly related to that person's involvement in your care or payment for your care. We may share with a family member, personal representative or other person responsible for your care PHI necessary to notify such individuals of your location, general condition or death.

FirstHealth may share your PHI with a public or private agency (for example, American Red Cross) for disaster relief purposes. Even if you object, FirstHealth may still share the your PHI, if necessary for the emergency circumstances.

*If you would like to object to our use or disclosure of your PHI in the above circumstances, please call our Privacy Office.*

### **6. FirstHealth may contact you to provide appointment reminders.**

FirstHealth may use and/or disclose PHI to contact you to provide a reminder to you about an appointment you have for treatment or medical care.

### **7. FirstHealth may contact you with information about treatment, services, products or health care providers**

FirstHealth may use and/or disclose PHI to manage or coordinate your health care. This may include telling you about treatments, services, products and/or other health care providers. We may also use and/or disclose PHI to give you gifts of a small value.

**EXAMPLE:** If you are diagnosed with diabetes, we may tell you about nutritional and other counseling services that may be of interest to you.

### **8. FirstHealth may contact you for fundraising activities**

FirstHealth may use and/or disclose your PHI, including disclosure to a foundation who may contact you to raise money for the hospital and its operations. We would only release contact information and the dates you received treatment or services at the hospital. If you do not want to be contacted in this way, you must notify in writing our Privacy Office.

### **9. FirstHealth may provide your information to a health information exchange.**

FirstHealth participates in HIEs along with other health care providers and/or health care entities, such as your health plan or health insurer who may share your health information to expedite treatment, payment, health care quality improvement initiatives and other purposes permitted by law, including those described in this Notice. We currently participate in NC HealthConnex (the "Exchange") and Epic CareEverywhere. You may request in writing that your health information no longer be contributed to an HIE. We will use reasonable efforts to limit the sharing of health information in HIEs if you opt out. Opting out will not recall your health information that has already been shared, nor will it prevent access to health information about you by other means, e.g., request by your individual providers.

To opt out of NC HealthConnex (the "Exchange"), you must download an opt out

form directly from <https://hiea.nc.gov/patients/your-choices> and submit. Your opt out will not affect our obligation to disclose your health information to the Exchange if you receive services that are paid for by Medicaid or state funds for the provision of health care services are required by law to send data pertaining to health care services that are funded by the state, including through Medicaid and the State Health Plan.

You may opt out of Epic CareEverywhere using your Epic MyChart portal or by contacting the FHC Privacy Office for assistance.

### **\*\* Any Other Use Or Disclosure Of Your PHI Requires Your Written Authorization \*\***

Under any circumstances other than those listed above, FirstHealth will ask for your written authorization before we use or disclose your PHI. If you sign a written authorization allowing us to disclose your PHI in a specific situation, you can later cancel your authorization in writing. If you cancel your authorization in writing, we will not disclose your PHI after we receive your cancellation, except for disclosures which were being processed before we received your cancellation.

### **You Have Several Rights Regarding Your PHI.**

You have the right to request that FirstHealth restrict the use and disclosure of your PHI. We are not required to agree to your requested restrictions. However, even if we agree to your request, in certain situations your restrictions may not be followed. These situations include emergency treatment, disclosures to the Secretary of the Department of Health & Human Services, and uses and disclosures described in subsection 4 of this notice. You may request a restriction by contacting the FirstHealth Privacy Office in writing.

You have the right to request how and where FirstHealth contacts you about PHI. Your request must be in writing to the FirstHealth Privacy Office. For example, you may request that

FirstHealth contact you at your work address or phone number or by email. We must accommodate reasonable requests, but, may condition that accommodation on your providing us with information regarding how payment (if any) will be handled and your specification of an alternative address or other method of contact. You may request alternative methods of communication by contacting the FirstHealth Privacy Office in writing or email [privacyoffice@firsthealth.org](mailto:privacyoffice@firsthealth.org).

You have the right to request to see and receive a copy of PHI contained in clinical, billing and other records used to make decisions about you. Your request must be in writing. We may charge you related fees. Instead of providing you with a full copy of the PHI, we may give you a summary or explanation of your PHI, if you agree in advance to the form and cost of the summary or explanation. **There are certain situations in which we are not required to comply with your request. Under these circumstances, we will respond to you in writing, stating why we will not grant your request and describing any rights you may have to request a review of our denial.**

You may request to see and receive a copy of PHI about you by contacting the FirstHealth Privacy Office.

You have the right to request that FirstHealth make amendments to clinical, billing and other records used to make decisions about you. Your request must be in writing and must explain your reason(s) for the amendment. We may deny your request if: 1) the information was not created by us (unless you prove the creator of the information is no longer available to amend the record); 2) the information is not part of the records used to make decisions about you; 3) we believe the information is correct and complete; or 4) in those circumstances described in the previous underlined section. We will tell you in writing the reasons for the denial and describe your rights to give us a written statement disagreeing with the denial. If

we accept your request to amend the information, we will make reasonable efforts to inform others of the amendment, including persons you name who have received your PHI and who need the amendment. You may request an amendment of your PHI by contacting the FirstHealth of the Carolinas Privacy Office in writing or completing an online amendment request at <https://firsthealth.complianceprohealth.com/report/amendments>.

If you request a written list of our disclosures of your PHI at FirstHealth, you may ask for disclosures made up to six (6) years before your request. We are not required to include disclosures:

- For your treatment
- For billing and collection of payment for your treatment
- For our health care operations
- Requested by you, that you authorized, or made to individuals involved in your care
- Allowed by law when the use and/or disclosure relate to certain specialized government functions or relates to correctional institutions and in other law enforcement custodial situations. and
- As part of a limited set of information which does not contain certain information which would identify you.

The list will include the date of the disclosure, the name (and address, if available) of the person or organization receiving the information, a brief description of the information disclosed, and the purpose of the disclosure. If you request a list of disclosures more than once in 12 months, we can charge you a reasonable fee. You may request a listing of disclosures by contacting the FirstHealth Privacy Office in writing.

You have the right to a copy of this Notice. You have the right to request a paper copy of this Notice at any time by contacting the FirstHealth Privacy Office in writing FirstHealth will provide a copy of this Notice no later than the date you first receive service from us (except for emergency services, and then FirstHealth will provide the Notice to you as soon as possible).

**You May File A Complaint About Our Privacy Practices.** If you think your privacy rights have been violated by us, or have a complaint about our privacy practices, you may file a complaint at <https://firsthealthcomplianceprohealth.com/report/privacy-newu> or you may contact:

**FirstHealth of the Carolinas**  
**Attn: Privacy Office**  
**P.O. Box 3000, Pinehurst, NC 28374**  
**[privacyoffice@firsthealth.org](mailto:privacyoffice@firsthealth.org)**  
**(910) 715-2434 or (866) 898-8891**

FirstHealth will not change our treatment of you or otherwise retaliate if you file a complaint. You may also send a written complaint to the United States Secretary of the Department of Health and Human Services.

## **About NC HealthConnex**

North Carolina's state-operated Health Information Exchange (HIE)- called NC HealthConnex- is a secure computer system for doctors, hospitals and other health care providers to share information that can improve your care. NC HealthConnex helps health care providers deliver better, easier, safer care by linking your key medical information from all of your health care providers to create a more complete electronic patient health record.

Without using NC HealthConnex, health care



providers have only the information they have entered into your medical record. However, with NC HealthConnex, they see a more complete record across multiple participating health care providers, enabling them to provide you, the patient, with the best care possible.

## Benefits of NC HealthConnex

What does it mean to be a part of NC HealthConnex? As a patient, it means having peace of mind in visiting a new health care provider's office if they are participating in NC HealthConnex. If your information has been uploaded before, your new provider will be able to access that data. This means they can spend less time taking down your history and spend more time treating you. NC HealthConnex helps improve health care through:

- Better coordination between health care providers
- Fewer medical errors
- Improved patient safety and health outcomes
- Fewer repeat tests and procedures
- Less paperwork for you and your health care providers
- Reduced health care costs
- Faster identification and reporting of public health threats

## NC HealthConnex includes important information about your health

Included in your NC HealthConnex record:

- Medicines (prescriptions), allergies, lab and test results, image reports, conditions, diagnoses and vaccination history
- Demographic information

## Not included in your NC HealthConnex record:

- Psychotherapy notes or substance abuse records (unless authorized by you, or if needed to treat a medical emergency)

## NC HealthConnex is a secure, private network

- The NC HIEA follows the highest information security standards available. Information is always encrypted and sent over a private network when shared between NC HIEA's network, NC HealthConnex and health care providers participating in the network.
- The HIEA is compliant with all federal and state privacy and security laws, including HIPAA.
- Information that identifies you will not be sold in any way or shared with anyone other than your authorized health care providers.

## Your Choices

You have the right to opt out of having your information shared between providers through NC HealthConnex.

If you choose to opt out, please complete the "Opt Out" form, which can be found on the NC HIEA website: [hiea.nc.gov/patients](http://hiea.nc.gov/patients).

Download, complete the form and mail it to:

**NC Health Information Exchange Authority  
Mail Service Center 4101  
Raleigh, NC 27699-4101**

- Opting out of NC HealthConnex will not adversely affect your treatment by your physician, and you cannot be discriminated against if you decide to opt out.
- If you change your mind about participating in NC HealthConnex, you can opt back in by completing a new form and choosing Rescind Opt Out.

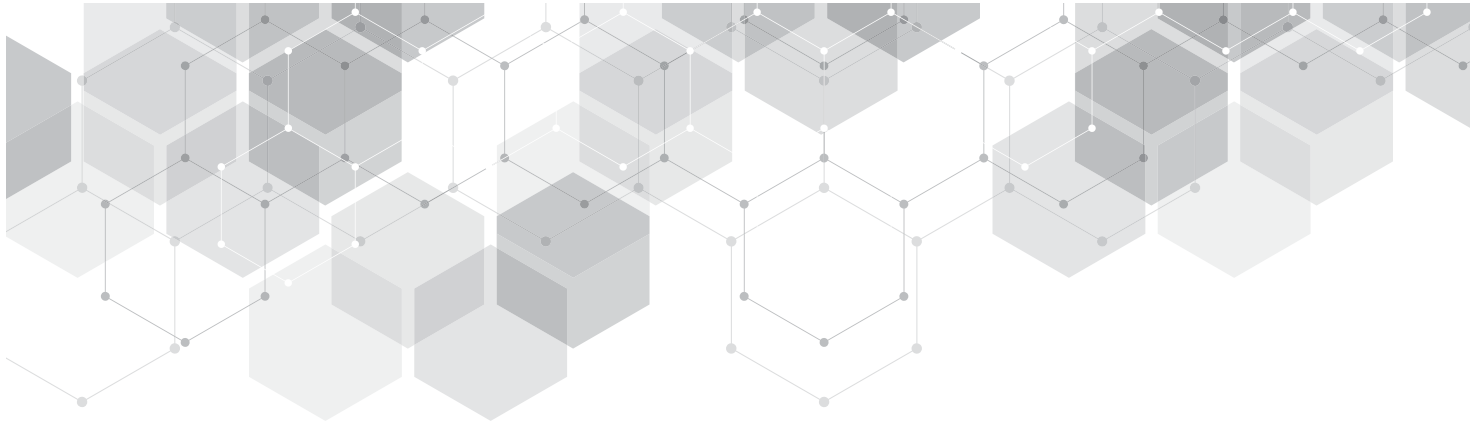
If you have any additional questions about your medical information or the NC HealthConnex program, you may also contact the FirstHealth Health Information Management (HIM) department at [FHC-HIMS-ROI@firsthealth.org](mailto:FHC-HIMS-ROI@firsthealth.org) or (910) 715-2434 or the FirstHealth Corporate Privacy Office at [FHC-CorporatePrivacyOfficer@firsthealth.org](mailto:FHC-CorporatePrivacyOfficer@firsthealth.org) or (910) 715-2446.





# Notes





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