While you are here, it is our goal to provide you with quality, compassionate care. We offer numerous services to meet your healthcare needs. We do all of this while providing a more community-focused, personal-touch approach to care. You may have family or close friends employed at Highlands, providing your care, and I think you will find this to be comforting in a time of illness. If you have questions at any time during your stay, please do not hesitate to talk with those caring for you. We strive to provide you with the best patient care possible. On behalf of the physicians, staff, board members, and volunteers at Highlands Medical Center, I thank you for entrusting your medical needs to us.

Sincerely,
Dr. Lonnie Albin, MD
Chief Executive Officer
Highlands Medical Center, located in Scottsboro, Ala., is a 170-bed, acute-care facility serving more than 53,000 residents in Jackson County. The Emergency Room at Highlands Medical Center cares for approximately 18,000 patients annually. Highlands Medical Center works closely with Air Evac Lifeteam, an air ambulance service based in Scottsboro.
STATE-OF-THE-ART TECHNOLOGY
Highlands Imaging Center has a 32-slice Aquilion CT (“cat scan”) system from Toshiba. Exam time has decreased from minutes to seconds, and diagnostic results are more accurate. The Aquilion provides coronary artery calcium scoring, whole-body CT scanning, angiography of the abdomen and legs, and lung cancer screening.

Highlands Imaging Center also offers 1.5 Tesla Magnetic Resonance Imaging (MRI), providing the most detailed images in this area, MRI 3D Ultrasound, Nuclear Medicine, and X-ray services. The most common, non-invasive form of relief for substantial kidney stones can be found at Highlands Surgery Center. It is the area’s only full-time lithotripsy, and it utilizes high-energy shock waves to disintegrate kidney stones. At least 80 percent of kidney stone patients previously diagnosed for surgery can now be successfully treated with lithotripsy. Lithotripsy is typically performed on an outpatient basis.

Highlands Medical Center has implemented digital diagnostic software for its electromyography (EMG) testing and electroencephalogram (EEG) equipment. This software enhances diagnoses for carpal tunnel syndrome, peripheral neuropathy, ulnar nerve compression syndrome, and epilepsy, among other conditions.

QUALITY CARE
Our goal is to provide the best patient care. If, at any time, you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn’t resolved, or you have feedback, please dial “0” on any hospital phone to contact the patient representative with your compliments, complaints, or concerns. You may call at any time during or after your stay. If you have been discharged from the hospital, call 256-218-3766.

In addition, you have the right to file a complaint or concern with either or both:

THE ALABAMA DEPARTMENT OF PUBLIC HEALTH
Health Care Facilities
P.O. Box 303017
Montgomery, AL 36130-3017
334-206-5300
1-800-356-9596

OFFICE OF QUALITY MONITORING
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
complaint@jointcommission.org

NONDISCRIMINATION STATEMENT
Highlands Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Highlands Family Medicine | Highlands Surgical Services
Highlands Maternity Center | Highlands Surgery Center
Highlands Sleep Disorders Center | Highlands Occupational Medicine
Highlands Imaging Center | Highlands Home Health
Highlands Therapy Center | Highlands Health & Rehab
Cumberland Health & Rehab | North Jackson Urgent Care
Scottsboro Urgent Care | Therapy Unlimited
Jackson County Family Medicine | Hodges Clinic
Highlands Ambulance Service | Medicine on the Move
Mobile Mammography | Monitored Fitness
Highlands Family Care

Physician Referral | 256-218-3766
www.highlandsmedcenter.com | 256-259-4444
Administrative Hours are: 8:00 a.m. – 4:30 p.m.

Administration.......................................................... 256-218-3786
Admitting................................................................. 256-218-3777
Business Office......................................................... 256-218-3551
Cardiopulmonary Care........................................... 256-218-3768
Cumberland Health & Rehab ....................... 256-437-7260
Education................................................................. 256-218-3828
EEG/EMG Services............................................... 256-218-3768
Emergency Room................................................... 256-218-3834
Employee Health.................................................... 256-218-3754
Food Services......................................................... 256-218-3755
Highlands Foundation.......................................... 256-218-3360
Highlands Health & Rehab................................. 256-218-3842
Highlands Home Health....................................... 256-259-4840
Human Resources.................................................. 256-218-3814
Highlands Imaging Center............................... 256-218-3850
Special Care Unit.................................................. 256-218-3550
Laboratory............................................................... 256-218-3859
Marketing and Public Relations.................... 256-218-3365
Medical Records..................................................... 256-218-3738
Monitored Fitness.................................................. 256-218-3765
Nursing Administration....................................... 256-218-3782
Nursing Station, Second Floor....................... 256-218-3242
Nursing Station, Third Floor........................... 256-218-3340
Nursing Station, Fourth Floor......................... 256-218-3440
Nursing Station, Fifth Floor............................... 256-218-3540
Highlands Occupational Medicine Center........ 256-218-3860
Outpatient Surgery............................................... 256-218-3242
Patient Accounts................................................. 256-218-3780
Patient Representative........................................ 256-218-3766
Pediatric Unit......................................................... 256-259-4840
Quality Management........................................... 256-218-3847
Radiology............................................................... 256-218-3850
Highlands Sleep Disorders Center............... 256-218-3639
Social Services/Patient Representative......... 256-218-3713
Highlands Surgery Center............................... 256-218-3743
Surgery Scheduling.............................................. 256-218-3240
One way to achieve our goal of making you comfortable and well-informed is to provide you with our policies and procedures. These are to ensure your safety and provide your family with our guidelines. Review and share this information with family and friends.
FREE PARKING
All parking is conveniently marked at the front entrance, emergency room, imaging, and education centers.

HOUSEKEEPING
Patient rooms and baths are cleaned between the hours of 8:00 am-4:00 pm daily.

PUBLIC RESTROOMS
Restrooms are located throughout the hospital. Patient restrooms are for patients only.

NURSE COMMUNICATION
The intercom system is mounted on the wall above the bedside table. Pillow speakers are available and can clip to the bed. Press the top bar marked NURSE and staff will respond through the intercom. Speak normally.

HOSPITAL BED
The different usages are marked for convenience. Call nurse for assistance.

TELEPHONE
All patient rooms are provided with phones. Local: Dial 9+ local number. Long Distance: Dial 8+0 for operator.

ROOM TEMPERATURE
Call a nurse for heating/air conditioning assistance.

INTERPRETERS
Please call ext. 3200 for language services.

FIRE SAFETY
Periodic fire drills prepare staff to assist patients safely. Do not be alarmed if a drill is called. We will close your door until the completion of the drill.

VENDING MACHINES
Snack and beverage machines are available 24 hours a day, seven days a week, and are located in the main lobby on the first floor across from the elevators.

CAFETERIA
Located on the first floor, our cafeteria is open for breakfast and lunch. The cafeteria is closed during the dinner hour. In-room dining is available upon request.

HOURS:
Monday-Friday
Breakfast: 6:30 am-10:00 am
Lunch: 11:00 am-1:00 pm
Snack: 1:00 pm-3:00 pm
Saturday-Sunday
Lunch only: 11:00 am-1:00 pm

GIFT SHOP
Located on the first floor, the gift shop accepts cash, check, and credit cards.

CHAPLAINS
The chapel is located on the second floor. Chaplains are on call 24 hours a day to serve the patients and residents of Highlands Medical Center and Highlands Health & Rehab.

In the pastoral and spiritual care of our patients, our volunteer chaplains consider confidentiality a top priority. Please ask your nurse if you would like to speak to a chaplain.

Our chaplains are given in-service training and orientation in order to assist the spiritual, psychological, social, and cultural needs of the patient.

We recognize that each individual patient has their own beliefs and value system, so our chaplains strive to assist patients in the exercise of those spiritual and cultural beliefs whenever possible.

These are our standards of spiritual care: Serve all without prejudice and respect all spiritual traditions and practices. Chaplains will not proselytize. They assist patients and families who have major life changes or are dying, families and patients facing ethical or moral healthcare decisions, emotional difficulties, or those requiring counseling.
TELEVISION
Each room is provided with a TV. Please be courteous and keep the volume down or turn it off at bedtime.

FLOWERS AND MAIL
Outgoing mail may be given to the attending nurse or the nurses’ station. All incoming mail and packages will be delivered by hospital volunteers.

Any mail received after patient discharge will be forwarded to the home address on file. Flowers are delivered by florist directly to patients’ rooms. Please note: Flowers are prohibited in intensive care units.

ATM
Automated Teller Machines (ATMs) are located in the main lobby.

PATIENT MEALS
Breakfast: 7:00 am-9:00 pm  
Lunch: 11:00 am-1:00 pm  
Dinner: 5:00 pm-7:00 pm
As a patient, your meals are based on your physician’s orders. However, you will be visited by a catering associate who will provide a selection for each meal on a daily basis.

GUEST DINING
Breakfast and lunch are served in the cafeteria located in the main lobby on the first floor. A guest dinner menu is provided if you would like a tray brought to the room. Notify the attending nurse for the guest tray menu.

FOR YOUR PROTECTION
Please leave all valuables and cash at home or in the care of a friend or loved one. Dentures, hearing aids, eyeglasses, and contacts should be stored bedside when not in use. Highlands Medical Center is not responsible for replacing personal items, so please check food trays, beds, etc., to prevent loss or damage. Electrical appliances such as hair dryers, electric blankets, radios, etc., are not allowed.

SMOKING
Highlands Medical Center is a tobacco-free campus. We do not allow any tobacco use on our properties—including our parking lots. Patients are not allowed to leave their units to smoke without prior physician/nursing staff approval. We appreciate your cooperation in our promotion of wellness and a community-wide effort for a clean air environment.
PREPARING FOR DISCHARGE
When your physician decides that you are ready for discharge, you will be given instructions on how to manage your medications and treatment at home. Don’t be afraid to make notes and ask questions. For an even smoother discharge, try the following:
• Speak with a discharge planner and your caregiver to understand further services once at home.
• Verify discharge date and time with attending nurse or physician.
• Arrange your transportation.
• Make sure that you or your caregiver has obtained all necessary paperwork.
• Check your room for all personal items before departing.

BILLING
The hospital will submit bills to your insurance company for lab work, tests, medications, 24-hour nursing care, room stays, and other staff-related services. Your physician will send you a separate bill for his/her professional services. Please call the telephone number printed on either statement for further questions or information.

COORDINATION OF BENEFITS (COB)
This is a term used by insurance companies when covered by two or more policies. Insurance companies with COB provisions determine who is the primary payer of expenses to prevent duplicate payments. Please notify the hospital at admission whether you’re covered by multiple insurance companies. You may be requested to complete a COB form by your carrier. Before paying a claim, information must be provided by you. Any issue with your insurance company must be resolved by you in order to pay claims.

MEDICARE
We are an approved Medicare provider, so federal guidelines are in place. If no secondary insurance exists, a payment plan will be established. A state-funded payment program is in place if you qualify. Medicare does not pay for a private room unless it is medically necessary.

MEDICAID
Bring a current copy of your Medicaid card. There are payment limitations on services and items. Medicaid does not pay for a private room unless it is medically necessary.

COMMERCIAL INSURANCE
Provide all related information such as group number, policy number, and correct mailing address.

SELF-PAY PATIENTS
If paying without insurance, arrangements can be made with patient financial services. You will receive 2-to-3 billing statements and 2-to-3 phone calls over a 90-day period. If no arrangements are made in the allotted time, your account will be turned over to a collection agency. Itemized statements can be obtained by calling our financial services department at 256-218-3780.
UNDERINSURED?
Please contact hospital financial counseling at 256-218-3780.

ADVANCED CARE DIRECTIVES
An advanced care directive is your right to make any decision regarding your healthcare. However, making those decisions can be hampered either medically or mentally.

Highlands Medical Center recognizes advanced care directives, as does the state of Alabama, for medical decisions. They are as follows: Alabama living will declaration, proxy, or durable power of attorney.

Please provide documentation to physicians and healthcare providers upon admission. Family or caregivers should be easily accessible.

The advanced care directive may be changed or revoked at any time, giving adequate notice to caregivers.

LIVING WILL DECLARATION
These are instructions set up by you to protect your right to accept/deny medical care, removing the burden of such choices from family, friends, and medical staff. If no living will exists, you may obtain a form from a staff member or admissions office. (Pregnant patients' living wills are not in effect until the birth of the baby.) You have the right to transfer to another physician or hospital if you feel that directives are not being followed.

HEALTHCARE PROXY
You have the right to designate a person (agent) to determine all medical decisions when you are no longer able to do so.

DURABLE POWER OF ATTORNEY
This is a legal document appointing a manager for medical decisions if you are no longer able to make your own medical decisions.
YOUR PRIVACY
Notice Of Privacy Practices (2013)
Jackson County Healthcare Authority is required by a federal regulation, known as the HIPAA Privacy Rule, to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices. The practices outlined in this notice will also apply to employees, medical staff, personnel, and volunteers of Jackson County Healthcare Authority (JCHCA), which includes the following: Highlands Medical Center, Highlands Health & Rehab, Cumberland Health & Rehab, Highlands Family Care, Highlands Family Medicine, Therapy Unlimited, Scottsboro/North Jackson Urgent Care Clinics, Hodges Clinic, Jackson County Family Medicine, Highlands Surgical Services, Highlands Imaging Center, Highlands Maternity Center, Highlands Medicine on the Move, Mobile Mammography, Highlands Sleep Disorders Center, Highlands Surgery Center, Highlands Therapy Center, Highlands Home Health, Highlands Occupational Medicine Center, and Highlands Ambulance Service.

Jackson County Healthcare Authority and Medical Staff have agreed to an Organized Health Care Agreement (OHCA) for the purposes of sharing Protected Health Information (PHI) and issuing of a joint notice of privacy practices.

JCHCA is permitted by federal privacy laws to make uses and disclosures of your health information for purposes of treatment, payment, and healthcare operations. Protected health information (PHI) is the information we create and obtain in providing our services to you. The health information about you is documented in a medical record. Such information may include documenting your symptoms, medical history, examination and test results, diagnoses, treatment, and applying for future care or treatment. It also includes billing for these services.

We are required by law to do the following:

• Maintain the privacy of your protected health information.
• Provide you with certain rights with respect to your protected health information.
• Provide you with a copy of this notice of our legal duties and privacy practices with respect to your protected health information.
• Follow the terms of the notice that is currently in effect.

We reserve the right to change the terms of this notice at any time. We also reserve the right to make the changes apply to your medical information we already have on file. Before we make a material change to this notice, we will promptly post a new notice in a clear and prominent area at each of our facilities and on our website. You can also request a copy of the new notice from any of our registration staff at each facility.
HOW MAY WE USE OR DISCLOSE YOUR MEDICAL INFORMATION?

We may use and disclose your medical information without your authorization for treatment, payment, and healthcare operations as explained below:

1. **For Treatment.** We will use and disclose your PHI to provide, coordinate, or manage your healthcare and any related services. This includes the coordination or management of your healthcare with a third party that has been consulted, or with an entity that already obtained your permission to have access to your PHI. For example, we would disclose your PHI, as necessary, to a home health agency, skilled nursing facility, or a hospice that provides care to you.

2. **For Payment.** We may use and disclose medical information about you so that treatment and services rendered through JCHCA may be billed to and payment may be collected from you, insurance companies, or third parties. For example, we may need to release to your health plan provider a description of your condition and the treatment you receive so that your health plan provider will reimburse us for your treatment. We also may need to notify your health plan provider about a treatment you are scheduled to receive to obtain prior approval for payment or to determine whether your health plan will cover the treatment. In addition, if you do not pay us for the healthcare services we provided to you in a timely fashion, we may also disclose limited medical information to a collection agency.

3. **For Healthcare Operations.** We may use and disclose your medical information in order to support our business activities, such as quality assessment, quality improvement, outcome evaluation, protocol and clinical guideline development, training programs, credentialing, medical review, etc. For example, we may use your medical information to review our treatment and services and to evaluate the performance of our staff in caring for you. We may also disclose your medical information to medical school students who see patients at our facilities.

4. **Business Associates.** We may disclose your medical information to our Business Associates that assist us in our delivery of healthcare and related services, such as billing companies, lawyers, accountants, and others. Before we disclose your medical information to our business associates, we will have a written contract with each of them that will require each of them to agree to maintain the privacy of your medical information.
BELOW ARE OTHER REASONS WE MAY USE AND DISCLOSE YOUR MEDICAL INFORMATION WITHOUT YOUR CONSENT OR AUTHORIZATION.

For each category of uses or disclosures, we will explain what we mean and present an example. Not every use or disclosure in a category will be listed; however, all of the ways we are permitted to use and disclose information will fall within one of the categories.

1. Uses and Disclosures Required by Law. We may use or disclose your medical information as required by law, but must limit such use or disclosure to relevant information and otherwise comply with applicable legal requirements. We must also disclose your medical information to the Secretary of Health and Human Services to determine our compliance with federal privacy laws.

2. Public Health Activities. We may use or disclose your medical information to public health authorities authorized to receive or collect information for public health services, such as the need to prevent or control disease, injury, or disability; report births and deaths; to report reactions to medications or problems with products.

3. Abuse, Neglect, or Domestic Violence. We may use or disclose your medical information in some instances if we reasonably believe that you are a victim of abuse, neglect, or domestic violence.

4. Health Oversight Activities. We may use or disclose your medical information to a health oversight agency for health oversight activities authorized by law, including, for example, inspections and licensure of healthcare facilities.

5. Judicial and Administrative Proceedings. We may use or disclose your medical information under certain conditions to comply with legal proceedings, such as a subpoena or order by a court.

6. Law Enforcement Purposes. We may disclose your PHI if asked to do so by a law enforcement official in response to a court order, subpoena, warrant, or similar process; to identify or locate a suspect, fugitive, or missing person; or about a death that we believe may be the result of criminal conduct.

7. Coroners, Medical Examiners, and Funeral Directors. We may use or disclose your medical information to a coroner or medical examiner to identify a deceased person or determine the cause of death. We may also release medical information about deceased patients to funeral directors as necessary for them to carry out their duties.

8. Organ, Eye, Tissue Donation. We may use or disclose your medical information to notify organ procurement organizations to assist them in organ, eye, or tissue donations and transplants.

9. Research. In limited circumstances we may use and disclose your medical information to conduct medical research.

10. Serious Safety Threat. We may use or disclose your medical information where we believe it is necessary to prevent or lessen a serious threat to the safety of a person or the public.

11. Special Government Functions. We may use or disclose your medical information under some circumstances for specialized government functions, including those related to the armed forces, national security, and intelligence.

12. Workers’ Compensation. We may use or disclose your medical information as authorized by and to the extent necessary to comply with laws related to workers’ compensation and similar programs.
13. Scheduling Appointments, Appointment Reminders, and Health Related Benefits or Services. We may use or disclose your medical information to schedule appointments, give you appointment reminders, and give you information about treatment alternatives and other healthcare related services or benefits we offer.

14. To Your Personal Representatives. We may disclose your medical information to your personal representatives that are appointed by you or authorized by applicable law.

15. Inmates. If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official. We may release such information for purposes that include (1) providing you with healthcare; (2) protecting your health and safety or the health and safety of others; or (3) protecting the safety and security of the correctional institution.

USES AND DISCLOSURES FOR WHICH YOU HAVE AN OPPORTUNITY TO AGREE OR OBJECT:

1. Facilities/Patient Directories. We will include your name, location in our facility, and religious affiliation in our patient directory at your location for use by clergy and visitors who ask for you by name unless you object in whole or in part. The opportunity for you to agree or object may be given retroactively in emergency situations.

2. Individuals Involved In Your Care. We may disclose your medical information to a family member, friend or other person that you indicate is involved in your care or the payment for your healthcare, unless you object in whole or in part. We may also disclose your information to an entity assisting in disaster relief efforts so that your family can be notified of your condition, status, or location. The opportunity for you to agree or object may be given retroactively in emergency situations.

3. Fundraising. We may use or disclose your medical information to contact you in an effort to raise money for JCHCA. If you prefer not to receive such fundraising notices, you must notify our Privacy Officer in writing.

Your authorization is needed for other uses and disclosures. We will not use or disclose your medical information for any other purpose unless you give us written authorization to do so. If you give us written authorization to use or disclose your medical information for a purpose that is not described in this notice, then, in most cases, you may revoke it in writing at any time. Your revocation will be effective for all your medical information that we maintain, unless we have taken action in reliance on your authorization.
WHAT RIGHTS DO YOU HAVE REGARDING YOUR MEDICAL INFORMATION?

1. The Right to Request Additional Restrictions on Uses and Disclosures of Your Medical Information. You have the right to ask that we put additional restrictions on how we use and disclose your medical information by delivering the request in writing to our office. We are not required to grant the request.

2. The Right to Inspect and Copy Your Medical Information. You have the right to inspect and copy your medical information that we may use to make decisions about you. In limited circumstances, we are not required to grant the request.

3. The Right to Amend or Correct. If you feel that your medical information is incorrect or incomplete, you have the right to ask us to correct or amend the information. We will require that you submit the request in writing and explain your reasons for asking for an amendment. In some cases, we are not required to grant the request.

4. The Right to Request Confidential Communications. You have the right to request that we communicate with you about medical matters by a different means or at a different location than what we are currently doing. In limited circumstances, we are not required to grant the request. For example, you can ask that we only contact you at work or by mail.

5. Paper Copy of this Notice. You have the right to request and receive a paper copy of this notice (if you received it by email or on the internet) by making a request to our office.

6. The Right to an Accounting of Disclosures. You may request, in writing, an accounting of disclosures of your health information. An accounting will not include uses and disclosures for treatment, payment, or healthcare operations.

7. The Right to be Notified of a Breach. You have the right to be notified in the event that we, or a business associate, discover a breach of unsecured protected health information.

8. The Right to Restrict Disclosures to Health Plans. You have the right to request, in writing, that we restrict use and disclosure of your health information from your health insurance plan when you are going to pay out of pocket, in full, for items or services rendered at the time the service is rendered.

If you want to exercise any of these rights described in this notice, please contact our Privacy Officer. We will give you the necessary information and forms for you to complete and return to us. In some cases, we may charge you a nominal fee to carry out your request.

HOW TO FILE A COMPLAINT ABOUT OUR PRIVACY PRACTICES

If you think we may have violated your privacy rights, you may file a complaint with our Privacy Officer. The complaint must be in writing and addressed to:

Privacy Officer
P. O. Box 1050
Scottsboro, AL 35768

You may also send a written complaint to the Secretary of the Department of Health and Human Services. We will take no retaliatory action against you if you file a complaint about our privacy practices.

CONTACT OUR OFFICES

To request additional copies of this notice or to receive more information about our privacy practices or your rights, please contact our Privacy Officer at 256-218-3847. Additionally, if you need more information regarding our privacy practices or your rights, contact our privacy officer at the above number.
CHECK OUT MY HEALTH PORTAL

My Health Portal provides patients and their families with access to health information online at any time and from almost anywhere.

To get started, visit the My Health Portal page on our website: www.highlandsmedcenter.com

ENROLLMENT IS EASY
1. Prove email address upon admission
2. Access your e-mail for your one-time user name, password, and link to the Portal
3. Self enroll at highlandsmedcenter.com

EXPLORE THE PORTAL!
• Update Personal Information
• View and Request Appointments
• Review Your Results
• View Discharge Information
• See Your Visit History

OR CLICK: MY HEALTH PORTAL
Click Self-Enroll (must have medical record number)

User Name: ___________________________ Password: ___________________________

For assistance setting up your health portal please call 256-218-3766.
As a patient at Highlands Medical Center, you can expect to receive state-of-the-art medical care from dedicated and talented medical professionals. We will also need your help and involvement during your treatment. Here are some things you can do to help us care for you:

SPEAK UP
How You Can Help Us Care for You:

- Answer questions about your health and medical history completely and honestly. It is also important to provide us with accurate information about payment arrangements.
- Your doctor will explain to you your medical condition, the treatments that are available, and the benefits, risks, and possible results of the treatments. Sometimes this information can be hard to understand. Please ask questions to confirm which part of your body will be operated on.
- Notify your doctor or nurse if your condition changes or you experience pain.
- Carefully follow the treatment instructions given to you. If a family member will be helping you during your stay or at home, ask your doctor to explain the treatment and instructions to them too.

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your doctor, nurse, or other healthcare professional tells you.

Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right healthcare professionals. Do not assume anything.

- Tell your nurse or doctor if something does not seem right.
- Expect healthcare workers to introduce themselves. Look for their identification (ID) badges. If you do not know who the person is, ask for their ID.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections.
- Make sure your nurse or doctor checks your ID wristband and asks your name before he or she gives you your medicine or treatment.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.
- If you are in a private room, ask your advocate to stay with you, even overnight, when you are hospitalized. You may be able to rest better.
- Make sure this person understands the kind of care you want and respects your decisions.
- Your advocate should know who your healthcare proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your healthcare when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.
- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.
Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.

- Do not be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them.
- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.
- HMC requests that patients do not keep medications from home in their hospital room, and not to take any medicines that their healthcare providers do not know about.

PREVENTING INFECTIONS
Here are four easy things you can do to prevent infection:

1. Clean your hands.
   - Happy birthday to you! Wash your hands with soap and water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice.
   - If soap and water are not available, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
   - Clean your hands before touching or eating food.
   - Clean them after you use the bathroom, touch objects in the hospital room, or change a diaper.

2. Make sure healthcare providers clean their hands and wear gloves.
   - Doctors, nurses, and other healthcare providers come into contact with bacteria and viruses. So before they treat you, ask them if they’ve cleaned their hands.
   - Healthcare providers should wear clean gloves when they perform tasks such as taking blood, touching wounds or body fluids, or conducting an exam.

3. Cover your mouth and nose.
   Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more! Cover your mouth and nose to prevent the spread of infection to others.
   - Use a tissue and be sure to clean your hands after coughing or sneezing.
   - If you don’t have a tissue, cover your mouth and nose with the bend of your elbow.

4. Get shots to avoid disease and fight the spread of infection.
   Make sure that your vaccinations are current—even if you’re an adult. Check with your doctor about immunizations you may need.

VACCINATIONS ARE AVAILABLE TO PREVENT THESE DISEASES:
- Chicken pox
- Mumps
- Measles
- Tetanus
- Shingles
- Flu
- Diphtheria
- Hepatitis
- Meningitis
- Whooping cough (Pertussis)
- German measles (Rubella)
- Pneumonia (Streptococcus pneumoniae)
- Human papillomavirus (HPV)
PREVENTING FALLS
Many falls occur when patients try to get out of bed either to go to the bathroom or walk around the room by themselves. If you need to get out of bed:
• Use your call button to ask for help getting out of bed if you feel unsteady.
• Ask for help going to the bathroom, walking around the room, or to walk down hallways.
• Wear socks that are less likely to slide—or footwear.
• Lower the height of the bed and the side rails.
• At HMC, the bed alarm may be activated and sound on beds of patients at high risk for falls.
• Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish, or confused. Ask how to reduce these side effects or if you can take another medicine.

The Joint Commission is the largest healthcare accrediting body in the United States that promotes quality and safety. The Joint Commission is the source for the information in this Speak Up section.

Should your Primary Care Physician recommend a surgical procedure, give us a call.

Dr. Paul Avenel
Board Certified
General Surgeon
256-259-4817

Dr. Lawrence Herberholz
Board Certified
General Surgeon
256-259-0185

Some of the most common procedures performed are:
• Skin lesion excision and biopsies
• Stomach & digestive disorders
• Appendectomy
• Cholecystectomy
• Breast Biopsy
• Colonoscopy
• Hernia Repair
WHAT IS HOME HEALTH CARE?
Home Health Care is an extension of your doctor’s care and hospital services, provided to you in your home. Services may include: skilled nursing care, physical therapy, occupational therapy, speech therapy, and assistance with personal care.

Highlands nurses are trained in wound care, specializing in wound vac therapy.

CHOOSE HIGHLANDS HOME HEALTH
Although a physician referral is required to initiate home care services, the following people can help you make the necessary arrangements and provide you with further information:
• A hospital discharge planner
• Your physician’s office staff
• A medical social worker

Sometimes you just need a little extra help. Let Highlands Home Health help get you back to the important things in life.

Phone: 256-259-4840
Fax: 256-259-4830

www.highlandsmedcenter.com
HIGHLANDS SURGERY CENTER
Our center offers innovative techniques and procedures for surgery. For scheduling, call 256-218-3240. For further information on surgery services or if you have any questions, call 256-218-3743.

HIGHLANDS THERAPY CENTER
Services include physical, speech, and occupational therapy. Highlands Therapy Center offers these services while you are an inpatient, when you go home, and in our skilled nursing facilities. Wound care is also offered at Highlands Therapy Center. If you think you may need therapy, ask your nurse to contact Highlands Therapy Center for an evaluation, or call 256-218-3760.

HIGHLANDS AMBULANCE SERVICES
Serving Jackson County since 1992, we have stations in Scottsboro, Bridgeport, Pisgah, Skyline, and Bryant.

HIGHLANDS HEALTH & REHAB
Located on the campus of Highlands Medical Center, Highlands Health & Rehab is a 50-bed short- or long-term rehab center. You may call us at 256-218-3842 or visit our website at highlandshealthandrehab.com.

CUMBERLAND HEALTH & REHAB
This is a 100-bed short- or long-term rehab center, located in Bridgeport. Call 256-437-7267 for more information.

HIGHLANDS HOME HEALTH
When additional help is required at home, ask your doctor or social worker to contact Highlands Home Health. We treat patients in their home, allowing you to recover where you are most comfortable—at home. Call us at 256-259-4840 or visit our website at www.highlandshomehealthcare.com.

HIGHLANDS MATERNITY CENTER
This center provides one-on-one nursing care, so you always know your nurse and she knows your needs from the very beginning.

HIGHLANDS OCCUPATIONAL MEDICINE CENTER
We provide treatment of work-related injuries, pre-employment screening, and 24-hour on-site alcohol and drug testing. Call 256-259-4802 for a complete list of available services.

HIGHLANDS SLEEP DISORDERS CENTER
We are accredited by the American Academy of Sleep Medicine and diagnose a variety of sleep disorders, such as restless leg syndrome, insomnia, narcolepsy, parasomnias, periodic leg movement, and gastroesophageal reflux disease. To be evaluated, or for more information, call 256-218-3639.

SCOTTSBORO/NORTH JACKSON URGENT CARE
Urgent care is an option for patients whose primary care physician may not be available. These include injuries or illnesses that require immediate attention and are not in need of an ER visit. The urgent care centers do not require an appointment. The Scottsboro location is open 7 days a week, from 8:00 am-4:00 pm and can be reached at 256-259-4802. The North Jackson location is open Monday-Friday, 8:00 am-4:00 pm and can be reached at 256-437-1020.
We have a new security golf cart and parking transportation!

This will be added security for our parking lot and a new transportation offering.

Anyone needing assistance or transportation from the parking lot can call 256-609-1477.

Explore why aquatic therapy is beneficial to your recovery, and discover the diagnoses used to incorporate aquatic therapy.

Therapy Unlimited, Inc.
Physical, Vestibular and Aquatic Therapy

102 Micah Way Suite 1105 • Scottsboro, AL.
256-259-4440
PATIENT RIGHTS

At Highlands Medical Center, your healthcare is our primary concern. The patient’s rights and responsibilities pertain to all patients, including newborns, children, adolescents, and their parents and guardians.
PATIENTS HAVE A RIGHT TO:

1. Medically appropriate treatment without regard to race, ethnicity, color, sex, age, physical or mental disability, religion, culture, language, socioeconomic status, sexual orientation, gender identity or expression. If you do not speak or understand the English language, a reasonable attempt will be made to obtain an interpreter for you. The hospital bears no responsibility for the accuracy of any explanation provided to you by any interpreter.

2. Quality care provided in a considerate, respectful manner by competent personnel in a safe and secure environment. If for any reason, you are not satisfied with your care, please discuss your concerns with the patient representative at extension 3766. If you feel your complaint is not resolved, you may file a grievance with Highlands Medical Center. The patient representative will help you with this process.

3. Knowledge of the name of the physician who has chief responsibility for coordinating their care and the names and professional relationships of other physicians and non-physicians who will provide care and treatment.

4. Receive information from their physician about their illness, course of treatment, and prospects for recovery, in terms that they can understand. This includes interpretive and language translation services. It also includes the right to receive information when something goes wrong with their medical care.

5. Receive as much information about any proposed treatment or procedure as they may need in order to give informed consent or to refuse a course of treatment.

6. Participate actively in decisions regarding their medical care, to formulate advance directives and appoint a surrogate to make healthcare decisions on their behalf to the extent permitted by law, and this includes the right to refuse treatment.

7. Full consideration of privacy concerning their medical care program, to include case discussion, consultation, examination, treatment, communications, and records pertaining to their care.

8. Have someone listen to them and to receive reasonable responses to any reasonable request they should make for service, consistent with our obligations, policies, and moral beliefs.

9. Be advised if the hospital and/or personal physician proposes to engage in, or perform, human experimentation affecting their care or treatment.

10. Reasonable continuity of care. This includes the right to be informed by their physician, or a delegate of their physician, of continuing healthcare requirements following discharge from the hospital. This includes an up-to-date list of all your current medications.

11. Examine and receive an explanation of their bill, regardless of the source of payment.

12. Know the mechanism for the initiation, review and, when possible, the resolution of patient complaints concerning the quality of their care. If an individual has any concerns or complaints about patient care and safety in the hospital that the hospital has not addressed, he or she is encouraged to contact hospital management or Patient Care Representative. If concerns cannot be resolved through the hospital, the patient may contact the Joint Commission at the Joint Commission’s Office of Quality Monitoring at 1-800-994-6610 or by emailing complaint@jointcommission.org; Alabama Department of Public Health at 1-800-356-9596; or call KePro at 1-844-430-9504.

13. Know which hospital rules and policies apply to their conduct while a patient.

15. Have a family member or representative of their choice, and their own physician, notified promptly of their admission to the hospital.

16. Make decisions about who is, or is not, allowed to visit in their room. The hospital will not restrict, limit nor deny visitation privileges based on race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. The hospital does, however, reserve the right to restrict visitation in cases where the visitor’s presence infringes on other patients’ rights or safety, or if their presence is medically or therapeutically contraindicated.

**PATIENT RIGHTS**

**PATIENT RESPONSIBILITIES**

Patients have the responsibility to:

1. Provide acute and complete information concerning present complaints, past medical history, and other matters relating to their health.

2. Make it known whether they clearly comprehend the course of their medical treatment and what is expected of them.

3. Follow the treatment plan established by their physician, including the instructions of nurses and other health professionals, as they carry out the physician’s orders.

4. Keep appointments and notifying the medical center or physician when they are unable to do so.

5. Own their decisions and actions, should they refuse treatment or fail to follow their physician’s orders.

6. Assure that financial obligations relative to their care are fulfilled as promptly as possible.

7. Follow medical center policies and procedures.

8. Be considerate of the rights of other patients and healthcare personnel.

9. Be respectful of their personal property and that of other persons in the medical center.

10. Protect valuables they may choose to keep in the patient room. Patient and visitors are discouraged from keeping valuables in patient rooms. Highlands Medical Center will not be responsible for valuables that are misplaced or left during a patient’s stay.
HIGHLANDS MEDICAL CENTER

GROWING THROUGH PHYSICIANS

Dr. Christopher Clayton
Family Medicine
Highlands Family Medicine
Scottsboro
256.259.0061

Dr. Gabe Belue
Family Medicine
Highlands Family Medicine
Scottsboro
256.259.0061

Dr. Maggie Belue
Family Medicine
Highlands Family Medicine
Scottsboro
256.259.0061

Dr. Amanda Foshee
Family Medicine
Highlands Family Care
Dutton
256.657.2025

Dr. Hardin Coleman
Family Medicine
Jackson County Family Medicine
Scottsboro
256.259.5537

Dr. Durwood Hodges
Family Medicine
Hodges Clinic
Scottsboro
256.574.1566

Dr. Andrew Hodges
Internal Medicine
Hodges Clinic
Scottsboro
256.574.1566

Dr. Paul Avenel
General Surgeon
Highlands Surgical Services
Scottsboro
256.259.4817

Dr. Cassie Luke
Internal Medicine
Highlands Medical Center Hospitalist
256.259.4444

Dr. Lawrence Herberholz
Highlands Surgical Services
General Surgeon
Scottsboro
256.259.0185

highlandsmedcenter.com
256.218.3600
HOSPITALIST PROGRAM

The goal of the Hospitalist service is to deliver quality and efficient medical care and to communicate clearly with patients, their families, and their primary care physicians. The Hospitalist service focuses strictly on your care while you are in the hospital. This, in turn, makes your primary care physician more available to you in the office, rather than splitting time between the office and the hospital.
FAQS ABOUT HIGHLANDS MEDICAL CENTER’S PROGRAM

WHAT IS A HOSPITALIST?
A Hospitalist is a physician who focuses on caring for special needs of patients in the hospital. Hospitalists are focused on patients with numerous complex medical problems that require acute inpatient care. Because they concentrate on just the hospital, they are able to devote all their efforts to the care of these acutely ill patients.

WHY IS A HOSPITALIST SEEING ME?
Your primary care physician may have formed a partnership with the Hospitalists to better serve your medical needs, or you may not have chosen a primary care physician.

WILL I STILL SEE MY OWN PHYSICIAN?
Your primary care physician will continue to care for you outside the hospital. The Hospitalists will consult with and communicate with your primary care physician to better care for your overall needs. The Hospitalists are, in essence, your physician’s partners here in the hospital.

HOW SHOULD MY FAMILY AND I COMMUNICATE WITH THE HOSPITALIST?
The Hospitalists are focused on providing you with as much information as possible about the care you are receiving. They are your partners in care as much as your primary care physician. If you have any questions please ask.

WHAT HAPPENS TO ME AFTER I’M DISCHARGED?
You will go back to your primary care physician. If you have not yet selected a primary care physician, the Hospitalist Service will be glad to refer you to a physician in the community. Your Hospitalist will communicate with your primary care physician to keep them up-to-date about your hospital stay.

WHO WILL GIVE ME PRESCRIPTIONS FOR THE NEW MEDICATIONS STARTED IN THE HOSPITAL?
The Hospitalist will arrange for any prescriptions for any new medications.

I’VE LEFT THE HOSPITAL, AND I HAVE A PROBLEM. WHO DO I CALL?
The Hospitalist is responsible for your care while you are in the hospital. Once you have been discharged, please call your primary care physician.

Care will be overseen by a physician, but patients may also be seen by a Nurse Practitioner or a Physician Assistant.
With help from those who contribute to Highlands Foundation, we can better meet those needs through upgrades in technology, emergency medical equipment purchases, and facility improvements.

Highlands Foundation is a not-for-profit organization established to unite our community with our hospital, home health, rehabilitation, skilled nursing facilities, and ambulance services. We believe that the strength of our community lies in the ability to provide you with quality healthcare – close to home.

If you would like to donate, please contact us at 256-218-3360.