

# You're Our Guest

## PATIENT AND FAMILY GUIDE

### Difficult Decisions

Talk with your family now about Advance Directives. You are in charge of your future. Turn to page 12.

### Network Created For You

The TV in your patient room does more than you think. Ask your nurse about the GetWellNetwork or see guide on page 16.



Carolinas HealthCare System  
*Blue Ridge*

Welcome to Carolinas HealthCare System Blue Ridge. Since 1906, we have been taking care of patients in Burke and surrounding counties. Thank you for choosing your community hospital. We are honored that you and your physician have entrusted your care to us, as have generations before.

A board of directors made up of local citizen volunteers oversees Carolinas HealthCare System Blue Ridge. We are affiliated with Charlotte-based Atrium Health, previously Carolinas HealthCare System, one of the leading healthcare organizations in the Southeast.

Our medical technology is state-of-the art. Our facilities are modern, attractive and convenient. Our key services reflect the community's most widespread medical issues: heart disease, cancer, digestive diseases, bone and joint disease, diabetes and women's health. Physicians in more than 30 specialties serve on our medical staff, so you generally do not have to leave our community to find them.

We will do our best to anticipate your needs, but please let us know if there is anything we can do to make your visit more pleasant or address concerns you may have.

We look forward to being of service.

A handwritten signature in blue ink, reading "Kathy C. Bailey". The signature is fluid and cursive, with the first name "Kathy" being the most prominent.

Kathy C. Bailey,  
President & CEO  
Carolinas HealthCare System Blue Ridge

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# TELEPHONE DIRECTORY

Main Number .....	828-580-5000
Hospital Operator.....	0
Chaplain .....	828-580-5143
Customer Care Line.....	828-580-5599
GetWellNetwork (in room TV) .....	828-580-5976
Gift Shop .....	828-580-5480
Patient Accounts/Financial Counseling .....	828-580-5016
Security .....	828-580-5701

When calling a patient from outside the hospital, dial 580-2 + your room number. For example, if you are in room 517, your number will be 580-2517.

## Using The Phone In Your Room

### **Are you calling within the hospital?**

Just dial the last 4 digits of the number.

### **Are you calling out of the hospital?**

Dial 9 first to get an outside line.

### **Are you calling long-distance?**

1. Dial 9 to get outside line.
2. Dial 1 plus the area code and number and then enter the long-distance code.
3. You must get a long-distance code from your nurse.

# QUICK GUIDE TO YOUR STAY

Spiritual Care	Carolinas HealthCare System Blue Ridge chaplains visit people of all faiths. To get a chaplain to visit you, ask your nurse or call 828-580-5143. Your clergy may visit with you at any time. The interfaith chapel is on the lobby floor and is open 24 hours a day.
Flowers	Flowers are brought to your room by hospital volunteers. Flowers are not allowed in any critical care rooms or nurseries. Flowers must be in plastic vases if delivered to someone on the behavioral health floor.
Sending an E-Card	We provide a way to send cards electronically through our website. Please visit <a href="https://atriumhealth.org/for-patients-visitors/greeting-card">Atriumhealth.org/for-patients-visitors/Greeting-Card</a> and follow the instructions. Available cards include get well soon, thinking of you, congratulations – it’s a boy or it’s a girl. You may also include a personalized message.
The Atrium Café	The Atrium Café is on the lower level (LL). It offers organic meals, prepackaged meals, fresh salads and sandwiches. The café is open Monday through Friday from 7 a.m. to 7 p.m.
Internet Access	We offer free wireless internet access for your Wi-Fi devices. For access, choose AtriumHealthGuest.

Tobacco-Free Campus	<p>We are a tobacco-free campus to maintain a healthy, safe and clean environment. This means that no one may smoke or use smokeless tobacco products (chew or dip) in the hospital or on hospital grounds. Electronic cigarettes/vapor cigarettes also are not allowed. If you are a patient and would like to use a nicotine patch or gum, please ask your doctor or nurse.</p>
Language/ Translation Services for Deaf or Hard of Hearing	<p>We have translation services for many foreign languages. We can provide sign language interpreters for people who are deaf or hard of hearing. Please tell your nurse if you need any of these free services.</p>
Visitor Stickers	<p>Entry to the hospital is limited after 9 p.m. Visitors must use the Emergency room to gain entrance and will be issued a visitor sticker.</p>
Visiting Hours	<p>Patients can have visitors any time on most units. Patients also can choose to limit the hours or the number of visitors. For Critical Care units (CCU), ask the nurse when you may visit.</p>
Gift Shop	<p>The gift shop is in the lobby. The shop offers a variety of gifts, personal items, candy, books and flowers.</p> <p>Hours: Monday through Friday, 9 a.m. to 3 p.m.</p>
Vending Machines	<p>Vending machines are located throughout the hospital with the main one being near the front lobby and in some of the waiting rooms.</p>

## DURING YOUR STAY

### You Are Part of the Team

You are the center of your healthcare team.

We encourage you to:

- Ask questions
- Understand your treatment plan and medicines
- Talk with your doctors and nurses.

### Calling Your Nurse

Many of our nursing staff carry phones. Their numbers are written on the whiteboard in your room. You may call them directly at these numbers. You also may use the button at your bedside. This alerts the nurses' station that you need help.

At any time during your stay, you may speak with the administrative supervisor, who is a member of the leadership team. This person is on duty 24/7. You can reach the administrative supervisor by dialing 828-580-6211.

### Code Care - When You Need a Fast Response

#### What is Code Care?

Our team partners with you, your family and visitors to provide safe care. Code Care is a help line that patients and families may call if they are concerned or worried about their family member.

When to call Code Care:

- If you notice a change in the patient's condition that needs help right away.
- If you do not feel we are taking care of changes in the patient's condition.
- If you still have concerns even after speaking with a nurse or doctor, about how care is being given, managed or planned.



## Where can I call Code Care?

**Call 2273** from any phone in the hospital. This is a special line just for Code Care. The hospital operator will ask you:

- The patient's location (room number)
- The patient's name
- The reason for the call.

A hospital staff member will come within minutes of being called to help your nurse address your needs.

- From outside the hospital, dial 828-580-2273

## What to Bring to the Hospital

- Contact lenses
- Eyeglasses
- Hearing aids
- Dentures (in container with your name on it)
- Special items you use like a cane, walker or communication device
- Personal Items - If you forget to bring a personal care item (toothpaste, toothbrush, razor, etc.), please let us know. Several toiletry items are available to you with our compliments.

## What Not to Bring to the Hospital

- Jewelry, Watches
- Money, Checkbook, Credit cards
- Computer, Tablets, Phones
- Medicines from home unless directed by your doctor. All medicines you take while a patient at Carolinas HealthCare System Blue Ridge must be ordered by your doctor.

## Prevent Medication Errors

Don't be afraid to ask about your next dose, the name of the medicine and what it is for.

## Our Hospitalist Program

Your hospital treatment may be coordinated by a hospitalist, a physician who works primarily in hospital settings but rest assured they are working together for you. Hospitalists generally visit you once a day or more as necessary during your hospital stay. You may not see the same physician on the weekend as during the week.

Hospitalists can evaluate, treat or consult. Hospitalists work with your primary physician to update your information. Hospitalists do not treat you after you are discharged from the hospital. If you do not have a primary care physician, we can make a referral.

## STAY SAFE

### Fire Safety

We have fire drills. If you hear an alarm, stay where you are. If it is a real fire, hospital staff will help you, and visitors will be given instructions where to go. Please do not use the elevators during a fire drill or a real fire.

### Fighting Infections

The most important thing you can do to help prevent infections is to clean your hands. Make sure everyone who touches you cleans their hands, too. You can use alcohol-based hand cleaner or soap and water. You, and all your visitors, should clean hands:

- After touching objects or surfaces in the hospital room
- Before eating
- After using the restroom

## Handwashing

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song 2 times. Ask anyone who comes in your room to wash their hands or use sanitizer.

## Preventing Falls

Hospital patients of all ages fall because they are weak or unsteady on their feet. This can be due to illness, medical procedures or medicine. Falls also can happen because the patient has been sitting or lying down for too long. Help us keep you safe.

- Please do not get out of bed by yourself. Call your nurse for help getting out of bed.
- Keep items that you often use within easy reach.
- Do not walk in bare feet. Wear nonskid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital.
- Ask your nurse to show you how to walk with your IV pole or other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Do not step on the footrest.
- If you see a spill on the floor, report it at once.

## Checking Your Identification

We will always double-check your name and birth date to avoid errors. This will happen often as staff come in and out of your room. It may seem repetitive, but it ensures your safety.

# MAKING TOUGH DECISIONS

Carolinas HealthCare System Blue Ridge encourages you (if you are 18 or older) to have an “advance directive” for your healthcare. This means you tell us what to do and what not to do – a set of directions you give about the health care you want if you ever lose the ability to make decisions for yourself. We will ask you if you have an advance directive when you participate in services offered by Carolinas HealthCare System Blue Ridge. If so, we will make a copy for your medical record.

## Advance Directives

North Carolina has two ways for you to make a formal advance directive – a Living Will and Healthcare Power of Attorney. It is the policy of Carolinas HealthCare System Blue Ridge is to comply with North Carolina law about a person’s right to request a natural death.

## Living Wills

In North Carolina, a Living Will is a document that tells others that you want to die a natural death if you are diagnosed as terminally or incurably sick or are in a persistent vegetative state from which you will not recover. In a living will, you can direct your doctor not to use heroic treatments that will delay your dying, for example by using a breathing machine (“respirator” or “ventilator”), or to stop such treatments if they have been started.

## Healthcare Power of Attorney

In North Carolina, you can name a person to make medical care decisions for you if you later become unable to decide for yourself. This person is called your “healthcare agent.” In the legal document, you name who you want your agent to be. You can say what medical treatment you would want and what you would not want. You should choose someone you trust and discuss your wishes with the person before you put it in writing.

## **DNR and MOST**

You may also hear about a Do Not Resuscitate Order (DNR) or a Medical Scope of Treatment (MOST) order. These address end-of-life treatment options.

## **Creating an Advance Directive**

You must first follow several rules when you make a formal living will or health care power of attorney. These rules are to protect you and ensure that your wishes are clear to the doctor who may be asked to carry them out. Both the Living Will and the Healthcare Power of Attorney must be written and signed by you while you are still able to understand your condition and treatment choices and to make those choices known. Both types of advance directives must be witnessed by two qualified people and be notarized.

The hospital's Case Management workers or Chaplains can help you with questions concerning your Living Will and Health Care Power of Attorney documents. Notify your nurse if you need assistance or send a confidential message through the GetWellNetwork in your room. The Living Will and Health Care Power of Attorney documents are available at no charge to our patients.

## **Organ, Eye And Tissue Donation**

If you would like to be an organ, eye or tissue donor, share your decision with families and friends. In North Carolina, you can designate you are an organ donor on your NC driver's license. Carolinas HealthCare System Blue Ridge uses Life Share of the Carolinas. For more information, call 1-800-932-4483 or visit [donatelifenc.org](http://donatelifenc.org).



**NOTE: Due to COVID-19 the following visitor guidelines may be different than stated below. Please review the most recent guidelines at this link.**

## VISITOR GUIDELINES

Visitors are an important part of the care of our patients. To allow our patients to rest and be safe, all visitors must follow these guidelines:

- We strongly suggest no more than 2 visitors at a time
- In general care areas, visitors must be at least 12 years old
- In the CCU, all visitors younger than age 16 must check in with a nurse prior to visiting a patient
- Please be quiet. No loud noises.
- No one may visit with a cold, sore throat, pink eye, flu, vomiting, diarrhea, unexplained skin rash, open draining sores or any disease that could be given to someone.
- Look for no visiting and precaution signs before entering the room.
- Leave the room during care if asked.
- Put cell phones on silent or vibrate.

Carolinas HealthCare System Blue Ridge may limit or restrict visitors when needed for your safety such as during cold or flu season or infectious outbreaks in the community.

## FOR THE CAREGIVER

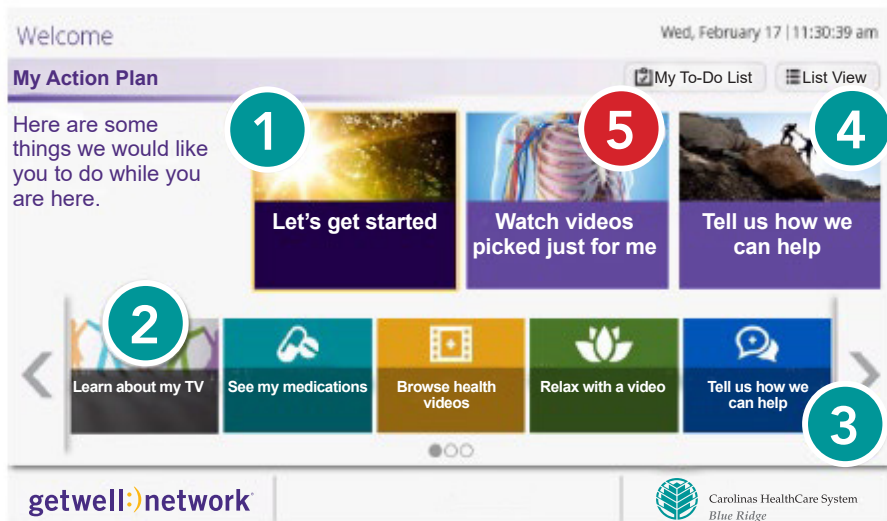
### Your Role as a Patient Advocate

While your loved one is in the hospital, who will speak up for him or her? You can be the person who will help the patient work with doctors, nurses and hospital staff. While you are making sure that your loved one's needs are met, do not ignore your own needs. Caregiving can be a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But time for yourself is important. Be sure to ask for help in caring for your loved one when you need to. Accept the offers of friends to help.

Find out more about how you can ease the stress of caregiving at [www.caregiver.org](http://www.caregiver.org).

# HOW TO USE YOUR TV

## GetWellNetwork



1

### Things you need to do

These three boxes are things we need you to do - like watch videos picked by your care team, tell us about your pain or tell us how we are doing.

2

### Learn about your TV

Click on this space to learn about each feature on your home screen.

3

### Patient favorites

Find the things you use most with just one click. Use the left and right arrows to see more options.

4

### Switch the list view

Click this button to see a different menu style.

5

### Health Videos

Click here to watch health videos picked just for you by your nurse or physician.



## How to Use Your Pillow Speaker



**Call your nurse**  
Nurse button (red with white cross)

**Pull up onscreen controls**  
Menu button (green)

**Move selection box among onscreen features**  
Directional pad (blue) and Select button (yellow)

**Select an onscreen option**  
Select button (yellow)

**Go to previous screen**  
Back button (purple)

**Go to Home Screen**  
Home button (purple)

**Go to Health videos**  
Health button (purple)

**Go to TV channels**  
TV button (purple)

**Go to internet**  
Web button (purple)

**Go to free movies**  
Movies button (purple)



Please note TV power can only be accessed using pillow speaker power button.

## How to Use Your Keyboard

**Menu** (purple button)  
Pull up onscreen controls

**TV** (purple button)  
Go to TV Channels

**Back** (purple button)  
Go to earlier screen

**?** (purple button)  
GetWellNetwork Help Desk for technical issues

**: Home** (purple button)  
Go directly to home screen



Move finger across scroll pad to move onscreen cursor.  
Tap the scroll pad to choose a feature.

## BEFORE YOU LEAVE

Our goal is to help you get and stay healthy. We will work with you to plan your care not only while you are in the hospital but after you are discharged. Use this checklist as a guide to talk with the care team to help you plan to get better.

### Discharge Summary:

- ☐ What is my diagnosis or main problem?
  - What is the cause?
  - What does it mean for my health?
- ☐ What concerns do I have about leaving the hospital?
- ☐ Where will I get care after I leave the hospital (such as Home Health, Rehab, or Skilled Nursing)?  
Do I have options?
- ☐ Do I have all the things I brought to the hospital?

### New Prescriptions:

- ☐ What new medications do I need to take when I get home?
- ☐ Where will I get my medicines?
- ☐ Check with your pharmacy to make sure any new prescriptions have been filled so you can pick them up.

### Support Services:

- ☐ Will I need medical equipment after I leave (oxygen, walker, crutches, breathing machine, etc.)?
- ☐ Will I need a caregiver to help me after I leave the hospital?
  - Does my caregiver understand what they need to do after I leave the hospital?

## Follow Up Instructions:

- ☐ Who can I call if I have questions after I leave the hospital (write down their name and number)?
- ☐ What problems should I watch out for and what do I do if they happen (signs, symptoms, pain level, etc.)?
- ☐ Are there any tasks I should know that require special skills (like organizing my pills, changing a bandage, or giving a shot)?
- ☐ What can I do to get better, so I don't have to come back to the hospital?
- ☐ What can I do and not do after I leave the hospital?
- ☐ What is my meal plan? What can I eat? What can I not eat?
- ☐ When can I drive again?
- ☐ When can I go back to work or school?
- ☐ What are my activity limits?





## Local Resources

Carolinas HealthCare System Blue Ridge has made finding help a little easier. **The Community Resource Hub** helps you find and connect with free and reduced cost services in our communities. Search for free or reduced cost services such as medical care, food, job training, and more. Together we can address social issues and support the lives of your community, empowering community members to take advantage of programs that can improve their overall health, wellness and happiness. Please visit our website:

### Community Resource Hub

[CarolinasHealthcareBlueRidge.org/community-resource-hub.html](https://CarolinasHealthcareBlueRidge.org/community-resource-hub.html)

### Other helpful links:

[acl.gov](https://acl.gov)

Caregiver resources from the Administration for Community Living

[caregiving.com](https://caregiving.com)

Online support groups and articles on caregiving

Eldercare Locator

800-677-1116 | [eldercare.acl.gov](https://eldercare.acl.gov)

Help with locating aging services throughout the U.S.

800-MEDICARE

[medicare.gov](https://medicare.gov)—then search for caregivers

Official U.S. government site for people with Medicare

National Alliance for Caregiving

[caregiving.org](https://caregiving.org)

Support for family caregivers and the professionals who serve them

Caregiver Action Network

202-454-3970

[caregiveractionnetwork.org](https://caregiveractionnetwork.org)

Support for caregivers of chronically ill, aged or disabled loved ones

# PATIENT RIGHTS AND RESPONSIBILITIES

You play an important part in your care and you have a say in your treatment choices. As a patient, you have rights as well as responsibilities during your stay. You have the right to medical and nursing services without discrimination based upon race, color, religion, culture, sex, sexual preference, language, national origin, physical or mental disability or source of payment. You also have the right to:

## Access to Care

- To good, quality care and high professional standards that are continually maintained and reviewed.
- To expect emergency procedures to be implemented without unnecessary delay.
- To receive help in obtaining consultation with another physician at your request and expense.
- To be transferred, when medically possible, to another facility only after you or your next of kin or other legally responsible representative has been provided complete information and an explanation. The facility to which you are to be transferred must first have accepted you as a patient for transfer.

## Know Your Plan of Care

- To receive full information in terms you understand concerning your diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not possible or medically advisable to give such information to you, the information shall be given on your behalf to a person you choose.
- To receive information about your continuing health care requirements after you leave the hospital.
- To appropriate assessment and management of pain, and to be told of potential limitations and possible side effects of pain treatments.

- To participate in your plan of care, including your inpatient treatment/care plan, outpatient treatment/care plan, discharge care plan, and pain management plan.
- To make informed decisions regarding your care. Your rights include being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate. Making informed decisions includes the development of their plan of care, medical and surgical interventions (e.g. deciding whether to sign a surgical consent), pain management, patient care issues and discharge planning.
- To formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- To be informed about the outcomes, including unanticipated outcomes.
- To participate in ethical issues regarding care including issues of conflict resolution, withholding resuscitative services and foregoing or withdrawal of life-sustaining treatment.

## Agree to Your Care

- To provide informed consent, except for emergencies, before any procedure or treatment, or both.
- To know if a physician is considering you as a part of a medical research program or donor program. (You may change your mind at any time.)
- To refuse any drugs, treatment or procedure, offered by the facility, to the extent permitted by law, and a physician shall inform you of your right to refuse any drugs, treatment or procedures and of the medical consequences of your refusal of any drugs, treatment or procedure.

## Dignity and Respect

- Be given respectful care by skilled personnel.
- To religious and other spiritual services.
- To have consideration of the psychosocial, spiritual and cultural variables that influence the perceptions of illness. You have the right to exercise cultural and spiritual beliefs that do not interfere with your or others' well-being or the planned course of medical therapy.

## Privacy

- To every consideration of your privacy concerning your own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
- To personal privacy. Privacy includes a right to respect, dignity, and comfort as well as privacy during personal hygiene activities (e.g. toileting, bathing, and dressing), during medical/nursing treatments, and when requested as appropriate. It also includes limiting release or disclosure of patient information such as patient's presence in facility, location in hospital, or personal information.
- To have all records pertaining to your medical care treated as confidential.

## Personal Safety and Comfort

- To not be awakened by hospital staff unless it is medically necessary.
- To be free from needless duplication of medical and nursing procedures.
- To medical and nursing treatment that avoids unnecessary physical and mental discomfort.
- To receive care in a safe setting. A safe setting includes environmental safety, infection control, security, protection of emotional health and safety, including respect, dignity, and comfort, as well as physical safety.



- To have respectful, responsive care at the end of life.
- To be free from all forms of abuse or harassment. That includes abuse, neglect, or harassment from staff, other patients, or visitors.
- To be free from seclusion and/or 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 have age-specific care equipment and environment available.
- To have personal, cultural, spiritual, and/or ethnic beliefs considered when dealing with pain management issues.

## Information

- Be given, upon request, the names of anyone on your care team.
- To all information contained in your medical records. Your access to medical records may be restricted by your attending physician. If the physician restricts your access to information in your medical record, the physician shall record the reasons in your medical record. Your designee may have access to the information in your medical records even if the attending physician restricts access to those records.
- To access, upon request, the information contained in medical records within a reasonable time.

## Communication

- To a qualified medical interpreter if you do not speak English or are hearing impaired at no cost, when necessary and possible.
- To have a family member or representative your choice and your own physician notified promptly of your admission to the hospital.



## Visitors

- To choose visitors who shall receive the same visitation privileges as your immediate family members, regardless of whether the visitors are legally related to you by blood or by marriage.
- To choose visitors you do not want to see including your immediate family.
- To have a family member, friend or other individual present with you for emotional support during your stay.

## Hospital Charges

- To examine and receive a detailed explanation of your bill.
- To full information and counseling on the availability of known financial resources for your health care.

## BILLING AND INSURANCE

### Bills for Your Hospital Stay

The hospital will send you a bill after your stay. This bill covers the cost of your room, your meals and 24-hour nursing care. It also covers lab tests, other tests, medicines, therapy and other hospital services.

The hospital also will send the bill to your insurance company. You are responsible for payment of your bill. Call customer service at 828-580-5016 for help.

### If You Do Not Have Health Insurance

Patients without health insurance will receive a discount off the total charges on all medically necessary services. This is applied automatically, and no action is needed by the patient. This program is available to all patients without insurance. You may need to set up payments for the remaining balance of your bill. Call the customer service phone number on the bill to speak with someone if you need help.

## Hospital Rules and Regulations

- To know what facility rules and regulations apply to your conduct as a patient.
- To access an individual or agency who is authorized to act on your behalf to assert or protect the rights set out in this Section.
- To be informed of your rights at the earliest possible time during your hospitalization.
- To have any concerns, complaints and grievances addressed. Sharing concerns, complaints and grievances will not compromise your care, treatment or services. If you have a concern, complaint, or grievance, you may contact your nurse, the nursing supervisor, or call the Patient Relations hotline Monday through Friday 8:30 a.m. to 5 p.m. at 828-580-5599. If your issues are not satisfactorily addressed while you are in the hospital, the investigation will continue. The intent is to provide you a letter outlining the findings within seven days.

If you choose to identify a concern, complaint, or grievance after discharge, you may call the Patient Relations hotline 828-580-5599 or write a letter to the Patient Relations Manager at Carolinas HealthCare System Blue Ridge, 2201 South Sterling Street, Morganton, NC 28655. The patient has the right to directly contact the North Carolina Department of Health and Human Services (State Survey Agency) or The Joint Commission.

### NC Division of Health Services

Regulation, Complaint Intake Unit

2711 Mail Service Center,

Raleigh, NC 27699

[www.ncdhhs.gov/dhsr/ciu/complaintintake.html](http://www.ncdhhs.gov/dhsr/ciu/complaintintake.html)

1-800-624-3004

### The Joint Commission

Email: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

1-800-994-6610

## Patient Responsibilities

You have the responsibility

- To provide correct and complete information about your medical history.
- To report changes in your condition or concerns about your care to the doctor or nurse taking care of you.
- To ask questions when you do not understand your care, treatment, and service or what they are expected to do.
- To follow care, treatment, and service plans that have been developed for you, and to be responsible for the outcomes if you do not follow the plan.
- To follow the hospital's rules and regulations.
- To be considerate of the hospital's staff and property, as well as other patients and their property.
- To promptly pay your bill.

To access the full legal document of patient rights and responsibilities, please visit our website at [CarolinasHealthCareBlueRidge.org](https://CarolinasHealthCareBlueRidge.org).

## Need Help with Your Medicaid or Financial Assistance?

Speak with your nurse about getting help. Someone from social services or financial counseling will talk with you. Or call Financial Counseling at 828-580-5090.



## Notice of Nondiscrimination and Accessibility

Carolinas HealthCare System Blue Ridge complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex. Carolinas HealthCare System Blue Ridge does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

### Carolinas HealthCare System Blue Ridge:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need Language Services, please call 828-580-5758.

If you believe that Carolinas HealthCare System Blue Ridge has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance. You can file a grievance in person or by mail, fax or email to:

Thomas L. Eure  
Senior VP of Corporate Services/ General Counsel  
2201 South Sterling Street, Morganton, NC 28655

Telephone: 828-580-5599 | Fax 828-580-4444  
thomas.eure@blueridgehealth.org

If you need help filing a grievance, Thomas L. Eure - Senior VP of Corporate Services/General Counsel, is available to help you.

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

US Department of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019 | TDD: 800-537-7697  
Complaint forms are available at|  
<http://www.hhs.gov/ocr/office/file/index.html>.



## Notes

[illegible]

Carolinas HealthCare System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

## Notices of nondiscrimination

If you do not speak English, language assistance services, free of charge, are available to you.  
Call 1-800-481-3289 (TTY: 1-800-735-8262).

### Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.  
Llame al 1-800-481-3289 (TTY: 1-800-735-8262).

### 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-481-3289 (TTY: 1-800-735-8262)。

### Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.  
Gọi số 1-800-481-3289 (TTY: 1-800-735-8262).

### 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.  
1-800-481-3289 (TTY: 1-800-735-8262) 번으로 전화해 주십시오.

### Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.  
Appelez le 1-800-481-3289 (ATS: 1-800-735-8262).

### العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-481-3289 (رقم هاتف الصم)

### Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj.  
Hu rau 1-800-481-3289 (TTY: 1-800-735-8262).

### Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.  
Звоните 1-800-481-3289 (телетайп: 1-800-735-8262).

## Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-481-3289 (TTY: 1-800-735-8262).

## ગુજરાતી Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.

ફોન કરો 1-800-481-3289 (TTY: 1-800-735-8262).

## ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។  
ចុះ ទូរស័ព្ទ 1-800-481-3289 (TTY: 1-800-735-8262)។

## Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-481-3289 (TTY: 1-800-735-8262).

## हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-481-3289

(TTY: 1-800-735-8262) पर कॉल करें।

## ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.

ໂທ 1-800-481-3289 (TTY: 1-800-735-8262).

## 日本語 (Japanese)

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-800-481-3289

(TTY: 1-800-735-8262) まで、お電話にてご連絡ください。



Carolina's HealthCare System  
*Blue Ridge*

Friends and Neighbors-Taking  
Care of Friends and Neighbors

[Carolina'sHealthCareBlueRidge.org](http://Carolina'sHealthCareBlueRidge.org)