



Welcome to *your* Medical Center

LEXINGTON MEDICAL CENTER

Welcome

It is our privilege to welcome you. Coming to a medical center can sometimes be stressful or overwhelming, so we'll try to do everything we can to make your visit as pleasant as possible. We hope this guide will give you the information you need during your visit. Inside, you'll learn about the roles of the different members of your health care team, services we offer at our Medical Center, and important telephone numbers. If you have other questions, please stop by one of our Information Desks or ask a caregiver. We'll be happy to help.

Through compassionate care, advanced technology and up-to-date treatments, we aim to provide you and your loved ones peace of mind in knowing you are receiving care that is among the best anywhere. Patients from around the world place their trust in us and come to Wake Forest Baptist Health for specialized care. Thank you for joining them and for choosing us.

Our Patient and Family Promise

We will:

Keep you safe.

Care for you.

Involve you and your family.

Respect you and your time.

Important Phone Numbers

Lexington Medical Center - Main **336-716-2011**

Emergency Department **336-238-4231**

Surgical Services **336-238-4185**

Family Waiting

Hospital Services

BestHealth® **336-713-2378**

Care Coordination **336-238-4547**

Chaplaincy **336-238-4560**

Help Desk **336-713-6111**

(for trouble connecting to the free
"WFUBMCGUEST" wireless internet network)

Infection Prevention **336-716-5821**

Language Services **336-238-4558**

Medical Records **336-238-4270**

Medical Park Pharmacy–Lexington **336-243-2428**

Patient Financial Counseling **336-716-3988 or
877-938-7497**

Patient and Family Relations **336-238-4558**

Security:

Non-emergency **336-716-3305**

Emergency **336-716-9111**

Volunteer Services **336-238-4558**

Dining

Wake Forest Baptist Health offers room service dining through our "At Your Request" program. You will find a menu in your room. After reviewing the food options, you can place your order in English by dialing 6-5700 from your room phone (from an outside phone, dial 336-716-5900) any time from 6:30 am to 7 pm. To order in any language other than English, dial 6-3663 (6-FOOD) or dial 336-716-3663 (336-716-FOOD) from an outside phone. The "At Your Request" service is also available for family members and guests for a fee of \$5.99, payable by credit or debit card only.

LiveWell Café

Breakfast 6:30–9:30 am

Lunch 11 am–2 pm

Dinner 4:30–6 pm

Banking

ATM Locations

- SECU / Cash Points: located in the Lexington Medical Center Emergency Department Lobby

Care Coordination

The Care Coordination Department includes case management nurses, social workers, utilization review nurses and support staff that are dedicated to working with patients, families and their care team during their hospital stay. We are focused on patients' physical, mental and emotional needs, as well as care-giving and family needs, in an effort to collaborate and coordinate a timely and appropriate transition of care from the acute to post-acute setting.

Chaplaincy and Pastoral Care

Addressing needs of the mind, body and spirit are integral components of caring for the total person at Lexington Medical Center. Our Chaplaincy Services Department is staffed with clinically trained, board-certified chaplain who incorporates all religions or spiritual belief systems, including individuals without a religious preference. Through empathetic listening and guidance, patients and families find support in times of crisis, complex decision making, issues of grief and loss, and coping with the change that comes with an illness. For assistance, you may call Chaplaincy at 336-238-4560.

Ethics Consultation

Today's health care choices can be complicated, and you or your family may need to make a difficult choice about your care. If this happens, you may want to get help in understanding your options and making a choice. Discussion with your medical team and with other health care professionals, such as social workers and chaplains, can often be helpful in these situations. Even after discussion, however, there may still be uncertainty and disagreement about what to do.

Another resource available at no extra cost to you is an ethics consultation provided by our Clinical Ethics Consultation Service. This resource is designed to help patients, families, surrogates and health care professionals examine moral questions that can arise in making health care decisions.

Our clinical ethics consultants can help to facilitate respectful discussion about treatment choices that includes the perspectives of everyone involved in your care. Within our group of ethics consultants are physicians, nurses, chaplains, ethicists, social workers and others who have practical experience in helping patients and families with difficult questions and decisions.

If you think you could benefit from an ethics consultation, or would like to request more information, please call Patient and Family Services at 336-713-4400.

Financial Assistance

Our Financial Counseling provide assistance on how to pay your bill and work with your insurance.

- For questions about your bill or to make a payment, call 336-716-3988 or 877-938-7497.
- If you would like to speak to a financial counselor or Medicaid Program specialist, call 336-716-0681. If you are asked to leave a message, please provide your name, date of birth, concern and return phone number. We will return all calls within 24–48 hours.
- If you need to drop off documents for processing, you can drop these off to the Financial Counseling Office located in the Main Entrance Lobby at Lexington Medical Center.

Patient Financial Counseling can be reached at 336-238-4545.

GetWell Network

We are always working to improve patient engagement and your experience while in the hospital. If you have an overnight stay, your nurse will introduce you to a tool connected through your TV called GetWell Network. We use this tool to provide patients with some health care education specific to their condition in hopes of improving patient outcomes and healing time. As your conditions may change or as you prepare for discharge, we will send you educational videos to watch throughout your stay. The videos are generally less than four minutes long. You may ask your nurse for assistance or clarification at any time.

In addition, the GetWell Network allows you to provide feedback about your stay. Please watch for pop-up questions and take a few moments to respond so we can address your needs and provide the best care possible.

Infection Prevention

We are committed of keeping you safe. While we do our best to provide you with a safe and clean environment, you can also help us keep you safe. Here are a few tips:

- Washing your hands is the best way to prevent infections.
- Isolation precautions (such as gloves, gowns and/or masks) can protect everyone and help stop the spread of germs.
- Ask family or friends to clean their hands when visiting you to avoid spreading germs. They should not visit if they are sick or have had nausea, vomiting, diarrhea, fever, an uncontrolled cough or a rash within three days of their visit.

Language Services

Qualified spoken-language interpreters are available 24 hours a day, seven days a week, at no cost to our patients and their families who are limited or non-English speaking.

Patients with Special Needs

The Americans with Disabilities Act (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Wake Forest Baptist Health works to ensure equality in health care by providing the following services, upon request, for our patients and families with special needs:

- Qualified sign-language interpreters
- Telecommunication Devices for the Deaf (TDD/TTY)
- Hearing amplification devices
- Communication boards
- Closed-captioned television
- Translation services for written documents

Your health care provider can assist you in obtaining language services if needed.

Medical Records

You have the right to inspect, review and receive a copy of your medical records. To obtain a copy of your medical records, please visit the Medical Records office, located in the main entrance lobby or call 336-238-4270.

Pain Management

No one likes pain, yet pain is a normal part of life, especially after surgery and with certain medical conditions. We are committed to working with you to create a pain relief plan during your admission. It is important for you to be engaged in your care and to actively participate in pain management techniques.

Parking

Parking on the Lexington Medical Center campus is free of charge. There are several patient entrances across the facility.

- When visiting patient rooms, please park in the front parking lots located near the main entrance at 250 Hospital Drive.
- When bringing a patient for an outpatient procedure, please park near the Outpatient Center located off of Emergency Drive.
- When bringing a patient for an emergency, please park in the Emergency Department parking area off of Emergency Drive.

Security Escorts

A free Security escort service is provided by the Security Department 24 hours a day. If you are going to your vehicle and would like an escort, please contact the Security Department at 336-716-3305.

Patient and Family Relations

We are privileged to have the opportunity to partner with you and your family to provide the highest quality of care during your stay at Wake Forest Baptist Health. In our culture of patient- and family-centered care, your health care needs and satisfaction are of utmost importance to us. For any grievances or concerns regarding the quality of care you received, we encourage you to discuss this with your provider. You may also contact the Department of Patient and Family Relations for assistance.

Patient Safety

Wake Forest Baptist Health is committed to keeping you safe. Everyone who wears a Wake Forest Baptist Health badge is part of our safety team. We invite you to be a part of our safety team as well.

- Participate in all decisions about your treatment.
- Speak up if you have questions or concerns. If you don't understand, ask again.
- Pay attention to your care. Always make sure you are getting the right treatment and medicines.
- Learn more about your illness and treatment.
- Know what medications you are taking and why.

Pharmacy

Medical Park Pharmacy–Lexington

Medical Park Pharmacy is conveniently located across the street from Wake Forest Baptist Health Lexington Medical Center. We offer a drive-thru window and accept most prescription insurance including Medicare, Medicaid, Blue Cross Blue Shield, State Health Plan, as well as private pay.

Monday - Friday 9 am – 6 pm
Saturday..... 9 am – 1 pm

You may call Medical Park Pharmacy at 336-243-2428.

Leaving the Medical Center: Your Discharge Plan

After an illness, leaving the hospital is your next step toward recovery. Depending on your condition, you may be going home or to another facility for further care. Before you go, it is a good idea to create a list of things you will need once you leave. This is called a discharge plan. Your Care Coordination team will work on this plan with you and your family or friends. This plan can help you get the right care after you leave and prevent a return trip to the hospital. Follow-up instructions may include continued care through other services such as:

- Establishing a primary care physician. Please call 336-716-WAKE (9253).
- Rehabilitation Services such as physical, occupational or speech therapies, or cardiopulmonary rehabilitation. Please call 336-238-4776 to schedule an appointment.
- Diabetes prevention and management through Diabetes Education Services –Lexington. Please call 336-238-4408.

Upon discharge, please make sure you gather all of your belongings.

Security

Weapons of any kind (including firearms) are not permitted in Wake Forest Baptist Health facilities. If you have inadvertently brought a weapon/firearm onto Wake Forest Baptist Health property and cannot arrange for its removal, please contact Security Services at 336-238-4048 to arrange for safe keeping.

Patient Belongings

Wake Forest Baptist Health is not responsible for patient belongings and valuables. Bring only those items necessary during your stay.

Tobacco-Free

Wake Forest Baptist Health facilities are all tobacco-free. For the health of our patients, families and employees, please do not smoke on any properties, including in the parking areas. Call Quitline NC at 1-800-QUIT NOW (1-800-784-8669) for free assistance in quitting tobacco use.

Service Animals

Wake Forest Baptist Health is dedicated to being equally accessible to all of our patients and families. This includes opening our facilities to service animals that assist individuals, in compliance with the Americans with Disabilities Act (ADA) and North Carolina law.

Television/Cable

A television is provided in each patient room with the remote control located inside the bedside rails. A television guide is available in each patient room.

Transportation

The Davidson County Transportation System (DCTS) has four routes serving Lexington, Thomasville and Davidson County Community College. Two bus stops are located on the Lexington Medical Center campus.

Monday–Friday 6 am–6 pm

For information, call 336-883-7278.

Advance Directives

What Are Advance Directives?

Thinking about your health care wishes and letting your loved ones know what kind of care you would like if you become seriously ill can help you receive the care you want.

Advance directives are plans that you can make to guide your future health care. This section will answer some common questions about advance directives. If you want to learn more or would like to complete an advance directive, please ask your nurse for assistance.

The three kinds of health care directives you can prepare in advance are:

- Living will
- Health care power of attorney
- Advance instruction for mental health treatment

We will ask you if you have an advance directive each time you are admitted to the hospital. In order for your advance directive(s) to be carried out as you wish, it is best to give us a copy to put in your current medical record. If you did not bring your copy with you, someone can bring it to us, or you can fill out a new one. Your doctor or nurse may also ask if you want to name someone to make health care decisions for you if you become too ill to make those decisions.

What Are My Rights?

Who makes decisions about my health care?

If you are age 18 or older and able to express your wishes, you have the right to make decisions about your health care. If you have any questions about a treatment or procedure, ask your physician or nurse. You have the right to accept or refuse treatments.

Must I have an advance directive, and what happens if I don't?

You do not have to have an advance directive. If you are unable to make your health care decisions, your doctor will ask another person (usually your spouse, adult children, parents or siblings) to make decisions for you. If you want a specific person to make the decisions, you can appoint that person to make those decisions as your health care agent by completing an advance directive called a health care power of attorney.

The Different Kinds of Advance Directives

Living Will

A living will is a document that lets you state your desire not to receive life-prolonging measures if you develop certain medical conditions. This document takes effect only if you have lost the ability to express your wishes. It is called a living will because it takes effect while you are alive, and it applies only to health care decisions. Under North Carolina law, a living will enables you to tell others (including your medical team and your family) that you do not want to receive life-prolonging treatments if:

- You have a terminal illness that will result in death in a short time.
- You are unconscious and doctors have determined that you will not wake up.
- You have advanced dementia or other substantial loss of mental function.

Health Care Power of Attorney

In North Carolina, you can name a person to make health care decisions for you if you have lost the ability to make them yourself. In this document, you name the person you want to be your health care agent.

How should I choose a health care agent?

You should choose someone you trust to express your desire for medical treatment. Choose a person who:

- Knows you well, cares about you and understands your condition and your wishes (what treatments you would want and not want).
- Can be reached easily by the medical team (in person or by phone).
- Is willing to express your treatment wishes to the medical team and to your loved ones, even if those wishes might be different from what the team would choose for you.
- Understands the duties and responsibilities of being a health care agent and has agreed to take on this role.

Advance Instruction for Mental Health Treatment

In North Carolina, this document instructs others about types of mental health treatments you do or do not want in case you are not able to make treatment decisions. Mental health treatments you might choose to receive or refuse include:

- ECT (electroconvulsive therapy)
- Medicines that alter the mind, such as tranquilizers
- Admission to a facility for treatment of mental illness

Advance Directives (continued)

How Do I Make An Advance Directive?

You should follow a few rules when you make an advance directive. These rules can protect you and enable your doctors and other health care providers to carry out your wishes. Advance directives must be written and signed by you while you are able to understand your choices and make those choices known. In North Carolina, each advance directive should be witnessed by two people (unrelated to you and not a member of your health care team) and be notarized.

Are there forms I can use to make an advance directive?

Yes, you can get advance directive forms through hospital chaplains, at hospital nursing stations or online at www.gotplans123.org/forms.

When does an advance directive go into effect?

The living will goes into effect when you are not able to make health care choices in situations such as these:

- You have a terminal illness that will result in death in a short time.
- You are unconscious and doctors have determined that you will not wake up.
- You have advanced dementia or other substantial loss of mental function.

The health care power of attorney and advance instruction for mental health treatment go into effect when you are unable to make or communicate health care decisions for yourself.

What happens if I change my mind?

You can cancel any advance directive by destroying all copies. Please remember to tell your doctor. You can change any advance directive by signing another one or by telling your doctor and your health care agent.

With whom should I discuss an advance directive?

It is a good idea to discuss your health care wishes, including any advance directives you have prepared, with those closest to you and with your doctor. Your doctor or another health care provider can answer medical questions. A lawyer can answer legal questions. Some people also discuss their health care preferences with clergy or other trusted advisers.

Where should I keep my advance directives?

Keep a copy of each advance directive in a safe place where your family can get to it. It is important that your health care agent knows the exact location of your original documents. Give copies to your health care agent, your doctor, your loved ones, other health care providers and any close friends who might be asked about your care should you not be able to make decisions. Keep track of who receives copies in case you decide to update your documents.

What if I have an advance directive from another state?

If you have a health care power of attorney or living will that meets legal requirements in another state, you can use it in North Carolina. If you live in North Carolina, you may want to complete an advance directive that meets North Carolina's legal requirements.

Where can I get more information?

If you would like more information about advance directives, please ask your nurse for assistance.

Notice of Non-Discrimination and Accessibility Services

Discrimination is Against the Law

Wake Forest Baptist Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Wake Forest Baptist does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Wake Forest Baptist Health 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)

Wake Forest Baptist Health provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you believe that Wake Forest Baptist Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you may file a grievance.

How to file a grievance: You may file a grievance in person, by mail or email. If you need help filing a grievance, our Patient and Family Relations department is available to help you.

Mail: Wake Forest Baptist Medical Center
Attention: Patient and Family Relations
Medical Center Boulevard
Winston Salem, NC 27157
Telephone: 1-336-713-2273
TTY: 1-336-713-2279

Email: patientrelations@wakehealth.edu

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

Mail: U.S. Dept. of Health and
Human Services
200 Independence Ave., SW Room 509F,
HHH Building, Washington, D.C. 20201

Online: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Telephone: 1-800-368-1019, or
800-537-7697 (TDD)

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-336-713-2271 (TTY: 1-336-713-2279).

Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-336-713-2271 (TTY: 1-336-713-2279).

中文

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 1-336-713-2271 (TTY: 1-336-713-2279)。

tiếng việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
Gọi số 1-336-713-2271 (TTY: 1-336-713-2279).

한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-336-713-2271 (TTY: 1-336-713-2279) 번으로 전화해 주십시오.

Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-336-713-2271 (ATS : 1-336-713-2279).

هَيَّ بَرَعَا

تامدخ نإف، بىبىرغلل غللىل شىدحتت نىك اذى: مظلوح لم
مقرب لىصتا. اناچم لابل كل رفلاوتى وىغللىل دىعاسم
بىبىل كلل قىربم لى. 1-336-713-2271
1-336-713-2279.

Hmoob

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-336-713-2271 (TTY: 1-336-713-2279).

Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-336-713-2271 (телетайп: 1-336-713-2279).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-336-713-2271 (TTY: 1-336-713-2279).

ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નીચેલું ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-336-713-2271 (TTY: 1-336-713-2279).

ភាសាខ្មែរ

ចំណុច៖ បច្ចុប្បន្នសម្រេចលើការអនុវត្តន៍យ៉ាងយឺតយ៉ាវ ដាក់វាសាខាខ្វះខាត សំរាប់ការអនុវត្តន៍ជំនួយ ផ្សេងៗក្នុងការសាងសង់ផ្ទះជួលដំបូងសម្រាប់ប្រជាជន លើកអនុវត្តន៍ដោយមិនគិតថ្លៃលើវា សម្រាប់ ទំនាក់ទំនងជាមួយរដ្ឋបាល៖លេខ៖ 1-336-713-2271 (TTY: 1-336-713-2279)។

Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen,
stehen Ihnen kostenlos sprachliche
Hilfsdienstleistungen zur Verfügung.
Rufnummer: 1-336-713-2271
(TTY: 1-336-713-2279).

हन्दिदी

ध्यान दें: यदि आप हनिदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-336-713-2271 (TTY: 1-336-713-2279) पर कॉल करें।

ສາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການ
ຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້
ທ່ານ. ໂທຣ
1-336-713-2271 (TTY: 1-336-713-2279).

日本語

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。
1-336-713-2271 (TTY: 1-336-713-2279)
まで、お電話にてご連絡ください。

Your Rights and Responsibilities

Patient's Bill of Rights

As a patient, you have the right:

- a. to have cultural, personal values, spirituality, beliefs and preferences respected;
- b. to considerate and respectful care given by competent personnel with regard to personal dignity and that contributes to a positive self-image;
- c. to quality care and professional standards that are continually maintained and evaluated;
- d. to have impartial access to the resources of the facility indicated for your care without regard to race, ethnicity, religion, culture, language, socio economic status, functional status, physical or mental disability, age, sex, sexual orientation, gender identity, gender expression or source of payment;
- e. to receive information in a manner you can understand; qualified spoken and sign language interpreters and communication assistive devices will be provided by Language Services as needed at no cost;
- f. to hear from your physician a full explanation when there is an unanticipated outcome of care, treatment and services; and to expect that subsequent required reporting and analysis will occur as well as any applicable financial considerations;
- g. to be informed of the facility rules and regulations that apply to your conduct as a patient and to receive materials in advance of furnishing or discontinuing care whenever possible regarding hospital rules and regulations, patient's rights and complaint/grievance mechanisms;
- h. to be given the name of the physician or other practitioner(s) who have primary responsibility and/or will provide your care, treatment or services;
- i. to be informed about the potential benefits/outcomes; general nature, risks and alternative of any care, treatments, and services prescribed for you so that you or your authorized representative can participate in current and future

- health care decisions and give informed consent prior to the event, except for emergencies;
- j. to expect emergency procedures to be implemented without unnecessary delay;
- k. to, in collaboration with your physician, caregivers and family as desired, make decisions involving your health care and participate in the development and implementation of your plan of care including the right to refuse treatment including forgoing or withdrawing life sustaining treatment or withholding resuscitative services to the extent permitted by law and to be informed of the medical consequences of this action;
- l. to be provided education about pain and pain management measures including pharmacological and non-pharmacological interventions for pain management; a concerned staff committed to pain prevention and management; a staff that believes your reports of pain and who will respond promptly to your reports of pain; and pain management that will be regularly reassessed and modified to achieve optimal pain control;
- m. to not be awakened by hospital staff unless medically necessary and to medical and nursing treatment that avoids unnecessary physical and mental discomfort and needless duplication;
- n. to be provided access to spiritual care in a manner consistent with your faith and religious tradition;
- o. to assistance in obtaining consultation with another physician at your request and expense;
- p. to expect your personal privacy to be respected, consistent with the care prescribed for you and to expect all communications, video recordings and images pertaining to your care to be kept confidential in accordance to HIPAA and other regulatory guidance;
- q. to request a discharge planner; and to expect that the facility will provide a mechanism whereby you are informed upon discharge of your continuing health care requirements

- following discharge and the possible means for meeting them;
- r. when medically permissible, to be transferred to another facility only after you have been given complete information and explanation concerning the needs for and alternatives and risks to such transfer;
- s. to be given the benefit of participation in clinical training programs offered by the institution;
- t. to be informed of any human experimentation research or donor programs the hospital may propose which would affect your care or treatment so that you or your authorized representative can give consent prior to the event; refusal to participate will not jeopardize access to care and treatment not related to research;
- u. to examine and receive an explanation of your bill, regardless of source of payment and to identify available financial information;
- v. to participate in the consideration of ethical issues that arise in your care and to formulate advance directives; Wake Forest Baptist Health will respect your advance health care directives. Complaints related to advance directive requirements may be filed with the state survey and certification agency;
- w. to expect your rights and responsibilities to be extended to your authorized representative if you are unable to act on your own behalf;
- x. to speak with your physician or nurse or to contact Patient and Family Relations for assistance in the resolution of any concerns or complaints you have regarding your care; grievances (written or verbal) may be filed with Patient and Family Relations. Information regarding how to lodge a grievance with governing state agencies and The Joint Commission is noted below and also available in Patient and Family Relations;
- y. upon request, to have a family member/representative of your choice and your own physician notified promptly of your admission to the facility;

- z. to receive visitors whom you designate including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend. Visitation privileges will not be restricted/limited on the basis of race, color, national origin, religion, sex, gender identity, gender expression, sexual orientation or disability. You may withdraw or deny such consent at any time;
- aa. to not be denied access to an individual or agency who is authorized to act on your behalf or assert or protect your rights;
- bb. to receive care in a safe setting and be free from all forms of neglect, exploitation, harassment and all types of abuse;
- cc. to be free from restraints of any form that are not medically necessary or are used as a means for coercion, discipline, convenience or retaliation by staff;
- dd. upon request, have access to, request amendment to, and obtain information on disclosures of your health information in accordance with applicable laws and regulations. The Medical Center's Notice of Privacy Practices provides information about these rights, including limitations on them. The Medical Center's Privacy office may also be contacted for information; and
- ee. to access protective and advocacy services.

Patient's Responsibilities

As a patient, you in turn have the responsibility:

- a. to know and follow hospital rules and regulations;
- b. to give cooperation and to follow the care for which you have given consent and which was prescribed or recommended for you by your physician, nurse or allied health professional;
- c. to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications and other matters relating to your health; and to report any perceived risks in your care and any unexpected changes in your condition;
- d. to follow the care, treatment and service plan developed and to express any concerns about your ability to follow the proposed care plan or course of care, treatment and services;
- e. to support mutual consideration and respect by maintaining civil language and conduct in interactions with all staff and care providers;
- f. to have your treatment plan adapted to your specific needs and limitations; and if such adaptations are not recommended, you and your family will be informed of the consequences of the care, treatment and service alternatives and not following the proposed course;
- g. to accept the outcomes of not following the care, treatment and service plan;
- h. to notify your physician or the nurse manager of the unit if you do not understand what you are expected to do or have questions regarding your care, treatment or service;
- i. to let the nurse manager and your family know if you feel you are receiving too many outside visitors;
- j. to ask your doctor or nurse what to expect regarding pain and pain management; to discuss pain relief options with your doctors and nurses and to work with your doctor and nurse to develop a pain management plan; to ask for pain relief when pain first begins; to help your doctor and nurse assess your pain; to tell your doctor or nurse if your pain is not relieved; and to tell your doctor or nurse about any worries you have about taking pain medication;
- k. to respect the privacy of your roommate;
- l. to accept your financial obligations associated with your care;
- m. to advise the charge nurse, physician or Patient and Family Relations of any dissatisfaction you may have in regard to your care at the hospital;

- n. to be considerate of the rights of other patients and Medical Center personnel and to assist in the control of noise, smoking and the number of visitors you receive; and
- o. to speak up and ask questions of your physician, nurse or any other hospital staff member if you are confronted with something you do not understand.

If you need additional assistance with any problem or concern, Patient and Family Relations stands ready to help you at 336-998-2733. Presentation of a complaint will in no way compromise your future access to care. Patient safety concerns can be reported to The Joint Commission:

- at www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website
- by fax to **630-792-5636**
- by mail to:
Office of Quality and Patient Safety, The Joint Commission,
One Renaissance Boulevard,
Oakbrook Terrace, IL 60181

You may contact Disability Rights North Carolina at 2626 Glenwood Ave., Ste. 550, Raleigh, NC 27608 or toll-free 1-877-235-4210.

You may file a grievance with the Division of Health Service Regulation at 2711 Mail Service Center, Raleigh, NC 27609-2711 or telephone 1-800-624-3004.



Some video and photos were shot prior to the COVID-19 pandemic. Since that time, all patients, faculty and staff are required to wear masks at Wake Forest Baptist Health facilities.

Wake Forest Baptist Lexington Medical Center adheres to the Wake Forest Baptist Health Code of Conduct which affirms the ethical, compliance and moral standards of the organization. The code gives ethical guidance to the organization's business practices and helps to assure patients, families, staff and the community that services are provided in accordance with the highest ethical standards. The code addresses activities related to marketing, admissions, transfers, discharges and billing to promote fair and consistent treatment of all of our patients and workforce members. In addition, patients are assured that we are committed to providing quality care and respecting the rights of our patients. For patient care-related needs or concerns, please contact Patient and Family Relations. For compliance-related questions or concerns, please see the WFBH Audit and Compliance Office website at www.wakehealth.edu/About-Us/Audit-and-Compliance-Office for contact information and reporting options.