



Information for
patients and visitors



Welcome

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The Outer Banks Hospital is a member of the American Hospital Association and is fully accredited by the Joint Commission.

Important telephone numbers

How to make phone calls

There is no need to dial 9 to make outside calls.

General information

252-449-4500

If you need general information, you can contact the operator at any time.

Tell us now - More information on page 6

252-449-4550

Please tell any member of your healthcare team if you have any compliments or concerns to share. Please share first with your nurse or nurse manager. If you do not feel your concerns were resolved and you still need assistance, please contact our Guest Relations Coordinator at the number listed above.

Interpreter services - More information on page 5

Interpreter services are available to facilitate communication with those patients who do not speak English as their primary language of communication or for those patients who are identified as deaf, speech impaired and/or hard of hearing. Should you feel you need these services, please speak with the staff on the unit.

Emergency response team

252-449-4500

If you notice serious medical changes with a patient, and you are concerned that there is a medical emergency that requires immediate attention, please address these concerns with your nurse. If you are still concerned, please contact our operator at the number listed above and request the Emergency Response Team.

Chaplains

252-449-4500

Volunteer Chaplains are on call 24/7; if you would like a Chaplain to visit you, please inform your nurse or contact our operator.

Financial Counselors

252-847-4472

Call this number to speak with someone about paying your bill or if you have questions about your insurance.



Message from the president

On behalf of the board of directors, physicians and staff, I welcome you to The Outer Banks Hospital. Our dedicated and compassionate team is focused on you and your healthcare needs during your stay with us. We will work to create a healing environment that ensures your privacy, safety and comfort.



While you are here, our highly qualified physicians, nurses, technicians, therapists and other specialists will provide expert medical treatment in a warm and caring environment, where your family is part of your healthcare team.

The Outer Banks Hospital is a private, not-for-profit hospital located in Nags Head, North Carolina, that offers a range of inpatient and outpatient services.

A member of the American Hospital Association and fully accredited by The Joint Commission, The Outer Banks Hospital is part of Vidant Health and Chesapeake Regional Healthcare. The cooperative efforts of these two organizations are testimony to the level of commitment they share for the people of Dare County and the surrounding areas.

Visit our websites for more information:
TheOuterBanksHospital.com
VidantHealth.com
ChesapeakeRegional.com

We hope that the information in this booklet answers your questions and helps you prepare for your hospital visit. While we strive to anticipate your needs, we know that you may have questions or desire additional information. Please feel free to speak with any member of your healthcare team. We are pleased to provide you with the information and services that you need.

Thank you for choosing The Outer Banks Hospital. It is indeed a privilege to provide your healthcare services.

Ronnie Sloan, FACHE
 President, The Outer Banks Hospital

Getting settled

Your medicine

While you are a patient, it is important for you and your doctor to talk about your medicines. Inform your healthcare team of everything you are taking, including prescription medicines, over-the-counter medicines, vitamins, herbal products, supplements and health food store products.

You should give your personal supply of medications to your nurse until you are discharged, or give them to someone to take home for you. Do not take medicines that you brought from home unless your doctor or someone on your healthcare team tells you that it is OK.

Let your doctor and nurse know if you have any allergies to foods or medicines or have ever had a bad reaction to any drug, food or latex product. Your nurse will make sure you are kept up to date about medicine you are on while in the hospital – what they are, what they look like, what they do, at what times they are given and what side effects you should expect or report. Your nurse will bring you the medicines ordered by your doctor.

Before you are given any medication or treatment, you will be asked for your name and birth date. Make sure the healthcare provider has identified you correctly before you accept any medicine or treatment. If something doesn't seem right, talk to your doctor, nurse or the nurse manager.

What you should know about antibiotics and antibiotic resistance:

Antibiotics are drugs used to treat bacterial infections. Using antibiotics the wrong way can lead to antibiotic-resistant infections. Each year in the United States, at least 2 million people get serious infections with bacteria that are resistant to one or more

of the antibiotics designed to treat those infections. Therefore, healthcare providers at The Outer Banks Hospital are being careful when prescribing antibiotics. Antibiotic resistance happens when bacteria change in a way that reduces or eliminates the ability of the antibiotic to kill the bacteria. You can help prevent antibiotic resistance by:

- Taking your antibiotic exactly as your healthcare provider instructs.
- Only taking antibiotics that are prescribed for you.
- Not saving antibiotics for the next illness or sharing them with others.
- Understanding your healthcare provider may not prescribe antibiotics for every illness.

Our pharmacists are available to you – please inform your nurse if you would like to talk with our Pharmacy Team about your medications.



Patient dining

Meals, including special diets ordered by your doctor, are planned and supervised by registered dietitians. A member from our food and nutrition staff will review your menu options daily to assist you in selecting an option most pleasing to you. If you have any concerns regarding your diet, please inform the nursing staff who will assist you.

It is always a good idea to check with your nurse prior to eating or drinking anything that is not provided to you by the hospital – some tests and procedures require fasting.

Communication boards

You have a whiteboard in your room to provide you with important information about your care. You and your family are invited to use this board to keep us informed about any questions you may have or to write your preferences.

Bedside shift report

At The Outer Banks Hospital, we conduct a bedside shift report to keep you better informed about your plan of care, medications, tests and progress while you are a patient. This involves the nurses conducting a personal bedside report – with you, in your room – at each shift change to ensure proper communication of all important information.

In the event you have visitors in your room at the time of your bedside shift report, or anytime you feel uncomfortable about any information being discussed, please let your nurse know and other arrangements will be made. If you are sleeping when the shift changes, the nurse will wake you for your bedside shift report unless you have asked us not to wake you for the report.

Preventing falls

Your safety is our priority. We will partner with you to reduce your risk of falling. Your nurse will assess your risk of falling and may put additional processes in place to reduce this risk. The following precautions may lower your risk:

- Use your nurse call button to ask for help.
- Keep personal items nearby.
- Always wear your eyeglasses or hearing aids.
- Wear non-skid socks (provided) or shoes when walking.
- If appropriate, use a cane, crutches or a walker to help with balance.
- Keep bed rails up.
- Keep bed in a low position.
- Sit before standing.

- Keep walking area clear of cords and clutter.
- Leave a light or night-light on.
- Inform us if you notice any spills or wet areas.

Valuables

If you brought valuables such as jewelry or cash, please send them home with family or friends. If you must keep them with you while you are in the hospital, we will offer to lock them in our hospital's safe. Please request to speak with our Police Department regarding having your valuables secured.

MyChart

Who can use MyChart?

You are eligible for a MyChart account as a patient of The Outer Banks Hospital or another Vidant Health hospital, of a participating Outer Banks Medical Group/Vidant Medical Group practice, or of an ECU® physician. During your admission to the hospital, you should have either activated your account or received a code to activate it at a later time.

All MyChart users can:

- Request or cancel appointments.
- Fill out forms online, prior to appointments.
- Request a refill on prescriptions.
- Review important health information such as current medications, allergies, immunizations and other health history.
- Download an after-visit summary or discharge instructions.
- Give proxy access to a loved one.
- Get educational links to learn about a disease or condition.
- View past or current test results.

Visit mychart.vidanthealth.com to learn more or to sign up if you have your activation code from your admission or after hospital visit summary.

MyChart® is a registered trademark of Epic Systems Corporation.



Connecting is as close as your fingertips with Vidant MyChart. Our secure, online patient portal allows you to view your personal information, connect with your healthcare team, request appointments, track your health and more.

Family and visitors

We understand the importance that family and friends can play in your care. You decide who you would like to have involved in your care. We request that at all times visiting children be accompanied by an adult other than the patient.

We ask that family members and visitors:

- Wash their hands or use hand sanitizer prior to entering and when leaving a patient's room.
- Refrain from visiting when feeling sick or having signs of an infection or respiratory illness.
- Follow all isolation precautions.

Internet access

The Outer Banks Hospital provides complimentary wireless internet access throughout the hospital. To access it, select Guest Wireless. No login or

password is necessary. Feel free to take advantage of this service to keep in touch with family, friends and work.

Parking

Please reference the map in the pocket of the inside back cover of this booklet. We do not charge for parking.

Gift shop

The gift shop is located on the first floor in the main lobby. Hours vary depending on volunteer availability. The gift shop accepts cash, check, Visa, Discover and MasterCard.

Vending machines

Our vending room is located on the first floor between the main lobby and the Emergency Department waiting area. Grab-and-go meals are available in the vending area, as well as a microwave for your convenience. Select vending machines accept credit cards.

Dining for families and visitors

Patients' family and visitors are invited to eat in the hospital cafeteria, located on the first floor.

Cafeteria hours **Monday – Friday**

Hot breakfast
7:30am – 9:00am

Hot lunch
11:30am – 2:00pm

Grab-and-go meals
11:30am – 7:00pm
Grab-and-go meals in the cafeteria include items such as premade sandwiches, salads and other sides.



Patient services

Communication services

Communication with your healthcare team is very important to your safety and peace of mind. We offer these services at no additional cost. Please talk with your nurse if you need more information about our communication services, including written material.

Hearing and speech impaired

If you have difficulties hearing others, please let your nurse know; we have many services available that may be of assistance, including TTY phones. To use this service, call 711 or 800-735-2962.

Services for patients with disabilities

We strive to make sure individuals with disabilities can participate in and benefit from the services we offer. If you are a patient with a disability, you can request certain accommodations and auxiliary aids to assist you.

The Outer Banks Hospital supports and complies with the Americans with Disabilities Act (ADA) and Section 504 of the 1973 Rehabilitation Act. If you have questions or concerns about these particular laws, please contact Vidant Health's designated ADA/504 Coordinator at the following address and telephone number:

ADA/Section 504 Coordinator
Vidant Medical Center
P.O. Box 6028
Greenville, NC 27835-6028
252-847-6029 (7-6029) Voice/TDD/Relay

Language services

We offer language services to meet your needs 24 hours a day, 7 days a week, at no charge to the patient. More than 150 languages, including Spanish and American Sign Language, are available by audio or video.

Patients are encouraged to use the professional interpreter resources in our hospital rather than using family members or friends. All interpreters are competent to interpret in the medical environment, and all interactions between the patient and staff are guaranteed to be kept strictly confidential.

Language assistance services information

English	ATTENTION: Language assistance services are available to you free of charge. Call 844-809-6647 (TTY: 844-438-4640).
Español (Spanish)	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 844-809-6647 (TTY: 844-438-4640).
繁體中文 (Chinese)	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 844-809-6647 (TTY: 844-438-4640)。
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 844-809-6647 (TTY: 844-438-4640).
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 844-809-6647번으로 전화해 주십시오 (TTY: 844-438-4640).
Français (French)	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 844-809-6647 (TTY: 844-438-4640).
العربية (Arabic)	ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 844-809-6647 هاتف مدع بوظيفة (TTY: 844-438-4640)
Hmoob (Hmong)	LUS CEEV: Yog tias koj hais lus hmoob, muaj kev pab cuam txhais lus pub dawb, tsis tau them nqi rau koj. Hu rau 844-809-6647 (TTY: 844-438-4640).
Русский (Russian)	ВНИМАНИЕ! Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 844-809-6647 (TTY: 844-438-4640).
Tagalog (Tagalog-Filipino)	ATENSYON: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyong tulong sa wika nang walang bayad. Tumawag sa 844-809-6647 (TTY: 844-438-4640).
ગુજરાતી (Gujarati)	સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 844-809-6647 (TTY: 844-438-4640).
ខ្មែរ (Cambodian)	កំណត់សម្គាល់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ លោកអ្នកអាចទទួលបានជំនួយភាសាខ្មែរ ដោយឥតគិតថ្លៃ។ សូមហៅទូរស័ព្ទមកលេខ 844-809-6647 (TTY: 844-438-4640)។
Deutsch (German)	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 844-809-6647 (TTY: 844-438-4640).
हिंदी (Hindi)	ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 844-809-6647 (TTY: 844-438-4640) पर कॉल करें।
ພາສາລາວ (Lao)	ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າໃສ່ພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໃດຍບໍ່ສົ່ງຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. ໂທ 844-809-6647 (TTY: 844-438-4640).
日本語 (Japanese)	注意：日本語を話される場合、無料の言語支援サービスをご利用いただけます。844-809-6647 までお電話をお掛けください (TTY: 844-438-4640)。
Kreyòl Ayisyen (French Creole)	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 844-809-6647 (TTY: 844-438-4640).
unD (Karen)	ဟံသာဝတီသံစာ- နမူနာတို့ ကညီကိုင်အသံ၊ တာဟုန် ကိုင်တာမဟုတ်တာမလီလော နဂီနီလီလော ကိး 844-809-6647 (TTY: 844-438-4640).
မြန်မာစာ (Burmese)	သတိပြုရန်- သင့်သည် မြန်မာဘာသာစကား ပြောဆိုပါက သင့်အတွက် ဘာသာစကားအထောက်အကူ ဝန်ဆောင်မှုကို အခမဲ့ ရယူနိုင်ပါသည်။ 844-809-6647 (TTY: 844-438-4640) သို့ ဆက်သွယ်ပါ။
Română (Romanian)	ATENȚIE: Pentru limba română, aveți la dispoziție servicii de asistență lingvistică, în mod gratuit. Sunați la 844-809-6647 (TTY: 844-438-4640).

Partners in your care

When it comes to safety, patients and families play a critical role.

As partners, staff members pledge to always:

- Introduce themselves and wear an identification badge.
- Treat you with respect and dignity.
- Honor your privacy.
- Clean their hands before and after working with you.
- Check your identification before medications, procedures and treatments.
- Explain your care and treatment.
- Listen to your thoughts, questions and concerns.
- Work with you to plan your care.
- Ask if you have any safety concerns, and take steps to address them.



- Ask you about your pain, and keep you as comfortable as possible.
- Welcome your feedback.

We ask you or a loved one to:

- Check the information on your identification band for accuracy.
- Clean your hands often, and remind your family and visitors to do the same.
- Help us by providing clear and accurate information about your medical history, personal habits and

medications (prescription, over-the-counter, dietary and herbal supplements).

- Use the communication board and call button to share information with our staff.
- Ask questions. To help you remember your questions, it is helpful to write them down. A space is provided at the back of this book for notes.
- Work with your healthcare team to plan your care.
- Speak up if you have concerns.

Tell us now

We encourage you and your family to provide feedback on your care. We would like to have open communication to ensure that we can meet your needs. Comment cards are available if you would like to recognize a staff member.

Complaint and grievance process

We strive to exceed your expectations by always providing compassionate care. If at any point we are not meeting your expectations, please make us aware. We have a complaint and grievance process to address any concerns you may have about the services provided for you or your loved one. If you have a complaint, please share it with the nurse and the nurse manager first. If your complaint is not resolved to your satisfaction, our Guest Relations Coordinator will assist you, and can be reached at 252-449-4550. If you leave a message, we will contact

you as soon as possible or, if after hours, by the next business day.

You have the right to file a grievance directly with the North Carolina Department of Health and Human Services, Division of Health Service Regulation, formerly known as the Department of Facility Services. You may call 800-624-3004 or mail your information to their office at: 2711 Mail Services Center Raleigh, NC 27699-2711

If you are a Medicare beneficiary, you have the right to refer a concern about the quality of your medical care to KEPRO, the organization for beneficiary and family-centered quality improvements, at toll-free 844-455-8708.

If you need information on filing a complaint about Medicare, you can contact the Office of Medicare Beneficiary Ombudsman on its website, <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Toll-free telephone numbers:
800-medicare (800-633-4227)

TTY service is available at 877-486-2048

Written inquiries:
Medicare Beneficiary Contact Center
P.O. Box 39
Lawrence, KS 66044

You may also call The Joint Commission (TJC) Hotline at 800-994-6610, 24 hours a day, 7 days a week; however, staff members are available to answer calls only Monday through Friday from 9:30am until 6:00pm (EST). You may leave a message at other times. The Joint Commission accredits healthcare organizations in the United States. Its mission is to continuously improve healthcare by evaluating healthcare organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

You may also send mail to their office at:
One Renaissance Blvd.
Oakwood Terrace, IL 60181

Healthcare decisions

At The Outer Banks Hospital, we want you to always have control of your medical treatment. We will do our part to help you make the best decisions for your healthcare situation by educating you about your treatment choices and the possible outcomes of each. We will also provide you with all the information you need so you can make an informed decision. Our Case Management Department is available to answer your questions or assist you in completing any required documents. You can call them at 252-449-5812.

Advance directives

In the event you become too sick to make decisions for yourself, it is important to already have advance directives in place to ensure your wishes are honored.

Advance directives are legal documents that give instructions to healthcare providers about the kinds of treatment you want to receive if you are not able to communicate with your doctors, nurses and family.

North Carolina law provides for three kinds of advance directives.

Living will

A living will is a legal document that tells others that you want to die a natural death if you are terminally and incurably sick, or in a persistent vegetative state and will not recover from that state. A living will allows you to tell your doctors not to use heroic measures such as a respirator (a machine that helps you breathe). You may also instruct your caregivers not to begin or to stop giving you food and water through a tube (artificial nutrition or hydration).

Healthcare power-of-attorney

You may name a person to make medical or mental health decisions for you if you are not able to make decisions for yourself. Be sure to discuss your wishes with the person you name as your healthcare agent. You may also use the healthcare power-of-attorney document to state what kind of medical or mental health treatments you do or do not want.

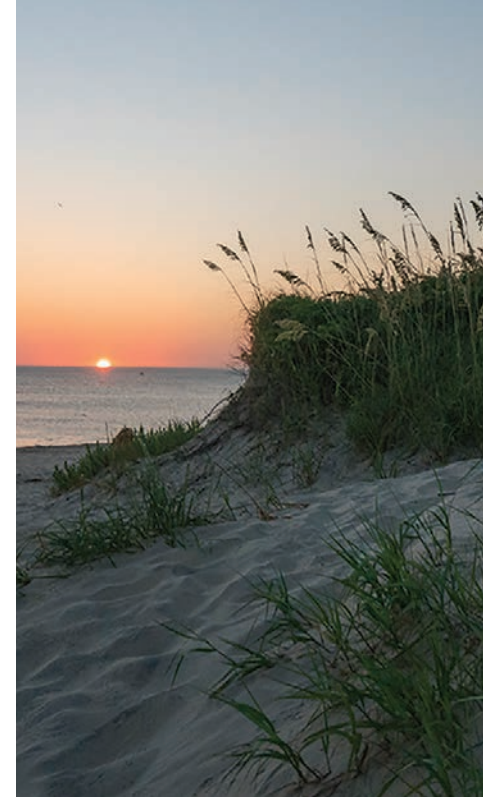
Advance instruction for mental health

You may also create a legal document that contains advance instruction for mental health treatment. This document tells healthcare providers what mental health treatments you do and do not want if you are not able to make decisions for yourself.

Hospital ethics committee

The Outer Banks Hospital healthcare professionals support your right to actively participate in decisions regarding your care, including the decision to refuse life-sustaining treatment. When you are hospitalized, feelings of anxiety and uncertainty often affect both you and your family. There may be times when you have questions pertaining to your planned course of treatment.

If a conflict arises, you may request a meeting with the hospital ethics committee. This committee provides a consulting service to patients, physicians and hospitals when personal dilemmas arise. Personal dilemmas include end-of-life decisions, participation in clinical studies and other questions involving ethical matters. If you would like the



committee to review your care and planned treatment, inform your nurse and a meeting will be arranged.

Organ and tissue donation

Many people recognize the importance of donation and find comfort knowing that lives can be saved through these precious gifts of life. Organ, eye and tissue transplants offer recipients a new chance at healthy, productive and normal lives. One organ donor can save the lives of eight people and enhance the lives of as many as 50 through tissue donation. At the time of death, legal next of kin will be contacted if there is an opportunity for organ, tissue or eye donation.

If you have already given consent for organ and eye donation on your driver's license with the NC DMV Registry, it is important to let your family know of your decision. You can state your wish to become a donor by adding a heart to your NC driver's license or by going to donatelifenc.org and designating your wishes. For more information, contact Carolina Donor Services at 800-200-2672 or visit their website at carolinadonorservices.org.

Patient rights and responsibilities for adults

Our first priority is to provide you the care you need, when you need it, with skill, compassion and respect. Please tell us if you have concerns about your care or if you have pain.

As an adult patient, you have the right to:

High-quality care.

You have the right to...

- Considerate and respectful care in a safe setting.
- Quality care given by competent personnel, and high professional standards that are continually maintained and reviewed.
- Treatment without discrimination based on age, ethnicity, race, color, religion, culture, language, national origin, sex, gender identity or expression, sexual orientation, physical or mental disability, socioeconomic status, or source of payment.
- Know the name of the provider responsible for coordinating your care and the names and roles of people involved in your care.
- Be told whom to contact to report a complaint or grievance, and expect a prompt response or resolution.
- Have a family member and your provider notified of your admission, if you wish.
- Decide who your designated medical representative is.
- Be informed (or have your representative informed) about the outcome of your care, including unanticipated outcomes.
- Emergency procedures started without unnecessary delay.
- Be free from repeated medical procedures unless they are medically necessary.
- Medical and nursing treatment that avoids unnecessary physical and mental discomfort.
- Comfort and information about

managing pain. You can access staff who are committed to pain relief.

- Exercise your rights without being subject to discrimination, punishment or reprisal.
- Communication and information you can understand. Information will be appropriate to your age, understanding and language. If you have vision, speech, hearing and/or other impairments, you will receive help (if needed) to ensure your care needs are met.
- Interpreter services for sign language and spoken language (for patients with limited English proficiency) as needed at no cost.

A clean and safe environment.

You have the right to...

- Freedom from abuse or harassment.
- Know what rules and regulations of the organization apply to your behavior as a patient.
- Obtain information about any professional relationships among individuals who are treating you.
- Be woken up only if necessary for medical care.
- Not be restrained or put in seclusion, unless necessary for your safety or the safety of others.
- Ask to move to a different room if another patient or visitors in the room are unreasonably disturbing you.

Involvement in your care.

You have the right to...

- Participate in your plan of care.
- Receive from your provider all information necessary to give informed consent before the start of any procedure and/or treatment, except in emergencies. The information includes the specific procedure or treatment, the medically significant risks involved, and the probable amount of time to recover. Your provider should also tell you about significant medical alternatives or other ways to treat your

medical condition. If you are unable to receive or understand this information, your provider can also tell your designated representative.

- Get complete and current information from your provider about your medical condition, diagnosis, treatment and prognosis (expected outcome). If it is not possible or medically advisable to give the information to you, the information will be available to the person you choose or appoint.
- Refuse any drug, treatment or procedure to the extent permitted by law, and be informed of the medical consequences of your action.
- Decide who your family members are and how you would like them to be involved in your care. These can be people who are related to you by genetic, legal or emotional relationships.
- Decide which people should have the same visitation rights as immediate family (even if they are not related to you).
- Have your family or support person with you, unless that person's presence is not appropriate for therapeutic or medical reasons, or violates privacy or safety protocols.
- Be informed about potential participation in a research study or in an organ or tissue donor program. You have the right to refuse participation in such programs and may withdraw from them at any time.
- Consult with another doctor or provider at your own request and expense. Medical or nursing staff will help arrange a consultation if requested.
- Receive spiritual and emotional support and care by a religious official. Your religious practices will be supported as much as possible.
- Make advance directives to guide your healthcare should you become unable to speak for yourself.
- Expect the staff to follow your valid advance directives.



- Ask for help with ethical issues and difficult decisions regarding your care.
- Access all information in your medical record. When it is not possible or medically advisable to give the information to you, the information will be available to an appropriate person on your behalf within a reasonable time frame.

Protection of your privacy. *You have the right to...*

- Confidentiality in all communications and records about your care.
- Privacy about your medical care program. Case discussions, consultations, examinations and treatments are confidential and should be as private as possible.
- Personal privacy during medical or nursing treatments, and during activities like dressing, bathing and using the bathroom. People who are not directly involved in your care must have your permission to be present.
- Personal privacy and privacy about your healthcare information following HIPAA (Health Insurance Portability and Accountability Act) regulations and Vidant Health policies related to privacy.

- Request a list of certain disclosures of your personal health information.
- Request an amendment to clinical, billing or other records containing personal health information.

Help when discharging to another care setting. *You have the right to...*

- Expect reasonable continuity of care and to know about your continuing healthcare needs after discharge, and how to meet them.
- A complete explanation of the reasons for a transfer to another facility and the alternatives to that transfer. The facility you are going to must accept you before you are transferred.

Help with your bill and filing insurance claims. *You have the right to...*

- See your bill and receive an explanation of charges regardless of who is paying the bill.
- Information about financial resources that may help you pay for your care.

Behavioral health patients may have additional rights per North Carolina statutes.

As a patient, you are responsible for:

- Providing, to the best of your knowledge, accurate and complete information about your current health condition and medicines, past illnesses and hospitalizations, and other matters about your health.
- Telling your caregiver if you think you will have problems following the prescribed treatment.
- Speaking up and asking questions if you do not understand your treatment plan or what you need to do.
- Following the treatment plan recommended by the provider who is responsible for your care.
- Making informed decisions about your care.
- Making sure that we have a copy of your written advance directive if you have one.
- Asking about pain management, including what to expect and options for pain relief. You should let us know if your pain continues. You should take an active part in your pain management plan, and ask for relief when you first feel pain.
- Making reasonable efforts to cooperate with other patients, and the needs of the medical center, medical staff and employees.
- Providing necessary information for insurance claims and working with us to make payment arrangements as promptly as possible.
- Recognizing that your lifestyle and behaviors affect your health.
- Keeping appointments that are arranged for your continuing care.
- Accepting responsibility for the medical results if you refuse treatment and do not follow your healthcare providers' instructions.
- Behaving in a way that respects the rights of other patients, staff members and medical center property.

Patient rights and responsibilities for children and teens

You and your family have a right to:

Respect and personal dignity

- You are important. We want to get to know you better.
- We will tell you who we are, and we will call you by your name.
- We will take time to listen to you.
- We will honor your privacy.

Care that supports you and your family

- You and your family are important. We will work together to make you feel as safe and comfortable as possible.
- All families are different. We want to learn about what is important to you and your family.
- You, your family and your caregivers will plan how the important people in your life can visit you.

Information you can understand

- We will explain things to you. We will speak in ways that you can understand. You can ask about what is happening to you and why.
- Someone who speaks your language will help explain things to you.
- Someone from your family can be with you when people are explaining things to you.

Quality healthcare

- You will be taken care of by providers, nurses and other people who know how to take care of children and teenagers.
- You have the right to know all of the people who take care of you. You and your family can meet with them to plan what is best for you.
- We will work together with you and your family to make your stay as short and comfortable as possible.

Emotional support

- You might feel scared, mad, lonely or sad. You can let people know how you feel. It is okay to cry or complain.
- You can have your family with you as much as possible. When this is not possible, we will explain why.
- We can help you meet other children and families who have had similar experiences to yours.
- You can wear your own clothing most of the time, and keep your special things with you.
- You can talk or play with people who know how to help when you have questions or problems.
- You can ask to be moved to another room if you are uncomfortable or unhappy, and we will try to make this happen if it is possible.

Care that respects your need to grow, play and learn

- We will consider all your interests and needs, not just those related to your illness or hospitalization.
- You have the right to rest, to play and to learn. We will make sure that you have places and times for the things children your age need to grow and learn.

Make choices and decisions

- Your ideas and feelings about how you want to be cared for are important.
- You can tell us how we can help you feel more comfortable.
- You can tell us how you want to take part in your care.
- You can make choices whenever possible.



Going home

Discharge planning

Please refer to our SMART checklist below.

Discharge planning begins as soon as you enter the hospital so that you and your family know what to expect and that you know how to take care of yourself when you leave the hospital.

Your doctors, nurse and other staff members will educate you and your support system about treatment and care after leaving the hospital. Case managers are also available to help you arrange for assistance with at-home prescriptions, needed medical equipment, home health or skilled nursing needs. For more information, call one of our case managers at 252-449-5812 or ask your nurse for assistance in contacting one of them.



Before discharge

We will provide you with a discharge summary that may include information about wound care, diet, exercise, prescriptions and follow-up care. We welcome any questions you have about your discharge.

Request to take home any opened medications you have been prescribed during your stay.

Day of discharge

We want to answer any question you have before you leave the hospital – please ask if you have questions about your discharge instructions, the date of your follow-up appointments or the medications you will be taking at home.

We can provide you with a discharge time, so you can arrange a ride home and any help needed.

Your rights regarding discrimination

The Outer Banks Hospital complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, disability or sex.

The Outer Banks Hospital provides:

Free aids and services to people with disabilities to be able to communicate effectively with us, such as:

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

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 a member of your healthcare team or call 844-809-6647 or TTY 844-438-4640. See page 5 for more information.

If you believe that The Outer Banks Hospital 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 the Office of Audit and Compliance: 2100 Stantonsburg Road, Greenville, NC 27834, call 252-847-0125, fax 252-847-6466, or email Compliance@VidantHealth.com.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Office of Audit and Compliance is available to help you.

You can also file a civil rights complaint with 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
800-368-1019, 800-537-7697 (TDD)

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

Signs and symptoms, **M**edications, **A**ppointments, **R**esults, **T**ell us now

- ## Signs and symptoms

- ## Medications

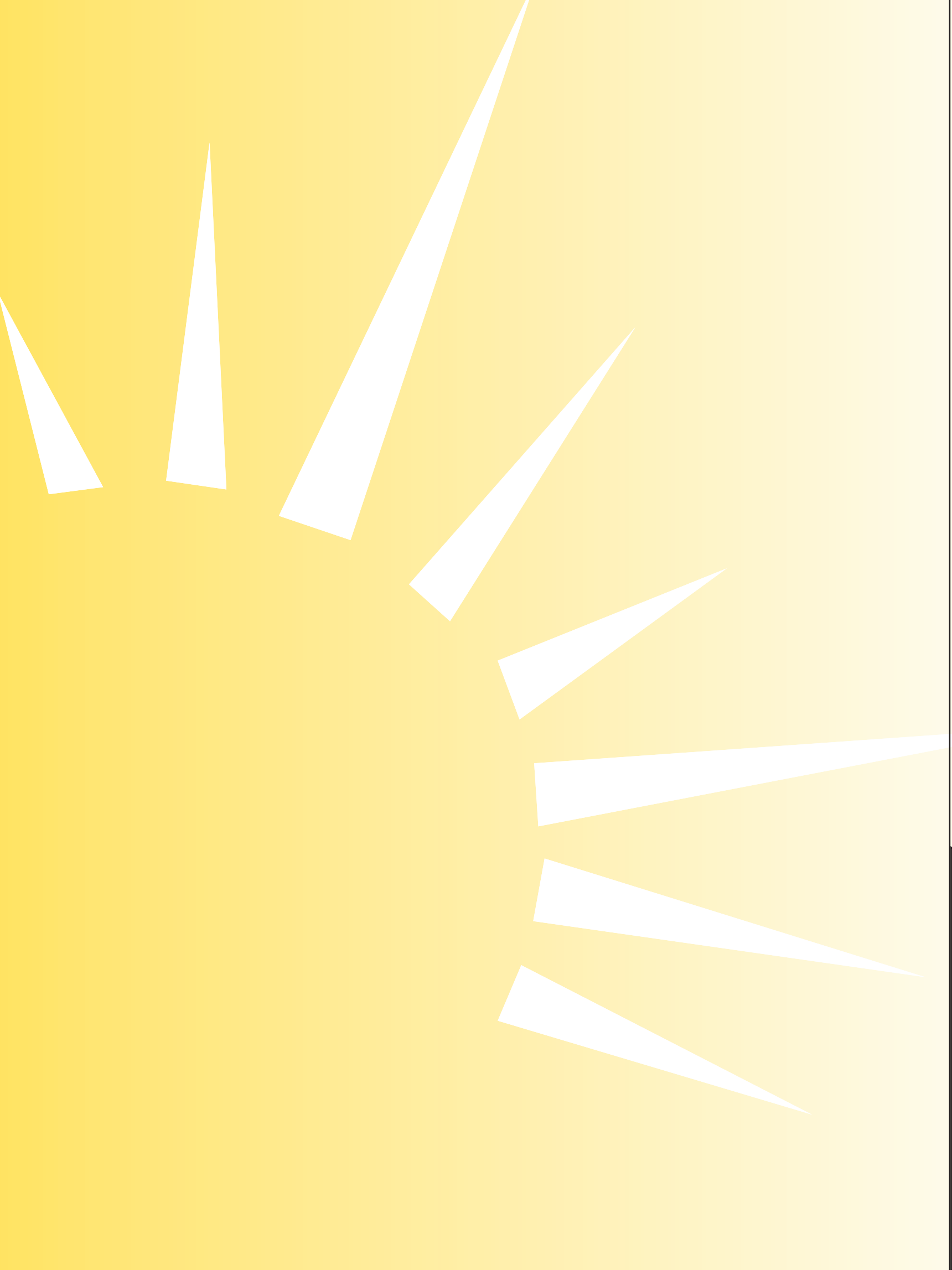
- ## Appointments

- ## Results

- ## Tell us now

Notes

[illegible]



Mission

To enhance the quality of life for the residents and visitors of Dare County and the surrounding region by promoting wellness and providing the highest quality healthcare services.

Vision

To be the preferred healthcare provider, employer of choice and a national leader in meeting the needs of the community we serve.

Values

Integrity
Compassion
Education
Accountability
Safety
Teamwork



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