CONE HEALTH®

Patient Guide

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Our Commitments

We promise...
we are right here with you.
Brand Promise

Because we exist...
to connect health care and well-being.
Purpose

So that...
a tradition of health and well-being is woven into the fabric of our communities.
Vision

Our Strategic Priorities

HEALTHY COMMUNITIES

Improve the health and well-being of all our communities and consumers

FUTURE READY WORKPLACE

Become a future focused organization through evolving our culture, developing our people, and leveraging our capabilities

TRANSFORMATION TO VALUE

Transform our clinical and business models to excel in value-based care

CONSUMER-DRIVEN BRAND EXPERIENCE

Design and establish our Brand Experience to foster consumer loyalty and business growth

Our Values

Caring for Our Patients
We provide exceptional quality, compassionate care and service in a safe, respectful environment.

Caring for Each Other
We appreciate each other through honest communication and respect. We inspire ongoing learning, pride, passion and fun.

Caring for Our Communities
We engage our communities with integrity and transparency. We embrace our responsibility to promote health and well-being.

CONE HEALTH.

What to Expect During Your Stay

Understanding Expectations, Rights and Responsibilities

When you need hospital care, your doctors, nurses and other professionals at our facilities are committed to working with you and your family. Our goal is for you and your family to have the same care and attention we would want for our families and ourselves.

As a patient, you have the right to care without discrimination based on race, ethnicity, color, culture, language, religion, age, gender, sexual orientation, gender identity or expression, physical or mental disability, socioeconomic status or sources of payment for care. Cone Health serves the community in all its ethnic, religious and economic diversity. The following sections explain how you can expect to be treated during your hospital stay and what information we will need from you to give the best care. We encourage you to ask our health care providers any questions that you may have. Unasked or unanswered questions can add to the stress of being in the hospital.

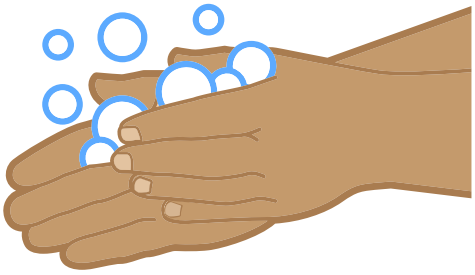
Highest Quality Hospital Care

Our first priority is to give you the care you need when you need it, with skill, compassion and respect. Please share with us your preferred language for learning. Tell your caregivers if you have concerns about your care or if you have pain. You have the right to know the identity of everyone involved in your care including doctors, nurses, residents, students or other members of your health care team. Please visit the My Stay Section of your TV guide to see more information about members of your care team.

A Safe Environment

We make every effort to make sure you're safe during your hospital stay. To help make sure you're safe we:

- Clean our hands frequently to prevent infection.
- Confirm your identity and check your ID band before a procedure or medication is given.
- Make sure you understand your care and the medications you get while in the hospital.
- Take steps to help you avoid falling and ask you to question any treatment that does not seem right.



If a mistake should occur, we will share what happened with you, and any resulting changes in your care will be discussed with you.

Involvement in Your Care

You and your doctors often make choices about your care before your hospital stay. At other times, especially in emergencies, these choices are made during your hospital stay. When making informed choices about your care with your doctor, it is important that you have an understanding and knowledge of your health condition and information about treatment choices. You need to understand several things:

- The benefits, risks and any alternatives of each treatment.
- Whether a treatment is experimental or part of a research study.
- What you can expect from your treatment and any long-term effects it might have on your quality of life.
- What you and your family will need to do after you leave the hospital.
- The financial consequences of using services not covered or out-of-network providers. Please tell your caregivers if you need more information about treatment choices.

Discussing Your Treatment Plan

When you enter the hospital, you sign a general consent for treatment. In some cases, such as surgery or experimental treatment, you may be asked to confirm in writing your agreement and understanding of the recommendation. This process protects your right to agree to or say no to a treatment. Remember, at any point in your care, you can say no to treatment. Your doctor will make clear the health risks of refusing a recommended treatment. This process also protects your right to decide if you want to take part in a research study. Complete and accurate information about your health history and insurance coverage is needed for us to give you the best care. This includes:

- Past illnesses, surgeries or hospital stays.
- All current allergies and any past reactions.
- Any medicines or dietary supplements (such as vitamins or herbs) that you are taking.
- Any network or admission requirements under your health plan.

Advance Medical Directives. Understanding Who Should Make Choices if You Cannot

If you are 18 or older and mentally competent, you have the right to make choices about your health care. Advance Directives are legal forms that help you do that. A Living Will lets you state your wishes about health care. A Health Care Power of Attorney lets you name a person to make health care choices for you if you become unable to make choices on your own.

The hospital has information on hand to help you set up an Advance Medical Directive. Forms are available at nursing stations, and chaplains and clinical social workers are available to help you complete them. If you already have an Advance Directive set up, please arrange to have a copy brought to the hospital. If you need your Advance Directive notarized during your stay, please ask your nurse for help.

Please be sure to tell us if you have an Advance Directive. This includes a Living Will or Health Care Power of Attorney stating who should speak for you if you become unable to make health care choices for yourself. Your doctor, family and care team should all keep up-to-date copies of your choices. If you or your family needs help making difficult choices, clinical social workers, chaplains and others are available to help.

Privacy Protection

We respect your confidentiality in every area of your health care and want you to feel secure that all information remains private. State and federal laws, as well as hospital operating policies, protect the privacy of your health care information. You will be offered a “Notice of Privacy Practices,” which describes the ways that we use, disclose and protect patient information. This further explains how you can get a copy of information about your care from our records. You may choose to have any discussions about your health problem carried out in private. You may ask friends or family to leave the room while you talk with your doctor or nurse.

Speak Up!

You Are the Center of Your Health Care Team.

Speak up if you have questions or concerns. If you don't understand, ask again. Continue to ask questions until you understand the situation. It's your body, and you have a right to know. Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.

- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated on so there is no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medication.
- Don't be afraid to speak up if a health care provider has called you by the wrong name or you think he or she has confused you with another patient.

Pay attention to the care you are getting. Make sure you are getting the right treatments and medications. **Do not assume anything.**

- Health care workers will introduce themselves when they enter your room. Look for their identification badges. Speak up if you have any question about who is giving your care.
- Notice if your caregivers have cleaned their hands. Hand washing is the most important way to stop the spread of infections and germs. Don't be afraid to remind a provider to clean his or her hands.
- Make sure your nurse or doctor confirms your identity by checking your wristband or asking your name before giving you any medication or treatment.

Patient Accountants

Customer service representatives are available in the office from 8:30 a.m. to 5 p.m. and are available by phone at 336-832-8014 from 8 a.m. to 6 p.m., Monday through Thursday and 8 a.m. to 5 p.m. on Friday, to answer questions about your hospital bill. An automated customer service line provides account information after hours. You also may pay your bill online by going to conehealth.com and choosing "Pay Your Bill Online."

Interfaith Chaplain Services

As part of our care for the whole person and whole family—body, mind and spirit—Cone Health employs professionally certified chaplains in each of our hospitals as part of the health care team. Chaplains are ready to help patients and their families through the emotional and spiritual struggles created by illness. Chaplains are also on hand to help with information and completion of Advance Medical Directives. You may reach a chaplain by asking your nurse or calling the hospital operator.

Most of our hospitals have a chapel available at all times for prayer and meditation. Your nurse will be glad to help you with directions.

Volunteers

Hospital volunteers help with patient care by delivering patient mail, helping with patient admitting and discharge, and giving support to families of emergency and surgery patients.

Pain Management

Everyone experiences pain differently. Fear and worry can make you tense and your pain will seem worse. Our health care team wants to know if your medication works and what causes you to feel uneasy. You and your team can work on taking care of your pain so you can start the healing process.

Pain control is an important part of your care. To manage your pain, we need to understand as much as possible about your pain. You will be asked these questions:

- Location: Where is the pain?
- Pain intensity: How much does it hurt on a scale of zero to 10?
- Onset of pain: When did it start?
- Duration of pain: Is the pain always there, or does it come and go?
- Quality of pain: Is the pain sharp, aching, dull or throbbing?
- Variation: What makes the pain worse or better?
- Your pain goal: What is your preferred comfort level?

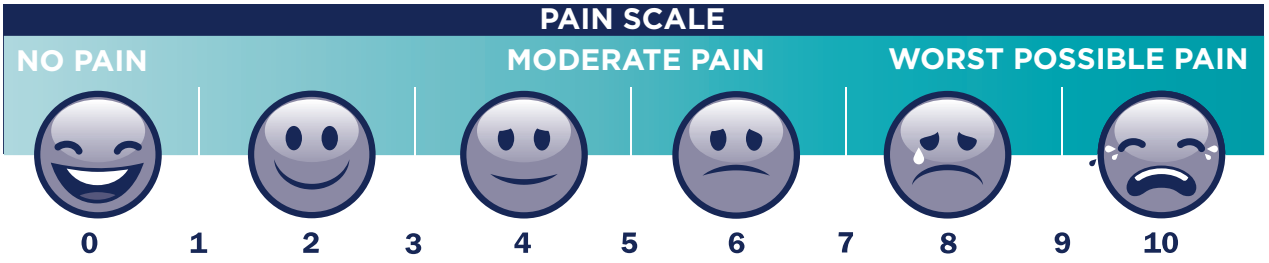
Your part in pain management:

- Ask what to expect about pain management.
- Talk about relief options, such as what has helped ease your pain in the past.
- Tell us about any medicines, herbal remedies or treatments you are using.
- Help make your pain management plan.
- Ask for help when pain first starts.
- Tell your nurse if your pain is not better.
- Tell your nurse about any worries you have about taking pain medication.

If you have pain, you have the right to:

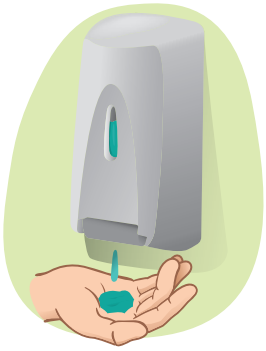
- Have your report of pain taken seriously and be treated with dignity.
- Have your pain fully assessed and treated.
- Be told by your doctor about what may be causing your pain and how it may be treated.
- Take part in choices about how to handle your pain, and get clear and prompt answers to your questions.
- Have your pain rechecked regularly and your care changed if your pain is not better.
- See a pain specialist if your pain does not get better.

Talk to your caregivers to see if they can give you other relaxation ideas.



While You Are Here

Keeping You Safe



Proper hand washing protects you from the germs that cause infections. Soap and water as well as waterless alcohol hand rubs and foams are very good at lowering the number of germs on the skin. Everyone should cleanse with an alcohol hand rub or foam when going in or exiting a patient's room.

Cone Health is committed to preventing health care-associated infections in our patients and communities. We have dedicated teams of experts focused on process improvement and standardizing practices. Cone Health participates in the Centers for Medicare & Medicaid Services' required reporting and North Carolina's Division of Public Health health care-associated infection prevention program. More information is available on hospitalcompare.com as well as on the North Carolina Division of Public Health website for consumers.

Innovative technologies featured at Cone Health

In addition to our highly effective cleaning and disinfection program, Cone Health uses a unique germ fighting "robot." This machine uses pulsed xenon ultraviolet light to quickly kill viruses, bacteria, mold, fungus and bacterial spores in the patient setting that can cause infection. This proven technology is an added step we use to ensure your safety.

Cone Health is committed to providing the highest level of safety in every environment in which care is delivered. All patient transfers/lifting will be done safely and appropriately to protect the patient from injury. All patient lifting, shifting or transferring will be completed based on assessment, using mechanical lift equipment and/or other approved patient handling aids.

In addition to your bedside staff in the critical care area, we have nurses and doctors in our electronic ICU. These staff may provide additional video monitoring, as indicated, for our patients in our critical care and our critical care, progressive care and step-down units. You and your family will be told if video monitoring is in use.

Avoiding a Fall

The risk of falling is a safety concern when you are in the hospital. You may be weaker than normal and take new medicines. You are in a different place than usual. A fall in the hospital may lead to injury and can slow your recovery. Here are some tips to keep you safe while you are here.

To prevent falls:

- Use the call button to ask for help when you want to get up and walk. Do not get up from the bed or chair on your own.
- Bed alarms and chair alarms may be used to remind you to call for help before getting up alone.
- Get up slowly.
- Do not use the rolling bedside table for support. It rolls and may cause you to lose your balance and fall.
- Use your walker, cane or wheelchair as recommended.
- Hold onto the handrail in the bathroom and hallway.
- If you feel weak or dizzy, please let the staff know right away.

- Wear non-skid socks, slippers or your shoes when getting up.
- Many falls can happen because of low lighting. Use your call button to turn on the light in the room.
- Keep needed items close by like your call button, phone, tissue, water, cup, eyeglasses and urinal.
- If you spill something or see water in the floor, tell a staff member. Do not clean it up yourself.
- In some cases, high-risk patients may need visual monitoring for extra safety. A special camera will be used. You and your family will be told if video monitoring is needed.

We want to keep you safe, but if you fall:
- Try to stay calm and do not get up.
- Call out for help.
- Hospital staff will come quickly and provide help. Your doctor will also be alerted.

Condition HELP

Condition HELP is a safety program to help patients and families if they are concerned that a patient's health problem is worsening. The Rapid Response Team, which answers when a Condition HELP is called for, is specially trained to add to the resources and care of your current health care team. This team is made up of a critical care nurse, a respiratory therapist and a nursing supervisor.

After speaking and working with your current health care team, you can activate Condition HELP if you still:
- Believe there are serious concerns or changes in the patient's health problem that are not being dealt with.
- Have serious concerns about how care is being given, managed or planned.
- Have concerns about communications issues, which are not being dealt with.

The Rapid Response Team will come to the room, review the situation and work with the current health care team talk about the patient's or family's concerns.

To ask for a Condition HELP, call the hospital emergency number from any hospital telephone. A trained operator will ask, "What is your emergency?" Ask for a Condition HELP and give the patient's room number.

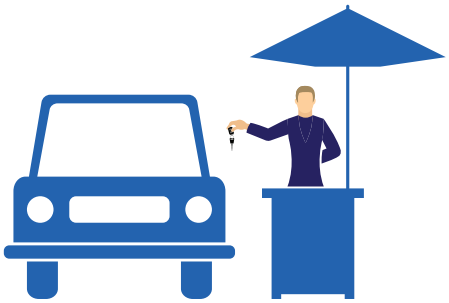
EMERGENCY NUMBERS:
From any hospital phone dial
Alamance Regional Medical Center: 336-586-3333
Annie Penn Hospital: 336-951-4511
Moses Cone Hospital: 336-832-4050
Wesley Long Hospital: 336-832-1666
Women's and Children's Center: 336-832-4050

Tobacco and Vape Free

All Cone Health campuses are tobacco and vape free. Please tell your family members and other guests. Tobacco or vape products may not be used in the buildings, on the grounds or in the parking lots of any Cone Health facility. Tobacco products include but are not limited to:

- cigarettes
- cigars
- chewing tobacco, dip/snuff
- e-cigarettes and/or vaporizers

Your Safety and Security



Parking

Patient and visitor parking areas are clearly marked. The parking lots are well lit at night and patrolled by our Security staff. Parking is free. You and your guests should follow all posted signs. Vehicles parked illegally will be ticketed and or towed.

Many of our hospitals offer free patient and guest valet parking. Please visit **conehealth.com** for more information about this service.

Photography

Privacy laws limit the use of cameras (including video and cell phone cameras) to a patient's room and only with permission from the patient. Taking pictures, audio and/or video of procedures, medical records or charts is not allowed.

Weapons

The possession of weapons of any type is not allowed on hospital property.

Personal Belongings and Medications

Please ask your family members to take personal possessions that are not needed home. If you must keep personal items with you, please ask your nurse about securing these items until discharge. Personal items such as glasses, dentures, clothing and hearing aids are your responsibility and should be stored properly when not in use. Please do not leave items on the bed or on meal trays.
We cannot be responsible for personal items including, but not limited to:
- Jewelry
- Credit cards, wallets, billfolds or money
- Cell phones, laptops, tablets or chargers

Once a nurse or pharmacist has noted information about your medications, please send all your medications home. Medication that you will get while staying in the hospital will be supplied by the hospital. Your medicine list will be reviewed when you are admitted, transferred and released to make sure your medications are correct and that you are not taking medicine that you don't need.

Your Meals

Nutrition is an important part of your overall care. Your doctor determines your diet for you, and our Food and Nutrition Team will work within these guidelines to offer you meal choices that are nutritious and tasty.

Guest Meals

We deliver guest meals to the room at your request for $6.00. Please call the appropriate number below to discuss this option:

- Moses Cone Hospital and Wesley Long Community Hospital: 336-832-6368
- Alamance Regional Medical Center: 336-538-7758
- Annie Penn Hospital: Guests will go to the cafeteria to pay for the meal.

Please review your in-room menu for more information about meal times and meal choices as these may vary between locations.

Visitation

Family and friends may visit patients unless restricted by the patient, the patient's doctor or the nursing staff. Patients should ask for help if they are feeling overwhelmed by visitors at any time. Please talk with the nurse about specific visiting hours and limitations. Children may visit if accompanied and supervised at all times by an adult. There are times when visitation of children under the age of 18 is restricted, such as during flu season. Signs will be posted at all entrances letting you know you of this restriction. **Anyone who has been exposed to a communicable illness (e.g., measles, chickenpox, mumps, whooping cough, etc.) within the last three weeks and/or has fever and flu-like symptoms should not visit.**

Gift Shop

The hospital's gift shop offers a variety of flowers, plants, magazines, personal toiletry items, cards and gift items. Delivery service may be available to patient rooms depending on location. **No flowers or plants are allowed in intensive or critical care departments**. Visitors should check with the nurse before bringing gifts, especially food or drink, to patients. **Latex Balloons are not allowed in the hospital.**

Special Services

Religious Books

Cone Health seeks to support patients who wish to use religious books such as a Bible, Torah or Koran. Our Interfaith Chaplains are available to help you in getting your book of choice. Please ask your nurse if you would like to talk with a Chaplain.

Interpreters

Resources, including free foreign and sign language interpreters as well as adaptive tools for low vision and deaf and hard of hearing patients, are available to meet most communication needs. Ask your nurse if you need these services.

CaringBridge®

CaringBridge® offers free personalized websites to people facing various health problems, hospitalization, medical treatment and/or recovery from a significant accident, illness, injury or procedure. The service allows family members and friends to get information. Visitors who are given the personal website address and password, if needed, can read updates on the patient's condition and post messages to the family. You can start a page by going to **caringbridge.org**.

Educational Opportunities

Teach Back and Ask Me 3

It is important that you understand all the information provided to you about your diagnosis, treatment, medications and plan for taking care of yourself once you leave the hospital. We want to partner with you to make sure you feel comfortable and understand everything that we are doing and telling you. We use a process called Teach Back (asking you to tell us the information we have given you). This helps us to know that you understand all the information and gives you the chance to ask questions. If you can answer these questions, we can be sure that you feel comfortable knowing your condition and how to take part in in your healing process. The questions are:

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

If you do not know the answers to these questions, please let a health care provider know so that we can share that information with you and help you understand.

Patient Education Videos

During your stay, your health care team may ask that you watch educational videos about your health problem. The **Patient Education and Engagement System** offers short, easy-to-understand videos on many health care topics. Please review the My Health tab on your television menu for videos chosen specifically for you by your health care providers. You can also search the My Health tab for other education topics that interest you.

Getting Ready to Go Home

Please plan for a ride home on the day of your expected discharge. If you cannot get a ride home, please let your nurse know.

Your nurse will make sure you have a copy of your discharge instructions and that you understand them before you go home. Before you are discharged, you should:

- Ask about your condition and how soon you should feel better.
- Find out if you can do everyday activities such as walking, climbing stairs, driving and going back to work. Find out about any special instructions for daily activities.
- Find out how much help you will need during your recovery.
- Ask about any signs and symptoms that you should watch for and what you should do if you have these signs or symptoms.
- Make sure your home is set up for any physical limits you may have. Make sure any equipment you need is set up before you return home.
- Write down any questions you have and ask them before you leave the hospital.
- Have a family member, friend or neighbor to stay with you when you first get home and then to check on you at your home for a few days.

Find out about your medications:

- You should expect to be given a list of all the medicines you will be taking at home. The list should have all of your medicines, not just the new ones started in the hospital. Check the list to make sure it is correct.
- Ask for written directions about your medicines. Read the directions and make sure you understand them before leaving the hospital.
- Ask if there are any foods and drinks – including alcohol – that you should avoid.
- Ask about the side effects of your new medicines. Find out what you should do if you have any of those side effects.
- Pamphlets are on hand with information about many medications. You may get these from your nurse or the hospital pharmacist.

Ask about your follow-up care:

- Ask for directions about physical exercises you may need to do. Ask your doctor, nurse or physical therapist to write down your directions.
- If you have a wound, ask for directions on how you should care for it.
- Ask if you need to follow up about any test results after you leave and who you should call for these results.
- Find out if any follow-up visits are needed with your doctor or other caregiver.

Leaving the Hospital

Check your room carefully before you leave, especially your over-bed table, bedside cabinet and bathroom. Please take any valuables with you. If you lose something, please talk to your nurse and describe where the item was misplaced. When you are ready to go, a member of the hospital staff or a volunteer will escort you to an exit. Please tell your nurse if you need a cart to carry your belongings.

Your Hospital Bill (Statement of Charges)

We want to make the hospital payment procedure as easy as possible. We will file your insurance for you. Financial Counselors are ready to answer your questions and assist with financial help if needed. You are not required to pay your bill before you leave the hospital.

You will get separate bills from the hospital, your doctors and others who have provided health care services to you during your hospital stay. After you are released, you will get a statement of charges from the hospital. If you have any questions about this statement, please call a **customer service representative at 336-832-8014**. Customer service representatives are on hand in the office from 8:30 a.m. to 5 p.m. and by phone from 8 a.m. to 6 p.m. Monday through Friday to answer questions about your hospital bill. An automated customer service line gives account information after hours. You may pay your hospital bill online by going to **conehealth.com** and choosing "**Pay Your Bill Online**."

Donations

Charitable gifts to Cone Health help create unsurpassed health care. The exceptional treatment you receive comes from the high level of experience, commitment, dedication and compassion of each person who takes care of you.

The Philanthropy Team, supporting patients in Alamance, Guilford, Randolph and Rockingham counties, works with individuals, corporations and foundations to find opportunities for giving that meet each donor's philanthropic priorities. Many patients like to make gifts honoring their doctors, nurses and other caregivers. Others like to make gifts to support innovative projects and programs.

As a non-profit organization, your gift to Cone Health is tax deductible. To make a gift to honor your caregivers or to learn more about the impact of philanthropy:

- Visit us online at **conehealthphilanthropy.org**
- Call the office of Philanthropy at **336-832-9452**
- Email: **philanthropy@conehealth.com**

Resolving Your Concerns

Service recovery and complaint resolution is a practice that shows our commitment to caring for our patients whose expectations have not been met. If you have questions or concerns about your care, please tell your caregiver or ask to speak to a Cone Health leader. You also can let us know of your concerns by talking with the **Grievance and Patient Relations Department** at **336-832-7090** or online, grievance@conehealth.com.

How We Handle a Complaint

Responsibility for resolving a complaint starts with your direct caregiver and the director of the department. Most concerns/complaints are resolved at the bedside by the employee who gets the complaint. If the complaint is beyond the employee's ability to address, the employee tells the department director. You may ask to speak with the department director at any time or ask for his or her phone number. If you are not satisfied with how the complaint is being handled, call the **Grievance and Patient**

Relations Department at **336-832-7090**. Hospital staff will contact you or your representative concerning the complaint within one business day to acknowledge receiving the complaint and to collect more information. If the complaint cannot be resolved during your stay, it becomes a grievance.

How We Handle a Grievance

The Grievance and Patient Relations Department will research and respond to all grievances. They will reach out to you or your representative within one business day of receiving the grievance to make clear the grievance procedure, provide the contact person's name, provide a phone number and provide the approximate date you or your representative will receive the next contact . Cone Health is committed to prompt resolution of complaints or grievances. Our goal is to resolve grievances within seven days. If the resolution process exceeds seven days, regular updates will be provided to you or your representative until the resolution process is completed.

Our goal is for a Cone Health employee to promptly turn an unmet expectation into a positive experience. For a quick response, we suggest you follow our process detailed above. In addition, you can file a grievance with:

North Carolina Division of Health Service Regulation
Mail: Complaint Intake Unit
2711 Mail Service Center, Raleigh, NC 29699-2711
Phone: **1-800-624-3004 (within NC) or 919-855-4500**
(outside NC); TDD1-800-735-2962, Fax: 919-715-7724
Website: https://info.ncdhhs.gov/dhsr/ciu/filecomplaint.html (File a Complaint Link)

The Joint Commission
Mail: Office of Quality and Patient Safety,
The Joint Commission
One Renaissance Boulevard, Oak Branch Terrace, Illinois 60181
Website: https://www .jointcommission .org/contact-us/

Patient Survey

After you go home, you may get a patient satisfaction survey and/or a phone call. Your opinion is important to us. We use your feedback to continually improve patient care.

Cone Health complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex. If you believe that Cone Health has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability or sex, you can:

1) File a grievance with the Civil Rights/Section 504 Coordinator;
   1200 N. Elm St., Greensboro, NC 27401; 336-832-7090;
   kristin.garrett@conehealth .com.

2) 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 – https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
   - By mail – U.S. Department of Health and Human Services;
     200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201

- Phone – 800-368-1019; 800-537-7697 (TDD)
- Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html

3) File a grievance with the American Disability Act (ADA)
   - By mail - DHHS ADA/RA Complaints
     Office of Legal Affairs,
     2001 Mail Service Center, Raleigh, NC 27699-2001

Nominate a nurse for the Daisy Award

Visit **conehealth.com/daisyaward** to submit your nomination or ask any member of your care team for a paper nomination form. Cone Health nurses who get the Daisy Award consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care. They are recognized as outstanding role models in our nursing community.

The Daisy Award®
FOR EXTRAORDINARY NURSES
HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

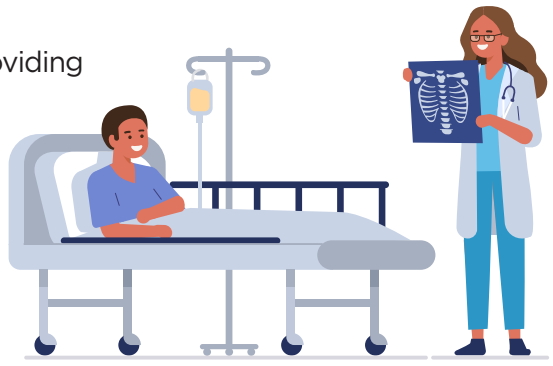
The Daisy Award program is used to recognize nursing excellence. The award was set-up in memory of J. Patrick Barnes. Patrick died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP). (DAISY is an acronym for Diseases Attacking the Immune System). The care Patrick and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

Patient's Rights and Responsibilities

As a patient at Cone Health, you have certain rights that our staff believes in and respects. Our staff is committed to meeting your needs and delivering the highest quality of patient care.

No person will, on the grounds of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity or expression, national origin, or any disability or handicap or source of payment in admission or access to, or treatment under any of its program and activities or otherwise protected by law, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination in the provision of any care or service.

As a patient, you have the right:



- To know the name, role, and specialty of all people who are providing your care.
- To confidentiality of your medical information and records.
- To have your medical care and treatments explained to you clearly.
- To be informed of you rights in writing.
- To be told of hospital rules and guidelines.
- To participate in informed decisions about your plan of care.
- To be treated with respect and dignity.
- To have your cultural and personal values, beliefs, and preferences respected.

- To appoint a designated Healthcare Agent.
- To access, request amendment to and obtain information on your health record, through oral or written request, in a timely manner.
- To express concerns about your care or safety and receive a prompt response.
- To receive information about your healthcare in a manner that meets your communication needs.
- To information in a manner tailored to your age, language, and ability to understand.
- To interpreter services and/or special devices if you are limited-English speaking, deaf or hard of hearing, visually impaired, or other impaired sensory/manual/speaking skills, at no cost to you.
- To review your whiteboard and daily goals of care.
- To have your Primary Care Physician and your representative of choice notified of your admission, discharge or transfer from the hospital.
- To have visitors of your choosing without regard to race, color, national origin, religion, sex, sexual orientation, gender identity or gender expression, or disability.
- To have visitors of your choosing, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member, or a friend, 24 hours a day, 7 days a week with some limitations.
- To tell us how, if at all, you would like your family to participate in your care and decision making.

- To access religious and other spiritual services during your stay.
- To have your Advance Care Plan (Advance Directive) honored, and to receive information on Advance Care Plans if you do not have one and request more information.
- To be kept safe at all times, and free from abuse or harassment.
- To privacy at all times within the capacity of the facility.
- To privacy when making and using recordings, films, or other images.
- To have your pain addressed promptly by your medical team.
- To refuse to be examined, observed, or treated by students or staff without jeopardizing your access to care.
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- To receive complete information regarding your plan of care and treatment that is medically appropriate, and to request and/or refuse treatment, but not the provision of treatment or services deemed medically unnecessary or inappropriate.
- To prompt life-saving treatment in an emergency, regardless of your economic status or source of payment.
- To receive the highest medical care that meets the standards of Cone Health regardless of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity or expression, national origin or any disability or handicap or source of payment for your care.
- To notice of non-coverage and to appeal if you think your discharge is premature.
- To refuse to participate in medical research studies.
- To know if your doctor has a financial or other conflict of interest as it relates to your care.

- To request and receive information regarding financial assistance or no cost treatment.
- To request and receive an itemized bill and an explanation of the bill.
- To have any concerns, complaints and grievances addressed. Sharing these concerns, complaints and grievances will not compromise your care, treatment or services.

Patient Responsibilities

As a patient, healthcare agent or guardian, you have the responsibility to:

- Provide us with a copy of your Advance Care Plan (Advance Directive).
- Provide complete and accurate information about your medical history.
- Tell a doctor or nurse when you feel better or worse, especially if there is a sudden change in how you feel.
- Work collaboratively with your medical team.
- Speak up if you have a concern about your safety as a patient.
- Be considerate of other patients. This includes helping to control noise.
- Be responsible for your actions if you refuse treatment or do not follow your doctor's orders.
- Follow the rules of the facility which are designed to keep you, other patients, and visitors safe and comfortable.
- Follow hospital guidelines regarding visitors. Disruptive visitors, or visitors who are interfering with your care may be asked to leave.
- Not smoke or use tobacco products, including e-Cigarettes (vaping) in our facilities or on our campus. We are a tobacco and vape free campus.
- Provide accurate information about your insurance or lack of insurance.
- To make arrangements for payment of your bill to the extent that you can.

Hospital Locations

Alamance Regional Medical Center
1240 Huffman Mill Road
Burlington, NC 27215

Annie Penn Hospital
618 S. Main Street
Reidsville, NC 27320

Behavioral Health Hospital
700 Walter Reed Drive
Greensboro, NC 27403

The Moses H. Cone Memorial Hospital
1121 North Church Street
Greensboro, NC 27401

Wesley Long Hospital
2400 W. Friendly Avenue
Greensboro, NC 27401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