



# Patient Handbook

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Good Health Starts Here

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# Welcome to Civista Medical Center

Our goal is to provide the best medical care to you in a safe, comfortable and healing environment. This guide should answer many questions you may have about the care you will receive while at Civista Medical Center. Having the appropriate information you need can ease concerns you may have about being hospitalized and acquaint you with a few of our many programs and services.

If you have questions about any aspect of your care, please be sure to ask your nurse, therapist, or physician. As partners in the care of your health, our team of health professionals is working on your behalf throughout your stay. Regardless of who the individuals are or what their jobs may be, our employees are dedicated to providing you with the best care.

Civista Medical Center is fully licensed and accredited, but beyond that, we are your community hospital, and are proud of the personalized care we provide and the hospitality for which we are known.

Best wishes for your improved health,

**Christine M. Stefanides, RN, FACHE**

*President and Chief Executive Officer*

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# About Civista

**Good Health Starts Here.** Welcome to Civista Medical Center.

We are dedicated to providing nothing less than the very best care to each patient, in a safe, caring, and family-centered environment. Care is the factor that differentiates Civista: Our people are what set us apart.

A brand new building, major investment in new technology, and a renewed commitment to exceptional care make Civista the starting point for quality medical care in southern Maryland.

## OUR COMMUNITY, OUR HOSPITAL, OUR FUTURE TOGETHER

Civista Health System is a regional, not-for-profit, integrated health system serving Charles County and the surrounding areas of southern Maryland. We constantly reinvest resources into the community with innovative technology, community health education, and care for the poor.

Our goal is to make Civista the preeminent healthcare provider for our community. We wish to provide the most enhanced facilities, technology, and equipment for our patients. We endlessly strive to maintain an excellent record of quality care and patient safety; to provide consistent, highly responsive emergency services; to create and maintain a highly skilled workforce and excellent physician partners; and to generate financial health to facilitate re-investment in our facility and community.

## CIVISTA'S HISTORY:

In 1939, Physician's Memorial Hospital opened to provide care for the citizens of Charles County, Maryland in response to a devastating tornado. In 1963, having outgrown its location, the hospital opened its new facility on East Charles Street in downtown La Plata.

As the hospital grew and offered more services, we became a regional integrated health system and needed a name that would represent all of our system entities. In 1998 we became "Civista," formed from the words "civic" and "vista," to reflect both our mission of community service and our continuing goals for the future.

In 2008, Civista completed expansion of the medical center, doubling the size of the facility, and vastly increasing services and capacity. We continue our mission as a not-for-profit organization, bringing the finest in technology and personal care to Charles County and all the citizens of southern Maryland. Good Health Starts Here.

# Phone Directory

When calling a department from within the medical center, simply dial the last four digits of the phone number.

Billing/Patient Accounts: .....(301) 609-4400	Notary Services: ..... (301) 609-4000
Birthing Center: .....(301) 609-4162	Nutritional/Menu Services: ..... (301) 609-4330
Cardiac Department: ..... (301) 609-4278	Pastoral Care Services: ..... (301) 609-4189
Discharge Planning: .....(301) 609-4189	Patient Information: ..... (301) 609-4200
Community Education: .....(888) 332-4847	Patient Registration: ..... (301) 609-4280
Emergency Department: .....(301) 609-4160	Pulmonary Department: ..... (301) 609-4278
Financial Counseling: ..... (301) 609- 4075	Physician Referral: ..... (888) 332-4847
Gift Shop/Snack Bar: .....(301) 609-4348	Quality Management: ..... (301) 609-4310
Human Resources: .....(301) 609-4444	Radiology Services: ..... (301) 609-4170
Information Desk: .....(301) 609-4200	Rehabilitation Services: ..... (301) 609-4290
Laboratory Services: .....(301) 609-4270	Safety and Security: ..... (301) 609-4289
Medical Center Main Number: .....(301) 609-4000	Sleep Lab: ..... (800) 264-1487
Medical Center, Toll Free: ..... (800) 422-8585	

# Patient Rights & Responsibilities

## YOUR RIGHTS AS A PATIENT AT CIVISTA

*As a patient at Civista Medical Center, you have the right to:*

- Reasonable access to care, treatment and services within the hospital's capacity, its stated mission, and the laws and regulations of the state of Maryland.
- The right to patient care that recognizes the patient is an individual, with unique psychosocial needs, and spiritual and cultural beliefs.
- Care that optimizes your comfort and dignity if you are terminally ill.
- Accept medical care or refuse treatment, to the extent permitted by law, and to be informed of the medical consequences of refusal.
- Formulate advance directives, including the right to designate a representative to make health care decisions on your behalf.
- Information necessary to enable you to make treatment decisions that reflect your wishes.
- Information about pain and pain management measures. Patients can expect health professionals who are committed to pain prevention, respond quickly to reports of pain, and have access and knowledge of equipment and/or procedures for pain management.
- Information, upon admission, about the hospital's policy on patient rights, patient complaints, patient privacy, and quality of care.
- Participate in the consideration of ethical issues that may arise. Most frequently, this occurs within the context of the patient-physician relationship.
- Be informed of, and to refuse experimental treatment, therapies and medication.
- Visual and auditory privacy during examination and treatment, including the opportunity to request a transfer to a different room if another patient or a visitor in the room is unreasonably disturbing.
- Confidentiality concerning communications and medical records, consistent with Maryland state law.
- Receive, on request, Civista Medical Center's on the forgoing of resuscitation services and life-sustaining treatments.
- Receive and examine an explanation of the bill for services rendered at the hospital and timely notice prior to termination of eligibility for any insurance reimbursement by insurer.

## YOUR RESPONSIBILITIES AS A PATIENT AT CIVISTA

*As a Patient at Civista Medical Center, you have the responsibility to:*

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medication, advance directives, pain and pain management, and other matters relating to your health status or care.
- Report whether you clearly comprehend a contemplated course of action and what is expected of you.
- Ask questions when you are uncertain, confused, or desire more information.
- Be involved in the development of a pain management plan with your doctor or nurse and update caregivers regularly on the effectiveness of the plan.
- Maintain accountability for your actions if you do not follow instructions or refuse treatment.
- Assure that health care financial obligations are fulfilled promptly.
- Follow medical center policies and procedures affecting your care and conduct.
- Act in a manner that supports the well being of other patients and the individuals providing health care.
- Consider the rights of other patients and the hospital staff; respect the property of other people and the hospital.
- Exercise cultural and spiritual beliefs that do not interfere with the well being of others or the planned course of medical therapy.
- For the health of our patients, visitors, employees and volunteers, and to promote the health and wellness of the people and communities we serve, Civista provides a smoke-free environment at all of our facilities. Smoking is only permitted within the confines of one's own personal vehicle while on our campuses.

## PATIENT PRIVACY

Civista Medical Center is following federal guidelines that help protect patient's health information by limiting the amount of information provided to the public without patient authorization. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that is designed to ensure the portability of health insurance for individuals from one job to another and protect patient health information. Protected health information is any health information that can be used to identify a patient and relates to health-care services provided to the patient or the payment of those services. It includes all medical records and other information, which identifies the patient, such as demographic, medical and financial - in any form - electronic, paper or spoken.

You will receive a copy of the notice outlining HIPAA Privacy when you reach your point of service area. Each patient at Civista Medical Center will be given an option of whether to be included in the hospital directory. No information—even that the patient is in the hospital—will be released—even to family and friends—if the patient objects. For patients who agree to be listed in the directory, Civista Medical Center will release only limited information without specific authorization.

# Patient Information & Services

## FOREIGN LANGUAGE SPEAKING PATIENTS

If you need a translator, please let us know. We will use all available resources to assure accurate communication and comprehension for you and your family. The hospital has access to interpreters for a number of foreign languages. Contact your nurse for more information.

## HEARING OR VISION-IMPAIRED PATIENTS

Civista Medical Center utilizes available resources and auxiliary aids for the visually impaired patient, and provides qualified sign language interpreters and auxiliary aids for hearing impaired patients. These measures are to assure accurate communication and comprehension.

## MEDICATIONS

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedsides.

# Safety & Security

## VISITORS

Always know who is entering your room and why. All Civista employees are required to wear Civista identification badges while on duty. The badge should clearly indicate the employee's name, photo, and department. If an employee is not wearing an identification badge, or the information is not clearly visible, you may ask the employee for their name and department. All employees should identify themselves when they enter your room and indicate what service they are performing while there. In addition, physicians and clergy have identifying badges. Please feel free to ask any staff to identify themselves if a badge is not clearly visible. If at any time you are uncertain of the reason someone has entered your room, please call your nurse for assistance.

## PERSONAL ITEMS AND VALUABLES

Patients are asked not to bring personal items to the hospital other than those items that will help to make your stay with us more comfortable. Examples are: Reading materials, sleeping attire, eyeglasses, etc. To report a lost or found item, call Safety and Security at (301) 609-4289. We will make every effort to locate lost property, however, we are not responsible for lost or stolen property.

## CIVISTA MEDICAL CENTER ENCOURAGES YOU TO BE SAFE WITH OUR "SPEAK UP" POLICY

At Civista Medical Center, patient safety is our top priority. To ensure that we are doing everything we can to protect your safety, our organization is regularly surveyed by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Receiving accreditation from JCAHO demonstrates Civista's commitment to following established guidelines for safe, quality care. Recently, JCAHO created the "Speak Up" program designed to give patients simple advice on how to best protect your health and safety in a healthcare setting.

Civista encourages you to become fully informed and involved in your healthcare. Patients who take part in the decisions about their health care are more likely to have a better outcome. Along with your physicians, nurses, and your family members and friends, you are the most critical part of your healthcare team. Here's some good advice from JCAHO and Civista on how you can make your health care a good experience:

## **S-P-E-A-K U-P:**

### **S: Speak up if you have any questions or concerns:**

- Don't be embarrassed to point out something that seems wrong or that you don't understand
- If you are having surgery, ask the doctor to mark the area that is to be operated on
- Don't be afraid to tell the doctor or nurse if you think you have received or are about to receive the wrong medication
- Tell a healthcare professional immediately if you think he or she has you confused with another patient

### **P: Pay attention to the care you get:**

- Expect health care workers to introduce themselves and have their identification badges clearly displayed—every healthcare worker must wear one
- Know the time of day you normally get medicine—if you don't get it, tell the nurse or doctor
- Make sure your nurse or doctor verifies your identification each and every time before he or she gives you medicine or treatment

### **E: Educate yourself about your diagnosis, medical tests and treatment plan**

- Ask your doctor about the special training and experience that qualifies them to be able to treat your illness
- Look for information on your condition from places like your library, respected websites and support groups
- Write down important facts your doctor tells you and ask if he or she has any information you can keep
- Read all medical forms and make sure you understand them before you sign anything

### **A: Ask a trusted family member or friend to be your advocate:**

- Your advocate can ask questions that you may not think about when you are stressed and remember answers to questions you have asked.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest better and they can make sure you get the right medicines and treatments.
- Make sure this person understands the kind of care you want and how you feel about resuscitation and life support.
- Your advocate should understand the care you need when you go home and who to call if you need help.

**K: Know your medications:**

- Know what medications you are on and why you take them
- Ask for written instructions, all possible side effects and possible drug interactions with other medications you take including over-the-counter drugs, vitamins and herbs
- If you do not recognize a medication, double check with your caregiver that it is for you
- Be sure to tell your doctor or nurse about any allergies you have or any negative reactions to other medications
- Make sure you can read the handwriting on the prescriptions written by your doctor

**U: Use an accredited hospital or healthcare center:**

- Use a hospital, clinic, surgery center, or health care organization that has a good reputation (i.e., Accreditation by the Joint Commission Accreditation of Healthcare Organizations)
- Go to [www.qualitycheck.org](http://www.qualitycheck.org) to find out whether your hospital or center is accredited

**P: Participate in all decisions about your treatment:**

- Realize that you are the center of your healthcare team
- Reach agreement with your doctor on exactly what will be done during each step of your care
- Never be afraid to ask for a second opinion

More information about the “Speak Up” Program can be found at:

[www.jointcommission.org/GeneralPublic/Speak+Up/](http://www.jointcommission.org/GeneralPublic/Speak+Up/)

At Civista Medical Center, our goal is for your needs to be met fully, 100 percent of the time. If you have questions, concerns or complaints, please ask for a department manager or patient advocate. You may also communicate any concerns by calling our Performance Improvement Department at, or by writing to:

**Performance Improvement Department**

Civista Medical Center

P O Box 1070; La Plata, MD 20646-1070

(301) 609-4310

# The Civista Healthcare Team

Each member of the Civista team is committed to providing you with exceptional care and customer service. If there is anything we can do to make you more comfortable, please speak with your nurse.

## NURSES

Civista provides excellent care thanks to our dedicated staff of certified and experienced nurses. Our professional registered nurses (RNs) and nurse practitioners (NPs) are in constant contact with patients and work diligently to provide the very best care to each patient. If you ever have any questions about your care, please contact your nurse.

## HOSPITALISTS

As an in-patient at Civista Medical Center, either your personal physician or a Civista-based physician called a “Hospitalist” will help coordinate your care during your stay. Civista’s hospitalists are board-certified physicians who are specialists in providing care for hospital patients and are available in the medical center around the clock. They understand the internal processes of the medical center and work to ensure your comfort and speedy recovery. They keep your primary care physician informed about your day-to-day care and progress, and confer with them often to determine the best course of care for you.

## SUPPORT STAFF

It takes many different people with different skills to keep the medical center running and providing the best care for our patients. Though you may never meet most of them during your stay at the hospital, they too are committed to ensuring your speedy recovery and comfort. From the cafeteria to the cleaning staff to laboratory technicians, there are literally hundreds of people working for you. And even though they may not have contact with patients too often, all Civista employees are required to wear a photo ID badge for your security and safety.

## AUXILIARY VOLUNTEERS

Civista Medical Center is blessed with committed volunteers who work very hard every day of the year to assist the patients and staff. Our auxiliary volunteers help us achieve the highest quality of physical and emotional comfort for patients.

# Inpatient Accommodations

## NURSE CALL SYSTEM

A nurse call system is located on each bed. Press the button if you need assistance and a staff member will respond as quickly as possible.

## PATIENT BED

Your nurse will explain the use of the electronically operated controls. Please ask your nurse for assistance at any time to get in or out of your bed. Remember that dizziness or impaired balance often affect many patients; it is recommended that caution be exercised, consistent with the responsibility each patient has for his/her own personal safety.

## TELEPHONE

Telephones are provided in each room. Patients may receive calls in their rooms from 7:00 am to 9:00 pm. Local calls may be made at any time from the room by dialing 9 and then the number. To place a long distance call, dial the hospital operator by dialing "0." Long distance calls may not be charged to your room. You may make a credit card or collect call, or charge a long distance call back to your home number.

## TELEVISION

In-room television is provided free of charge. Please be considerate of other patients by playing the television softly and turning off your set at a reasonable hour.

# Food Service

## IN-ROOM PATIENT MEALS

A representative from Nutritional Services will visit you each morning to determine your menu choices for your meals. A selection of foods as part of a wholesome, nourishing and well-balanced meal will be offered. We will make every effort to provide nutritious meals that are prepared according to your physician's orders. Breakfast service begins at 6:30 am, lunch service begins at 11 am, and dinner service begins at 4:00 pm.

If you have difficulty making menu selections, a member of the Dietary Department will be happy to help you. Call Extension 4330 for assistance. If you are on a special diet prescribed by your doctor, you will receive menus tailored to your specific needs.

If a family member or friend wants to eat in your room with you, the person may go to the cafeteria, buy a meal there and take it back to your room. If the person does not want to go to the cafeteria, a guest meal tray can be delivered to your room. Details and costs will be provided by the nutritional services representative. Occasionally your meal may be delayed if you are scheduled for a special test or treatment. Whenever possible, you will be served after your examination or test.

## GIFT SHOP

There is a gift shop located on the 1st floor of the hospital that provides basic snacks. Please ask your nurse for its location.

## CAFETERIA

The cafeteria is open daily from 6:00 am until 6:30 pm and is on the ground floor of the hospital.

## VENDING MACHINES

Snacks and beverages are available from vending machines located on the ground floor outside the cafeteria and in the Emergency Department waiting area. They are available 24 hours a day.

# Special Services

## CHAPEL AND CLERGY

Visitors of all faiths are welcome to visit our on-site chapel for prayer or meditation. Volunteer chaplains are available on a daily basis through our Pastoral Care Program. If you would like a member of the clergy to visit you, please ask your nurse to make arrangements for you. In addition, your personal clergy is welcome to visit you.

## FLOWERS AND MAIL

Flowers and gifts are delivered to you as they are received. Flowers and gifts for patients in the Intensive and Coronary Care Units are held at the nurse's station and given to the patient's family. Mail is delivered to your room once a day, Monday through Friday. After your discharge we will forward any mail we receive to the address provided during registration.

## ATM

For your convenience, an automated teller machine is located in the lobby.

## GIFT SHOP

There is a gift shop located on the 1st floor of the medical center that provides basic toiletries, patient gifts, cards, and snacks.

# Patient & Family Education

Civista encourages family and friends to become engaged in the healthcare process. We provide numerous educational classes and events, as well as educational resources for the public to use at their convenience. And, our outpatient programs empower participants to make lifestyle choices that increase their quality of life and longevity, and encourage them to take responsibility for their own wellness.

Our Women's Center offers several screening and assessment programs, which include cardiac risk assessment, osteoporosis, and body composition programs. We also invite experts to provide health presentations and classes for the community. Topics include nutrition, lowering cholesterol, heart wellness, aromatherapy, healthy cooking, menopause issues, weight management, and stress management.

And, community-wide, our volunteer auxiliary offers blood pressure and other health screenings throughout the year to encourage everyone to be aware of their health and learn more about how to monitor and improve their wellness.

For more information about the numerous educational opportunities that Civista offers the community, please visit [www.civista.com](http://www.civista.com) to see the current class schedule, or call toll-free (888) 332-4847 for more information, to confirm dates and times, and to register for classes.

# Visitor Info

At Civista we have unrestricted visiting hours.

Visitors are important to a patient's recovery. We believe that the degree of support in terms of who visits, how many visitors, and when visitors visit is a decision that should rest with the individual patient. Uninterrupted rest is important too. Relatives and friends are asked to observe the following: Refrain from bringing infants and small children to the hospital as visitors unless they are siblings and you have discussed these special circumstances with the nurse. Respect the patient's need for rest. Although it is recognized that most visitors will be at the hospital between the hours of 10:00 am and 8:00 pm, there could be numerous deviations.

Follow the nurse's recommendations on any visiting restrictions.

## **YOUR RIGHTS AS A VISITOR:**

- To be treated with courtesy and respect by all staff and volunteers of Civista Medical Center.
- To be involved, as appropriate, in the care of a patient.
- To be taught how to care for a patient after discharge if that will be your responsibility.
- To speak with the nurse and/or physician about a patient, while respecting the need for the professional staff to maintain confidentiality.
- To consider designating one family member as a spokesperson so that person can be contacted with updates on a patient's status. This family member can then communicate with others.

## **YOUR RESPONSIBILITIES AS A VISITOR:**

- To be free of colds, flu or infection, before visiting a patient.
- To refrain from smoking while on Civista Medical Center's campus.
- To be considerate of other patients.
- To be cooperative with physicians, nurses and other caregivers.
- To assist with and learn about patient care if you will be helping the patient after discharge.
- To refrain from bringing infants and small children to the hospital as visitors, unless you have discussed very special circumstances with the physician or nurse. We count on you to supervise a child's behavior.
- To ensure that a patient's dietary restrictions are being met by checking with the nurse before sharing food or beverages with a patient. (Please take all leftovers with you when you leave.)
- To respect a patient's privacy and need for confidentiality.
- If you have a roommate, to respect that patient's need for privacy and rest.

## **GIFTS POLICY**

Flowers, gifts, and mylar balloons are welcome in patient's rooms except in the Intensive and Coronary Care rooms, where they will be held at the Nurse's Station and given to the patient's family.

## **SMOKING POLICY**

For the health of our patients, visitors, employees and volunteers, and to promote the health and wellness of the people and communities we serve, Civista provides a smoke-free environment at all of our facilities. Smoking is only permitted within the confines of one's own personal vehicle while on our campuses.

# Going Home / Leaving the Hospital

Civista strives to have a majority of our patients, whether going home or to another setting, discharged by 11:00 am the day of departure. Your physician will determine when you are to be discharged from the hospital. We will help prepare you and your family for discharge the day before you are to leave. We will work closely with your physician to determine your discharge needs. To make this process as smooth as possible, please arrange to have someone available to take you home at the approximate time of your discharge. This will allow them to make the necessary arrangements to be here. Before you leave your room, please check the drawers and closets to ensure none of your belongings are left behind. When you are ready to leave, hospital staff will escort you to the main lobby and assist you in getting into your vehicle.

There are occasions when patients need additional treatment or care after they are discharged from the hospital. To meet the special needs of these patients our Case Management Department can advise you on home health care options or obtaining home medical equipment.

At Civista Medical Center, our goal is for your needs to be met—100%! If you have a question, concern or complaint, please ask for a department manager. You may also voice your concerns or compliments by calling our Quality Management Department at 301-609-4310, or by writing to:

## **Quality Management Department**

Civista Medical Center

P O Box 1070; La Plata, MD 20646-1070

# Billing & Financial Information

Once you have received medical services at Civista Medical Center, you or your insurance company will receive a bill for services provided.

It is important that you make sure to provide us with accurate and up-to-date information on your insurance coverage for billing purposes at the time of service. Incomplete or inaccurate information could cause denial of payment from your insurance company. If your insurance company denies your medical claim, you will be financially responsible for the bill.

Please be aware that Civista Medical Center only bills patients for facility charges related to your stay at the hospital, and that you may receive services from other professional providers such as anesthesiologists, emergency department physicians, and radiologists who will bill you or your insurance company for their services.

If you do not have insurance, you will be registered as a self-pay patient and will be asked to pay a deposit. A bill will be sent to you shortly after services are rendered requesting payment of the balance due. If you are unable to pay the entire amount, please contact our financial counselors at (301) 609-4400. Financial counselors are available to assist you with billing questions.

To make payment on a bill in person, visit our billing office located at 8 Kent Avenue, Suite 100, La Plata, MD. This office is open Monday - Friday, 8:30 am to 4 pm.

## PATIENT FINANCIAL AID PROGRAM

Hospital care is available to all patients regardless of their race, color, national origin, age, gender, or ability to pay. Patients with balances due resulting from limited or no insurance coverage may qualify for our Financial Assistance Program, which assists patients who are financially in need of help. Civista Medical Center uses poverty guidelines issued by the U.S. Department of Health and Human Services to determine a person's eligibility. We may consider other financial assets and liabilities of the patient and family when determining the ability to pay.

The patient is responsible for providing information requested during the qualification process. Bills will continue to arrive until eligibility has been determined. For additional information on Civista's Financial Assistance Program or to receive a copy of the application, please call (301) 609-4403 between 8:30 am and 4:30 pm, Monday through Friday.

# Outpatient Services

## CARDIAC REHABILITATION

Civista's Cardiac Rehabilitation program helps participants to achieve a heart-healthy lifestyle and reduce their cardiovascular risk factors. Our program is directed by a board-certified cardiologist, and includes registered nurses, exercise physiologists, dietitians, diabetes educators, physical therapists, and social workers. Each exercise session is supervised by a registered nurse or an exercise physiologist with advanced cardiac life support (ACLS) certification.

## CARDIOPULMONARY DEPARTMENT

The Cardiopulmonary Department is an integral part of patient care services at Civista Medical Center. As a department we are committed to quality and to actively treating and caring for patients with breathing disorders. To participate in our services please obtain a *physician's referral* and register upon arrival at Civista Medical Center. Services provided by the department include: Respiratory Care, Pulmonary Function Lab, EEG, EKGs for rehab patients, and Sleep Disorders Lab.

## PULMONARY FUNCTION TESTING LAB

The Pulmonary Function Testing Lab (PFT) provides outpatient diagnostic procedures. Diagnostic procedures include: Spirometry, bronchodilator testing, static lung volume determination, plethysmography, diffusion capacity testing, and airway resistance and conductance testing.

## PULMONARY REHABILITATION

Civista's pulmonary rehabilitation program helps participants through exercise, education, and empowerment. Our team of pulmonary professionals includes a certified pulmonologist, registered nurses, and exercise physiologists, all united in our goal of helping you increase your quality of life. Dietitians, diabetes educators, and physical therapists are also available for consultation.

## CARDIAC LAB

Diagnostic cardiac catheterization provides one of the most definitive diagnostic assessments available today. With this test, your physician can determine pressure and blood flow in the heart's chambers, collect blood samples from the heart, and examine the arteries of the heart by x-ray. Civista cardiac catheterization is performed by specially trained nurses, x-ray technologists, and registered cardiovascular technologists—all under the direction of a board-certified cardiologist, a medical doctor who specializes in diseases of the heart and blood vessels.

## **CANCER CARE /INFUSION & RADIATION THERAPY SERVICES**

At the Civista Outpatient Infusion Center we provide infusion therapy to clinically appropriate patients. We offer personalized patient education and training, and our nurses are experienced in administering IV therapy. Infusion therapy is provided in a relaxed, comfortable setting. Patients have access to television and a DVD/VCR. The Chesapeake Potomac Regional Cancer Center (CPRCC) is a community-based radiation therapy cancer center with offices in Charlotte Hall and Waldorf. These facilities provide radiation therapy services to residents of Calvert, Charles, and St. Mary's counties, as well as southern Prince George's County. CPRCC is a joint venture of the Chesapeake Potomac Health Care Alliance and Maryland Regional Cancer Care.

## **REHABILITATION**

The Civista Rehabilitation Services Department provides occupational therapy, physical therapy, and speech therapy treatments to patients of all ages who are experiencing limitations in function resulting from injury, disease, or other causes. Regaining function and relieving pain are our goals. Each patient receives personalized care from our skilled and friendly staff. We offer both inpatient and outpatient therapy. Outpatient services are available Monday through Friday by appointment, and a physician's order is required to register for outpatient treatment.

## **CIVISTA WOMEN'S HEALTH CENTER**

The Civista Women's Health Center offers exceptional primary care, preventative health, and clinical services for women from highly skilled, licensed, and certified professionals. The center is an attractive, comfortable, and caring environment that offers a variety of services and programs for all life stages.

# Medicare Patients

## YOUR RIGHTS WHILE YOU ARE A MEDICARE PATIENT

You have the right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to Federal law, your discharge date must be determined solely by your medical needs, not by Medicare payments.

You have the right to request a review by a Peer Review Organization (PRO) of any written Notice of Non-coverage that you receive from the hospital stating that Medicare will no longer pay for your hospital care. PROs are groups of doctors who are paid by the Federal

Government to review medical necessity, appropriateness, and quality of hospital treatment furnished to Medicare patients. The phone number and address for the PRO for your area is:

### **Delmarva Foundation**

9240 Centreville Road; Easton, MD 21601

1-800-492-5811

## TALK TO YOUR DOCTOR ABOUT YOUR STAY

You and your doctor know more about your condition and your health needs than anyone else. Decisions about your medical treatment should be made between you and your doctor. If you have questions about your medical treatment, your need for continued hospital care, your discharge, or your need for possible post-hospital care, don't hesitate to ask your doctor. The hospital's social worker will also help with your questions and concerns about hospital services.

## **IF YOU THINK YOU ARE BEING ASKED TO LEAVE THE HOSPITAL TOO SOON**

Ask a hospital representative for a written notice of explanation immediately, if you have not already received one. This notice is called a “Notice of Non-coverage.” You must have this Notice of Non-coverage if you wish to exercise your right to request a review by the PRO.

The Notice of Non-coverage will state either that your doctor or the PRO agrees with the hospital’s decision that Medicare will no longer pay for your medical center care.

If the hospital and your doctor agree, the PRO does not review your case before a Notice of Non-coverage is issued. But the PRO will respond to your request for a review of your Notice of Non-coverage and seek your opinion. You cannot be made to pay for your hospital care until the PRO makes its decision, if you request the review by noon of the first workday after you receive the Notice of Non-coverage. If the hospital and your doctor disagree, the hospital may request the PRO review your case. If it does make such a request, the hospital is required to send you a notice to that effect. In this situation the PRO must agree with the hospital or the hospital cannot issue a Notice of Non-coverage. You may request that the PRO reconsider your case after you receive a Notice of Non-coverage, but since the PRO has already reviewed your case once, you may have to pay for at least three days of hospital care before the PRO completes this reconsideration. **IF YOU DO NOT REQUEST A REVIEW, THE HOSPITAL MAY BILL YOU FOR ALL THE COSTS OF YOUR STAY BEGINNING THE DAY FOLLOWING THE DAY OF RECEIPT OF THE HOSPITAL NOTICE OF NON-COVERAGE.**

## **HOW TO RECEIVE A REVIEW OF THE NOTICE OF NON-COVERAGE**

If the Notice of Non-coverage states that your physician agrees with the hospital’s decision:

You must make your request for review to the PRO by noon of the first workday after you receive the Notice of Non-coverage by contacting the PRO by phone or in writing. The PRO will ask you for your views about your case before making its decision. The PRO will inform you by phone and in writing of its decision on the review. If the PRO agrees with the Notice of Non-coverage, you may be billed for all costs of your stay beginning at noon of the day after you receive the PRO’s decision.

# Home Health Services

**Intake office:**

(301) 274-9000, extension 121

The Chesapeake-Potomac Home Health Agency has offered skilled services to patients who reside in Calvert, Charles, and St. Mary's Counties since 1995. The agency provides full-service nursing, physical therapy, occupational therapy, speech therapy, social work, and home health aide services to patients in their own homes.

To qualify for services, the patient must be in need of skilled, intermittent care, and under the orders of a physician. Once an order for home health is received, service is usually initiated within 24 hours.