Patient Information

CARILIONCLINIC.ORG/CSJH

CARILION
STONEWALL JACKSON HOSPITAL

Carilion Stonewall Jackson Hospital Mission and Vision

OUR MISSION:

Improve the health of the communities we serve.

OUR VISION:

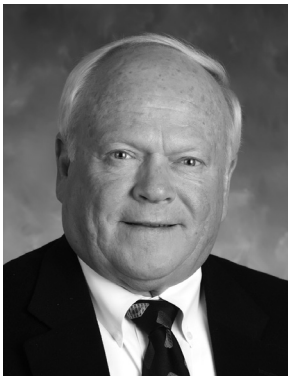
We are committed to a common purpose of better patient care, better community health and lower cost.

At Carilion Clinic, our patients and members of our community have the right to receive considerate, respectful, compassionate and appropriate clinical care in a safe setting regardless of age, color, gender, race, national origin, religion, language, culture, sexual orientation, gender identity and/or expression, marital or parental status, pregnancy, disabilities, veteran's status, citizenship or source of payment.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-422-8482.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-422-8482 번으로 전화해 주십시오.

Welcome to Carilion Stonewall Jackson Hospital



To Our Patients:

On behalf of our staff, I want to welcome you to Carilion Stonewall Jackson Hospital (CSJH), the community hospital providing excellent health and wellness care to the residents of Lexington, Buena Vista, Rockbridge County and the surrounding area.

We understand that no one wants to be in the hospital, however, rest assured that CSJH has a caring, compassionate and professional staff that will provide your medical care. Here, your needs come first and your comfort is our priority.

This guide answers many of the most frequently asked questions about the services CSJH provides, including what you need to know about admissions, your rights as a patient, billing and insurance information, clinics, discharge planning, patient rooms, hospital staff, visiting hours and information about other services available at CSJH. All this information, plus additional resources about Carilion Clinic is also available at CarilionClinic.org. Should you need additional assistance, please feel free to call Patient Relations at 540-458-3554, or my office at 540-458-3501.

We welcome your comments and feedback—both compliments and concerns. Our staff at every level is committed to your complete recovery and your input is invaluable as we strive to continuously improve our level of care.

Thank you again for allowing us to provide your health care needs. We want to exceed your expectations for quality service and care.

With kind regards,

Charles E. Carr

Charles E. "Chuck" Carr
Vice President
Carilion Stonewall Jackson Hospital

About Carilion Stonewall Jackson Hospital

Located in historic Lexington, CSJH shares a rich heritage with the area. A non-profit, critical access facility, CSJH exists to meet and improve the health and wellness of individuals within the communities it serves. At CSJH we provide excellent, affordable and accessible services delivered in a caring, personal manner. We seek to be the provider of choice for care for the whole family, by providing access to an integrated system of comprehensive health services. We support and promote wellness through research, education and quality services.

OUR COMMITMENT TO CARE

Patient Care Comes First — Carilion Clinic's defining value is patient care. We will design better ways to put our patients at the center of everything we do.

Timely Access to Care — Time is of the essence in the delivery of care. We will work to eliminate delays in the delivery of care so that our patients will receive the treatment they need, when they need it.

Teamwork and Efficiency — Coordination of care is essential to positive outcomes. We will work together to provide the most accurate diagnoses and deliver the most appropriate treatments for our patients.

Measurable Quality — Health care is best measured by quality outcomes. We will do everything we can to continuously improve toward the most possible positive outcomes for our patients.

Continuous Learning — Medical education ensures our ability to care for future generations. We will train medical professionals in dynamic ways to attract and retain the most skilled staff to care for our patients.

Trust and Respect — A high level of trust is required for patients to face disease with dignity and courage. We will respect our patients as fellow human beings who need our compassion and deserve our care.

Transparency and Accountability — Patients have every right to expect open and honest answers from their health care provider. We will hold ourselves accountable to our patients and provide them access to the information they need to make informed decisions about their health.

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Admission

WHEN YOU ARRIVE

Please come to the Admission Office (Patient Access). Here, a registration representative will assist you with your admission process. Please bring your insurance information, photo identification (ID), such as driver's license and written admission orders from your doctor.

If your insurance carrier requires a copay, please plan to pay when you are admitted. For your convenience, we accept personal checks, cash, Visa, MasterCard and Discover. Consent for general treatment and financial responsibility must be signed at admission. Any surgical consent will be handled by your physician.

When the admission process is complete, you will be given an ID bracelet for your protection and escorted to the appropriate area of care. Please do not remove this bracelet until you are discharged.

WHAT TO BRING/WHAT TO LEAVE HOME

For your comfort, please bring only essential personal items, such as pajamas, a nightgown, a bathrobe, slippers, personal toiletry items and reading material. Also, bring the names and telephone numbers of family members and friends who are your next-of-kin contact should we need to get in touch with them.

For your protection, we request that you send home all money, credit cards, jewelry, and other expensive or sentimentally valuable items. Our safe is also available for special needs by notifying your nurse, but Carilion cannot assume responsibility for items not stored in the safe. However, you might want to keep $5 to $10 with you to buy daily newspapers and other incidentals.

If you wear contact lenses, dentures, removable bridges or a prosthetic device, please tell your nurse when you are admitted. If you are currently taking medications, please bring the bottles with you and give them to your nurse so that your medication names and dosages can be recorded. Afterward, the medications go home with a family member unless otherwise instructed. If there is no one to take your medications home, we will store your medications in our secured medication bin. Your physicians may order or cancel medications during your hospital stay that you are presently taking at home. For your safety, home medications are not allowed at the bedside. If your medications are not available through our pharmacy, your home medication will be administered by the nursing staff after being reviewed by the pharmacist.

EMERGENCY ADMISSION

Often, patients admitted in an emergency have questions about the insurance authorization process. For answers to these questions, please contact your insurance company first.

Patient Services

YOUR ROOM

For your comfort, your bed can be repositioned with the attached control unit. You'll also see a call bell and a two-way intercom connected to the nursing station near your bed. Our environmental service staff checks rooms frequently to make sure the towels are clean. When assigning rooms, we base decisions on the preferences and health care needs of patients, so specific rooms can't be reserved. Contact your nurse if your room doesn't meet your expectations or if you need special accommodations.

WAITING ROOMS

Waiting rooms for family and friends are located on the second floor and in the Emergency Department. Additional sitting areas are located in the ground floor atrium and first floor lobby.

LINEN SERVICE

Your comfort is our top priority. We will straighten your bed linens and provide you with a clean fitted sheet, pillowcase, towel, washcloth and patient gown every day. The bed sheet and thermal spread will be changed as needed. Please do not hesitate to let us know your linen needs.

YOUR MEALS

Our food and nutrition services staff strives to serve you well-balanced, nutritious and medically appropriate meals. Your diet and your medication are prescribed by your physician and are important factors in your treatment. Our dietary team prepares your meals under the supervision of a registered dietician. If you have questions about your diet, please speak with your nurse or physician.

Patient meals are served at the following times: breakfast - 8 a.m., lunch - noon, dinner - 5 p.m. Custom-made trays can be prepared at other times to meet patient needs and requests. Ask your nurse for more information.

The hospital cafeteria, located on the ground floor, is open to visitors weekdays from 6:30 a.m. to 2 p.m., Monday - Friday. Vending machines are available 24 hours a day on the ground and first floors of the hospital.

MAIL AND FLOWER DELIVERY

CSJH volunteers deliver mail and flowers to your room promptly while you are here. The hospital will forward mail to your home if it arrives within one week of your discharge. If you want to send mail, please see your nurse or your patient representative.

COMMUNITY OUTREACH

As an important part of accomplishing our mission of improving the health of the community, CSJH sponsors a variety of programs, educational classes and support groups. For more information, please call 540-458-3595 or visit CarilionClinic.org.

EMERGENCY DRILLS/EXERCISE

CSJH conducts regularly scheduled emergency exercises as a safety precaution. When a drill is in process, your door may be shut, but be assured that your care will not be disrupted.

MAINTENANCE

You can help us keep our facilities in good working order by promptly reporting any problems to your nurse or to a patient representative.

NOTARY PUBLIC

A notary public is available for your convenience from 8 a.m. to 4 p.m., Monday through Friday. For assistance, please ask your nurse to contact administration at extension 33501.

THE LEMON TREE GIFT SHOP

The CSJH Auxiliary operates a full-service gift shop stocked with gifts, cards, flowers and personal care items. If you would like to order any of these items, call the gift shop at extension 33391. The Lemon Tree Gift Shop is located on the first floor by the main entrance. The gift shop also accepts phone orders from outside the hospital by calling 540-458-3391.

NEWSPAPERS

Local weekly newspapers are provided free of charge to our patients. If you would like a newspaper, please ask your nurse. Coin-operated newspaper machines are located at the ground floor entrance, and newspapers are available in The Lemon Tree Gift Shop on the first floor.

TELEPHONES

The main telephone number for CSJH is 540-458-3300. Since patient rooms may frequently change, your relatives and friends should check with the information desk in the lobby for your correct room and phone number. Telephone calls to patients' rooms will not be connected after 10 p.m., or before 7 a.m., to ensure that patients get needed rest. If there is an emergency, the operator will connect your caller with the appropriate nurse's station. Patients with telephones can call out at any time.

Phone Information

To call inside the hospital, use the direct-dial, five-digit numbers listed below:

Switchboard - 0
Local numbers - 9 + number
Health information management/medical records - 33131
Patient representative - 33554
Social services/discharge planning - 33554
Safety/security officer - 33141
Administration - 33501
The Lemon Tree Gift Shop - 33391

If you have a concern or wish to comment on your care, please dial "0" and you will be connected to the patient representative or resources nurse.

- » To make a local call outside CSJH, dial "9" and then the number.
- » To make a collect call or toll call from CSJH, call the hospital operator for assistance.
- » Long distance calls must be made collect or with a credit card.
- » All toll-free (800) calls must go through the internal operator by dialing "0." Communications assistance is available, and you will not be charged for any special needs. Through our language bank and access to the AT&T Language Line, CSJH provides services for more than 140 languages. We can also provide a hearing impaired telephone, a TDD system or other forms of equipment—please ask for assistance from the Admission Office staff.
- » For assistance, or to report problems with your telephone, please contact your nurse.

TRANSPORTATION SERVICES

Carilion Clinic Patient Transportation (CCPT) offers critical care, advanced life support and basic life support transport for patients who need to be transferred. Our fleet of ambulances is inspected by the state and equipped to handle a wide variety of critical patient conditions. Each ambulance is staffed by certified emergency medical technicians. Air transport is also available.

SMOKING POLICY

We are committed to providing a clean and healthy environment for all our patients, visitors and staff. That is why Carilion Clinic facilities are tobacco-free. Smoking and the use of tobacco products or cigarettes is not permitted on Carilion grounds.

Patient Safety

STAYING SAFE WHILE YOU ARE IN THE HOSPITAL

As you settle into your room, your nurse will ask a lot of questions. The answers you give will determine whether you need special help to keep you from falling while you are with us. If a yellow wrist band is put on your wrist, it shows you need special help to keep you from falling. You and your family can help us keep you safe.

ALWAYS call a nurse for help when you need to get out of bed, for ANY reason. You have a call button at your bed to use for this. Your nurse will show you where it is.

DO NOT put the bed rails down without asking the nurse first.

ALWAYS wear non-skid slippers or non-slip socks when you get out of bed. If you do not have any, please ask for them.

ASK FOR HELP to get in and out of your wheelchair or go to the bathroom.

TELL your nurse if you or your family see things by your bed or on the floor that need to be moved so that you do not trip over them.

TELL your nurse right away if any equipment in your room is not working.

TELL us if you need anything—we are here to help you stay safe.

The bathroom has an emergency cord so if you feel the slightest bit weak or dizzy, use it to call for help before you try to get up.

Make sure your nurse knows about any medicines you are taking that you brought from home.

You need your doctor's permission to leave your unit. If you have physician permission, before you leave, make sure the nurse knows where you are going.

All hospital employees wear badges. If you have any doubt about staff identification, let your nurse know right away.

SECURITY

Uniformed security officers are on duty throughout the hospital 24 hours a day. Late-night visitors may ask staff to have an officer escort them to their cars.

OUR CLINICAL TEAM

While you are a patient here, you will be treated by a team of health care professionals who are dedicated to providing you with excellent care.

MEDICAL STAFF

Your attending physician will coordinate your care and discuss your condition and treatment plan with you. If your attending physician is unavailable, another member of the medical staff will step in. Our team works together to coordinate your care throughout every stage of your stay.

HOSPITALISTS

Hospitalists are physicians whose primary focus is the medical care of hospitalized patients. Hospitalists specialize in the treatment of serious illnesses and medical emergencies requiring hospital admission. In many hospital settings, primary care physicians partner with hospitalists so that their patients will be cared for by an inpatient doctor who can best meet the personal and medical needs of their patients. This physician partnership allows doctors to concentrate on the type of medicine they do best and gives patients high-quality medical care.

NURSING STAFF

The nursing staff works as a team with you, your physician and other health care professionals as your partner in recovery. Your nursing team is led by a registered nurse who will develop a plan based on your physician's treatment orders, teach you about your medical condition and help you achieve your goals. Other team members also include licensed practical nurses and nursing assistants. If you have questions about your care, just ask a member of your nursing team.

OTHER CLINICAL TEAM MEMBERS

In addition to physicians and nurses, the clinical team includes numerous other professionals, including physician assistants, nurse practitioners, nurse anesthetists, physical therapists, respiratory therapists, occupational therapists, radiology technicians and pharmacists. We support educational programs, so you may also meet some medical and nursing students during your stay with us. All residents, students and staff must wear appropriate ID. If you have a question about who's providing your care, their licensure, training or role, please ask your nurse or physician.

SOCIAL WORK SERVICES/NURSE CASE MANAGEMENT SERVICES

Our social work services staff and nurse case manager can help you, your physician and your family with problems that often accompany illness, such as finding a nursing home, planning for home care or locating equipment and other community resources. These services accept referrals from physicians, nursing staff, patients, families and agencies.

SPIRITUAL CARE

You are invited to use the interdenominational chapel located on the third floor. We welcome your minister, priest or rabbi to visit you at anytime. Please tell your nurse if you wish for us to contact a spiritual guide for you.

DISCHARGE

Before you leave the hospital, your physician will sign an official discharge order and you will be told about any medications, diet restrictions, activities or specialized care you will need at home. One of our staff members will escort you, in a wheelchair if needed, to the main lobby where a friend or relative can pick you up. If you are being discharged and need transportation, please tell your nurse or let the Social Services Department know and they will be happy to help make arrangements.

If you are being discharged to a nursing home or rehabilitation center, your physician, nurse, the Social Work Services staff and case managers will help you and your family make a smooth transition so you'll continue to receive proper care.

DON'T FORGET...

If you stored any valuables in the hospital safe, please inform your nurse. If for any reason you did not give all of your insurance information to a patient access representative when you were admitted, check with the cashier's office to close your account before you leave. If you or your family have questions about your care at home, please call the Social Work Services Department or ask a nurse care manager.

SAY THANK YOU

You may have already expressed appreciation to your doctors, nurses and other staff with a hug, handshake or note, but you want to do more. Through Carilion Clinic's Tokens of Appreciation program, you can give back to those who may have given so much to you by formally honoring them with a charitable gift. For more information, ask your nurse, visit CarilionFoundation.org or call 540-224-5398.

VOLUNTEERS

Volunteers at CSJH are dedicated individuals who offer their time, talents, and support to the hospital. You may see volunteers helping in many areas of the hospital.

The CSJH Auxiliary, a non-profit organization, was created to contribute to the well-being of individuals and health-related organizations of the community. The CSJH Auxiliary offers services for the comfort and support of the patients of CSJH, renders financial assistance to the hospital and promotes the health and welfare of the community.

For more information on how you can become a CSJH volunteer, or how to become a member of the CSJH Auxiliary, contact the Volunteer Services office at 540-458-3553.

HEALTH INFORMATION

For information about medical conditions, please call Carilion Clinic at 540-266-6000 or 800-422-8482. Staffed by health care professionals, this helpline can direct you to helpful support groups, printed material and educational classes.

IMPROVING ORGANIZATIONAL PERFORMANCE

CSJH considers our Quality Council a very important part of patient care. Our objectives, policies and scope of operation indicate a sincere commitment to serve our patients. The council's goal is to improve outcomes of care while maintaining high levels of satisfaction among our patients, physicians and other customers.

Patient surveys are conducted regularly. We encourage your reply, including recommendations, evaluations, suggestions and complaints.

ETHICS SUPPORT

Your physician and the CSJH staff are responsible to keep you informed about your health care options so that you can participate in making informed decisions about the course of your care. Occasionally, you may be faced with dilemmas that call for careful consideration and an increased level of support from your family and/or your

health care providers. In some cases, your personal beliefs, values or goals may differ from those of your health care providers. Most of the time, your physician or other staff providing care can address your concerns and questions satisfactorily. However, if you are unable to make a difficult decision, the CSJH Ethics Support staff may be able to listen and help.

If you would like our assistance in dealing with an ethical issue that you or a loved one face, please call your patient representative at 540-458-3554 or ask any staff member to contact your physician. Your issues will be addressed confidentially.

Patient Care Partnerships

UNDERSTANDING EXPECTATIONS, RIGHTS AND RESPONSIBILITIES

Carilion Clinic is committed to providing an environment that fosters quality health care for its patients, as described below. Employees are expected to assist patients in understanding and exercising their rights. Likewise, patients are expected to understand their responsibilities to their caregivers and other individuals attempting to provide services to them.

Our entire staff serves the community in all their ethnic, religious and economic diversity. Our goal is for you, and your family, to have the same care and attention we would want for our families and ourselves. The following sections explain some of the basics about how you can expect to be treated during your hospital stay. They also cover what we will need from you to care for you better. If you have questions at any time, please ask them. Unasked or unanswered questions can add to the stress of being in the hospital. Your comfort and confidence in your care are very important to us.

PATIENT RIGHTS

We are dedicated to giving you the best health care and service possible. As a patient here, you may expect to receive considerate and respectful care. We will honor your rights to be informed and to be involved in making decisions about your care. You have the following rights as a competent adult patient:

- You have the right to know about your illness and proposed treatment and to participate in the development of your plan of care. Information will be given to you by your doctors and other members of your health care team in language you can understand.
- You have the right to make decisions about your care, including the right to know why you need an operation or treatment and who will perform that operation or treatment. This includes the right to refuse care or treatment and to know what may happen if you do not have this care or treatment.
- You have the right to make an advance directive about your health care treatment preferences and to have hospital staff comply with that directive.
- You have the right to access all information contained in your medical record within a reasonable amount of time (usually 15 days). This includes the right to know the name of the doctor who is in charge of your care and the names of all other health system staff taking care of you.
- You have the right to have the presence of a support person, such as a family member, close friend or loved one. The presence of that support person may be limited if it infringes on others' rights, raises safety concerns or is not medically indicated. You have the right to have your support person and your own physician notified promptly of your admission to the hospital.
- You have the right to receive treatment in a safe, abuse-free environment without discrimination as to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression or source of payment.
- You have the right to personal privacy while in the hospital and to have all information about your illness and care treated as confidential.
- You have the right to be free from restraints or seclusion of any form that are not medically indicated.

» You have the right to receive appropriate assessment and management of pain.
» You have the right to agree or refuse to take part in any study or experiment related to your care or treatment.
» You have the right to take part in resolving ethical issues or conflicts that arise during the course of your care.
» You have the right not to be transferred to another facility unless you are given a complete explanation of the transfer, informed of alternatives to the transfer and consent to the transfer.
» You have the right to review your bills and have any questions you have about them answered.
» You have the right to discuss your concerns or file a complaint with the hospital regarding your experience as a patient here, and to receive a response in a timely manner. You also have the right to an internal appeal to any response that you receive and a right to file a complaint with an external agency.
» You have the right to know your rights and responsibilities before treatment, if possible.

PATIENT RESPONSIBILITIES

In order to receive optimal care, you and your family are responsible for:

» Providing accurate information about your present illness and past medical history and wishes for your medical care.
» Seeking clarification when necessary to fully understand your health problems and the proposed plan of care.
» Following through on your agreed plan of care.
» Considering and respecting the rights of others.
» Being courteous.
» Providing accurate information for insurance claims and working with Carilion Clinic to make payment arrangements when necessary, so that others can benefit from the services provided here.
» Following visitation policies of the hospital.
» Following the rules and regulations of Carilion Clinic and of the Commonwealth of Virginia which forbid:
- Engaging in verbal or physical abuse.
- Using alcohol or illegal substances.
- Carrying weapons of any kind.

ADVANCE DIRECTIVES

Many people worry about what would happen if, due to physical or mental problems, they are unable to understand the possible outcomes of a proposed health care decision and cannot tell their doctor whether they want or don't want recommended health care. Under a Virginia law called the Health Care Decisions Act, if you are an adult you may sign a document that makes your choices about health care known to your doctor and family in advance. In that document, you also can name someone you trust to make these decisions for you if you become unable to express your wishes yourself. This document is known as an "advance directive."

As a patient at Carilion Clinic hospitals, you have the following rights under Virginia law:

» To make decisions about your medical treatment.
» To accept or refuse care or stop treatment.
» To have an advance directive.

Our written policies implementing these rights include the following:

» During your admission to the hospital, you will be asked if you have an advance directive.
» If you have an advance directive, we will place it in your medical record and take all appropriate steps under Virginia law to follow your wishes.
» If you do not have an advance directive, you will be asked if you would like more information.

» If you do, we will discuss advance directives with you and provide additional written information and sample forms. We will also discuss the hospital's procedures if you decide not to have an advance directive.
» If you are unable to make treatment decisions due to your condition, we will contact your representative named in your advance directive. Otherwise, we will contact the appropriate person under Virginia law (usually your guardian or a family member).
» If you decide to revoke your advance directive, notify nursing or other hospital personnel immediately.
» If it is your wish to be an organ donor, Virginia law now allows you to name a person under a durable power of attorney for health care who can authorize organ donations or anatomical gifts on your behalf after your death.
» **You will not be discriminated against, with respect to care or otherwise, based on whether you have an advance directive.**

If you have any questions or would like more information, please contact your social worker or nurse.

If you wish to file a complaint regarding the advance directive requirements, you should contact:

Department of Health
Office of Licensure and Certification
9960 Mayland Drive, Suite 401
Richmond, VA 23231
800-955-1819

IT'S OK TO ASK/HAND WASHING

Proper hand hygiene is everyone's responsibility:

It's OK to Ask is an education program intended to help you become an active and informed member of your family's health care team by teaching you how proper hand hygiene (the cleaning of hands) can protect you from the germs that cause infections.

Here are a few reasons why hand hygiene is so important to your care:

» Germs are everywhere.
» Sick people get infections easier.
» Infections can keep patients in the hospital longer.
» Even healthy people can spread germs.
» Good hand hygiene is a healthy habit.

Both soap and water and waterless alcohol hand rubs are extremely effective at reducing the number of germs present on the skin.

Washing with an alcohol hand rub should be done by everyone:

• When entering your room or before touching or administering care to you or your loved one.
• Upon leaving your room, if they have touched you or any object in the room.

In addition, soap and water may be used:

» When hands are visibly dirty.
» When hands are soiled with blood or other bodily fluids.
» After visiting a restroom.
» Before and after eating.

Three-step waterless procedure:

1. Apply one pump alcohol hand rub or foam.
2. Spread hand rub or foam thoroughly over hands.
3. Rub hands together until dry.

Proper hand washing procedure:

1. Wet hands with water.
2. Apply one pump of soap.
3. Lather and wash for at least 15 seconds.
4. Rinse both sides of hands with water.
5. Dry hands and shut faucet off with towel.

Everyone caring for you should clean their hands. If you do not see the doctor, nurse or other health care providers clean their hands with soap and water or use a waterless alcohol hand rub when entering your room to provide care, remember… It's OK to Ask!

Be an active participant in the hand hygiene process. It only takes a few simple words to help encourage this healthy habit:

"Excuse me, did you clean your hands?" -or- "I saw that you cleaned your hands – thank you!"

Practicing good hand hygiene is the single most important thing you can do to stop the spread of infection. It is a healthy habit for anyone, whether you are in the hospital, at work or at home.

And remember, it's OK to ask someone to clean their hands… your health may just depend on it.

HELP WITH YOUR BILL AND FILING INSURANCE CLAIMS

Our staff will file claims for you with health care insurers or other programs such as Medicare and Medicaid. They also will help your doctor with needed documentation. Hospital bills and insurance coverage are often confusing. If you have questions, please contact Billing Customer Service or our business office at 540-224-5900 or 866-720-3742. If you need help understanding your insurance coverage or health plan, start with your insurance company or health benefits manager. If you do not have health coverage, we will try to help you and your family find financial help or make other arrangements. We need your help with collecting needed information and other requirements to obtain coverage or assistance.

HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 established national standards to protect patients' personal and medical records. The regulations outlined by HIPAA protect the medical records and other personal health information maintained by health care providers, health plans and health insurers, and health care clearinghouses. If you have any questions about your privacy rights as a patient, please ask your social worker/case manager or nurse.

VOICING YOUR CONCERNS

We are always interested in improving. When an individual has any concerns about patient care and safety in the hospital that have not been addressed, he or she is encouraged to contact the hospital's management. Ask your nurse or the hospital operator to call an administrative representative for you. If you have questions, comments, or concerns about your care or safety, please contact our operator at 540-981-7000 and ask for hospital administration. If you have questions about patient rights or responsibilities, quality of care, coverage decisions, or premature discharges, you may also notify:

Virginia Department of Health
Office of Licensure and Certification
9960 Mayland Drive, Suite 401
Richmond, VA 23233
800-955-1819

KePRO (Comprehensive and Customizable Healthcare Management)
5201 W. Kennedy Blvd., Suite 900
Tampa, FL 33609
Toll-free phone: 844-455-8708
Fax: 844-834-7129
www.kepro.com

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
630-792-5000
800-994-6610
complaint@jointcommission.org

Department of Health and Human Services
Centers for Medicare & Medicaid Services
800-633-4227

All of Carilion Clinic's hospitals are accredited by several agencies including the Joint Commission, whose mission is to continuously foster and improve the safety and quality of care provided to the public through the organizations that seek its accreditation. If issues cannot be resolved by the hospital, you may also contact the Joint Commission's Office of Quality Monitoring. You may report any concerns or register complaints about a Joint Commission accredited health care organization by calling 800-994-6610 or emailing complaint@jointcommission.org.

SpeakUP™

To prevent health care errors, patients are urged to... SpeakUP.

HELP PREVENT ERRORS IN YOUR CARE

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

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your doctor, nurse or other health care professional tells you. If you do not understand because you speak another language, ask for someone who speaks your language. You have the right to get free help from someone who speaks your language.
- Don't be afraid to ask about safety. If you are having surgery, ask the doctor to mark the area that is to be operated on.
- Do not be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Do not be afraid to tell a health care professional if you think he or she has confused you with another patient.

Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Don't assume anything.

- Tell your nurse or doctor if something does not seem right.
- Expect health care workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you do not know who the person is, ask for their ID.

» Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Do not be afraid to remind a doctor or nurse to do this.
» Know what time of the day you normally get medicine. If you do not get it, tell your nurse or doctor.
» Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

» Ask your doctor about the special training and experience that qualifies him or her to treat your illness.
» Look for information about your condition. Good places to get that information are from your doctor, your library, respected websites and support groups.
» Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.
» Read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your doctor or nurse to explain them.
» Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

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

» Your advocate can ask questions that you may not think about when you are stressed.
» Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest better.
» Your advocate can help make sure you get the right medicines and treatments.
» Your advocate can also help remember answers to questions you have asked. He or she can speak up for you when you cannot speak up for yourself.
» Make sure this person understands the kind of care you want. Make sure he or she knows what you want done about life support and other life-saving efforts if you are unconscious and not likely to get better.
» Go over the consents for treatment with your advocate before you sign them. Make sure you both understand exactly what you are about to agree to.
» Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.
» Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.
» Ask about why you should take the medication. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
» If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you are not well enough to do this, ask your advocate to do it.
» If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it does not seem to be dripping right (too fast or too slow).
» Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
» If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
» Make sure you can read the handwriting on prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either. Ask somebody at the doctor's office to print the prescription, if necessary.
» Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.

Use a hospital, clinic, surgery center or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

» Ask about the health care organization's experience in taking care of people with your type of illness. How often do they perform the procedure you need? What special care do they provide to help patients get well?
» If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
» Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
» Go to Quality Check at QualityCheck.org to find out whether your hospital or other health care organization is "accredited." Accredited means that the hospital or health care organization works by rules that make sure that patient safety and quality standards are followed.

Participate in all decisions about your treatment. You are the center of the health care team.

» You and your doctor should agree on exactly what will be done during each step of your care.
» Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
» Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
» Keep copies of your medical records from previous hospital stays and share them with your health care team. This will give them better information about your health history.
» Do not be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
» Ask to speak with others who have had the same treatment or operation you may have to have. They may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
» Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.

MYCHART

Carilion Clinic offers MyChart, a secure online health care management tool. Review and download your health summary and records of your doctors' appointments (including medications, immunizations, allergies, medical history and inpatient hospital visits).

MyChart also provides new, convenient methods of communicating with your doctor's office. Renew prescriptions, send messages and request appointments – all online.

Your information will be safe from unauthorized access because MyChart is password-protected and delivered through an encrypted connection.

To learn more about MyChart, visit CarilionClinic.org/MyChart.

HELP AVOID MISTAKES IN YOUR SURGERY

Mistakes can happen during surgery. Surgeons can do the wrong surgery. They can operate on the wrong part of your body. Or they can operate on the wrong person. Hospitals and other medical facilities that are accredited by The Joint Commission must follow a procedure that helps surgeons avoid these mistakes. (Facilities that are accredited by The Joint Commission are listed on The Joint Commission's Quality Check website: QualityCheck.org.)

Mistakes can also happen before or after surgery. A patient can take the wrong medicine. Or they do not understand the instructions about how to take care of themselves. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe.
An Institute of Medicine (IOM) report says that medical mistakes are a serious problem in the health care system. The IOM says that public awareness of the problem is an important step in making things better. The "Speak Up™" program is sponsored by The Joint Commission. They agree that patients should be involved in their own health care. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services.

This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. To help prevent health care mistakes, patients are urged to "Speak UP."

Preparing for your surgery

Ask your doctor

» Are there any prescription or over-the-counter medicines that you should not take before your surgery?
» Can you eat or drink before your surgery?
» Should you trim your nails and remove any nail polish?
» If you have other questions, write them down. Take your list of questions with you when you see your doctor.

Ask someone you trust to

» Take you to and from the surgery facility.
» Be with you at the hospital or surgery facility. This person can make sure you get the care you need to feel comfortable and safe.

Before you leave home

» Shower and wash your hair. Do not wear make-up. Your caregivers need to see your skin to check your blood circulation.
» Leave your jewelry, money and other valuables at home.

At the surgery facility

The staff will ask you to sign an Informed Consent form. Read it carefully. It lists:

» Your name
» The kind of surgery you will have
» The risks of your surgery
» That you talked to your doctor about the surgery and asked questions
» Your agreement to have the surgery

Make sure everything on the form is correct. Make sure all of your questions have been answered. If you do not understand something on the form—speak up.

For your safety, the staff may ask you the same question many times. They will ask:

» Who you are
» What kind of surgery you are having
» The part of your body to be operated on

They will also double-check the records from your doctor's office.

Before your surgery

» A health care professional will mark the spot on your body to be operated on. Make sure they mark only the correct part and nowhere else. This helps avoid mistakes.
» Marking usually happens when you are awake. Sometimes you cannot be awake for the marking. If this happens, a family member, friend or another health care worker can watch the marking. They can make sure that your correct body part is marked.

» Your neck, upper back or lower back will be marked if you are having spine surgery. The surgeon will check the exact place on your spine in the operating room after you are asleep.
» Ask your surgeon if they will take a "time out" just before your surgery. This is done to make sure they are doing the right surgery on the right body part on the right person.

After your surgery

» Tell your doctor or nurse about your pain. Hospitals and other surgical facilities that are accredited by The Joint Commission must help relieve your pain.
» Ask questions about medicines that are given to you, especially new medicines. What is it? What is it for? Are there any side effects? Tell your caregivers about any allergies you have to medicines. If you have more questions about a medicine, talk to your doctor or nurse before taking it.
» Find out about any intravenous (IV) fluids that you are given. These are liquids that drip from a bag into your vein. Ask how long the liquid should take to run out. Tell the nurse if it seems to be dripping too fast or too slow.
» Ask your doctor if you will need therapy or medicines after you leave the hospital.
» Ask when you can resume activities like work, exercise and travel.

YOUR ADMISSION FOR SERVICES

Once determined by your physician that a hospital service is needed, your doctor will notify us. The next step in the process is assuring you are registered in Carilion Clinic's database, often called a registration or an admission. During this process, you will be asked for very specific information about yourself or your loved one. It is critical that we obtain accurate and timely personal information in order to initiate or update your medical record. As part of this process, you will also be asked to provide your insurance billing information. Our staff will assist you in preparing any required forms during the admission process.

Carilion Clinic is committed to providing its patients with quality, cost-effective health care regardless of age, race, sex, national origin or ability to pay. This information is intended to familiarize you with Carilion's insurance billing policies and personal payment guidelines. Included are some of the common questions with an explanation of our current practices.

COMMONLY ASKED QUESTIONS

How is your hospital bill determined?

Your hospital bill is determined by the type and quantities of services ordered by your physician, the number of days as an inpatient, the type of bed accommodation and the number and type of supplies ordered.

How do I obtain a copy of my hospital bill?

You will be sent a summary bill for the services provided by Carilion within 30 days of the actual service date or shortly after your health insurance company has paid its obligation. A detailed bill may be requested by contacting our Billing Customer Service team listed on the following page.

INSURANCE BILLING QUESTIONS

Are you a hospital inpatient or outpatient? If you have Medicare - ask!

Did you know that even if you stay in the hospital overnight, you might still be considered an outpatient? Your hospital status (whether the hospital considers you an inpatient or outpatient) affects how much you pay for hospital services (like X-rays, drugs and lab tests) and may also affect whether Medicare will cover care you get in a skilled nursing facility (SNF).

What do I pay as an inpatient?

» Medicare Part A (hospital insurance) covers inpatient hospital services. Generally, this means you pay a one-time deductible for all of your hospital services for the first 60 days you are in the hospital.

- Medicare Part B (medical insurance) covers most of your doctor services when you are an inpatient. You pay 20 percent of the Medicare-approved amount for doctor services after paying the Part B deductible.

What do I pay as an outpatient?

- Medicare Part B covers outpatient hospital services. Generally, this means you pay a co-payment for each individual outpatient hospital service. This amount may vary by service.
- Note: The co-payment for a single outpatient hospital service cannot be more than the inpatient hospital deductible. However, your total co-payment for all outpatient services may be more than the inpatient hospital deductible.
- Part B also covers most of your doctor services when you are a hospital outpatient. You pay 20 percent of the Medicare-approved amount after you pay the Part B deductible.
- Generally, the prescription and over-the-counter drugs you get in an outpatient setting (like an emergency department), sometimes called "self-administered drugs," are not covered by Part B. Also, for safety reasons, many hospitals have policies that do not allow patients to bring prescription or other drugs from home. If you have Medicare prescription drug coverage (Part D), these drugs may be covered under certain circumstances. You likely will need to pay out-of-pocket for these drugs and submit a claim to your drug plan for a refund. Call your plan for more information.

For more detailed information on how Medicare covers hospital services, including premiums, deductibles and co-payments, visit medicare.gov/publications to view the "Medicare & You" handbook. You can also call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

How long does it take for my commercial insurance plan to pay for my services?
It normally takes between 30 and 60 days for a commercial insurer to pay a claim.

What is my Medicare inpatient deductible?
The Medicare inpatient deductible changes each year on Jan. 1. Please refer to your Medicare explanation of benefits for this year's deductible or ask one of our financial case managers for the information.

Will Carilion Clinic bill my insurance?
Carilion Clinic's patient accounting will bill your health plan, provided you have given us authorization.

How much will I owe Carilion Clinic for the services I received?
The amount that you will be responsible for will depend on your individual policy.

What is a co-pay?
A co-pay is a set dollar amount determined by the insurance plan you have enrolled in and is payable to the health care provider at each visit. The type of service requested normally determines the amount and offsets costs of your monthly insurance premiums.

Why am I asked to make payments at the time of service?
Making payment of co-pays, known deductibles, estimated coinsurance and other out-of-pocket responsibilities before discharge helps to minimize billing costs that affect our community benefit and allows you to focus on recovery when you go home.

What does "pre-admission" certification mean?
Most commercial health insurance plans require the patient to obtain pre-authorization before obtaining non-emergent health services.

Auto accident and liability claims:
There are many examples of when Carilion must wait long periods to receive payment for services for medical injuries or illness from a liability claim. In those cases, Carilion will extend the patient a longer period of time to finalize their account, but only if the patient or patient's attorney signs an agreement that guarantees payment for services.

PAYMENT POLICY

All patients with the ability to meet their financial obligations are expected to pay for services provided by Carilion Clinic hospitals within 90 days of discharge. If it is determined that your health insurance will provide coverage for the services ordered by your physician, Carilion Clinic's patient accounting will bill all identified insurance carriers for payment.

If you do not have health insurance or your insurance will not completely cover your services, patient financial specialists are located at each hospital to assist you in making payment arrangements. Financial arrangements must be made for all elective services before services are provided. If you receive emergent or urgent services, financial arrangements need to be completed as soon as possible after receiving services.

Carilion Clinic offers patients several options to finance their medical expenses. We accept Visa, MasterCard, Discover, check and cash. In cases where a patient cannot meet their obligation at the time of service, a three-month payment plan can be established. If more than three months is required, MedKey, a health care financing company, is an option that would allow you to make smaller payments over a longer period of time.

Carilion Clinic also offers assistance to patients with limited ability to meet their financial obligations. Our patient financial specialists are qualified and available to assist patients and/or their families with applications for state and local funding programs, including Medicaid, SLH and Carilion Clinic's Financial Assistance Program, which is designed to provide total or partial relief of financial obligation for those who qualify.

A patient financial specialist from Eligibility Assistance Service may attempt to contact you while you are in the hospital to assist you in making financial arrangements. If you have not been contacted and would like assistance while in the hospital or after discharge, please contact Eligibility Assistance Service at 540-224-5100 or 800-365-2445. You may also contact MedKey for an application, or to add your charges to a current MedKey account, at 540-224-5300 or 877-224-1414.

BILLING

If you have questions about any billing concerns, please contact one of the offices listed below.
Your bill will reflect from which provider your bill was issued.

Carilion Billing Customer Service:
540-224-5900 or toll-free at 866-720-3742

Carilion Emergency Physician Billing:
866-453-7549

Monday - Friday, 9 a.m. - 4:15 p.m.
Tuesday and Thursday evenings until 5:55 p.m.
billingservice@carilionclinic.org

You may also receive bills from non-Carilion providers involved in your care. Common offices and numbers are listed below. Please contact them if you have any questions regarding their billing.

Pathology Associates: 540-772-2280
Solstas Lab Partners: 888-664-7601

If you have questions about Medicare billing, please call 800-633-4227.

CARILION CLINIC

Internal use only	
MRN	STATUS
HH	COUNTABLE RP EQUITY
GROSS ANNUAL INCOME	TOTAL LIQUID ASSETS

Financial Assistance Application

Complete this form entirely to help us determine your eligibility for financial assistance. Return the completed form with copies of supporting documents to CASB, Suite 625, P.O. Box 40032, Roanoke, VA 24022-0032, or fax to 540-224-5444 or email to billingservice@carilionclinc.org.

Your application for Financial Assistance is not compete without the information listed below. **Please do not send original documents as we are unable to return these documents to you.**

- ☐ **Proof of Income.** (Copies of last month's pay stubs, letter from employer, SSA Award letter, unemployment award letter, pension letter, etc. If you are self-employed, attach a copy of your previous year's federal tax form.)
- ☐ **Copies of last month's checking, saving, CD, IRA statements and proof of any other asset listed.**
- ☐ **Proof of value of real property and loan pay-off amount.**
- ☐ **Copy of both front and back of your health insurance card.**

About the Patient		
Patient's Full Name	**Date of Birth**	**Marital Status**
Physical Address	**City, State, Zip**	
Mailing Address (if different)	**City, State, Zip (if different)**	
Home Phone #	**Mobile Phone #**	
Employer's Name	**Employer's Phone #**	
Health Insurance Name	**Subscriber ID/Subscriber Name**	

Family Members include the patient, spouse and legal dependents under age 18 living in the home. If the patient is a minor, then the parents and siblings under age 18 living in the home are family members.

Please List All Family Members

	Name	Date of Birth	Relation to Patient	Income Gross income from wages, Social Security, retirement, pensions, VA, unemployment or any other source.
1				
2				
3				
4				
5				
6				

FINANCIAL ASSISTANCE APPLICATION (CONTINUED)

Statement of Support	**If you reported $0 income for your family, provide a brief explanation of how you meet your basic living needs.** _____

DO NOT LEAVE BLANK.

Property	Address	Ownership	Tax Value	Loan Balance	Mortgage Company
Primary Residence		☐ Own ☐ Rent			
Other Property		☐ Own ☐ Rent			
Other Property		☐ Own ☐ Rent			

DO NOT LEAVE BLANK. **List all accounts.**

Banking/ Investments	Institution		Balance	Account Holders
Checking ☐YES ☐NO	1			
	2			
Savings ☐YES ☐NO	1			
	2			
CDs ☐YES ☐NO				
401k/403b/IRA ☐YES ☐NO				
Stocks/Bonds ☐YES ☐NO				
Other (trust fund, etc.)				

Acknowledgment and Signatures

I understand that the information provided in this application will be used to evaluate my ability to pay my medical bills.

I agree to cooperate with Carilion Clinic in pursuing reimbursement from any available insurance or medical payment programs. I understand that all or part of my indebtedness to Carilion may be reduced if I qualify under the current Financial Assistance Guidelines. I hereby certify that the information contained in this form is accurate, and I authorize any and all parties to release any information necessary to confirm this information.

I further authorize and agree that Carilion may obtain credit reports with respect to me. In exchange for Carilion's consideration of this application, I reaffirm that I am financially responsible for the accounts upon which I have applied for assistance.

Signature:	**Printed Name:**
Relationship to Patient:	**Date:**

If you need help completing this application, call Billing Customer Service at 540-224-5900 or 1-866-720-3742 (toll-free). Or stop by Billing Customer Service, Carilion Administrative Services Building, 213 S. Jefferson St., Lobby, Roanoke, VA 24011, Monday-Friday, 9 a.m.-4:15 p.m.

For more information, visit CarilionClinic.org/billing/financial-assistance.

CARILION FINANCIAL ASSISTANCE POLICY SUMMARY

Carilion Clinic provides financial assistance to eligible patients who receive emergency or other medically necessary care from us in any of our hospital facilities. Financial assistance is only available for eligible services billed by Carilion Clinic.

Assistance Offered

Financial assistance may include discounted or free care. Patients eligible for financial assistance will not be billed more than amounts generally billed (AGB) to those with insurance.

Generally, you will be eligible for some form of assistance if your family income is at or below 400 percent of Federal Poverty Guidelines (FPG). Information on FPG is available online at aspe.hhs.gov/poverty/index.cfm. We also consider your liquid assets (for example, cash) and real estate when considering your eligibility.

How to Apply

Free copies of the Carilion Clinic Financial Assistance Policy and the Financial Assistance Application are available several ways:

- At all Carilion Clinic hospital registration desks.
- At Carilion's payment center, 1502 Williamson Road, N.E. #200, Roanoke, VA 24012.
- Through Billing Customer Service by phone at 540-224-5900 or 1-866-720-3742, email at billingservice@carilionclinic.org or at 213 S. Jefferson St., Lobby, Roanoke, VA 24011, Monday-Friday, 9 a.m.-6 p.m. At this location, representatives can help with your application.
- On the Carilion Clinic website at CarilionClinic.org/billing/financial-assistance.

Complete your application and mail to Carilion Clinic, CASB Suite 625, P.O. Box 40032, Roanoke, VA 24022-0032. Or, fax it to 540-224-5444. Or, email it to billingservice@carilionclinic.org.

Translations

The Financial Assistance Application, our Financial Assistance Policy and this plain language summary are also available in Spanish at the locations noted in the **How to Apply** section.

For Help or Questions

Call or visit Billing Customer Service at 540-224-5900 or 1-866-720-3742, 213 S. Jefferson St., Lobby, Roanoke, VA 24011.

At Carilion Clinic, our patients and members of our community have the right to receive considerate, respectful, compassionate and appropriate clinical care in a safe setting regardless of age, color, gender, race, national origin, religion, language, culture, sexual orientation, gender identity and/or expression, marital or parental status, pregnancy, disabilities, veteran's status, citizenship or source of payment.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-422-8482.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다 1-800-422-8482 번으로 전화해 주십시오.

NOTES

RESOURCES TO KEEP YOU HEALTHY

CARILION DIRECT
Our physician referral and health information service is here to help. Call us at 540-266-6000 or 800-422-8482, or email us at direct@carilionclinic.org.

"WELL SAID" SPEAKER'S BUREAU
If you'd like a speaker on a health topic for your community group or workplace, call 540-983-4035 or visit CarilionClinic.org/speakers.

COMMUNITY HEALTH SCREENINGS
Health screenings are available at little or no cost. Call 540-266-6000 or 800-422-8482, or email us at direct@carilionclinic.org.

WEBSITE TAILORED FOR YOU
Check out these features at CarilionClinic.org:

» Easy-to-use physician/provider finder
» Interactive maps to help you find your way to our locations
» Health and wellness content, including an A-Z library
» A community health education and events calendar

SOCIAL MEDIA
Stay connected to Carilion Clinic through social media:

facebook.com/carilionclinic
twitter.com/carilionclinic
youtube.com/carilionclinic
plus.google.com/+CarilionClinicVA
pinterest.com/carilionclinic

ONLINE HEALTH NEWS
For the latest health and wellness news, and expert advice from Carilion's own providers, visit our online *Carilion Clinic Living* news site at CarilionClinicLiving.com.

NEWS BLOG
Keep up with the latest news, photos, videos, and more at Carilion Clinic's newsroom. CarilionClinic.org/blogs/newsblog.

PUBLICATIONS
Pick up a copy of *Carilion Clinic Living* at magazine racks throughout our facilities, or access the digital edition at CarilionClinic.org/living, where you can also read past issues. For health tips and news about upcoming health screenings events, subscribe to *Living's* monthly e-newsletter at CarilionClinic.org/living.

MOBILE RESOURCES
Stay connected with our mobile apps, available for iPhone and Android:

Carilion Clinic Mobile Health Resource – Use our interactive symptom checker to access the most relevant information in our digital health library, then connect with Carilion services by using the search feature to find Carilion health care providers, hospitals, and urgent care locations near you.

MyChart – Access your medical record, request an appointment or prescription refill, and stay in touch with your doctor, all while on the go. If you are interested in MyChart, speak with your doctor.

SUPPORT GROUPS
Support groups are available for a wide range of health needs, including gynecologic and breast cancer. Learn more at CarilionClinic.org/support.

CHILDREN'S HEALTH
For the latest news and perspectives on children's health care, read *Close to Home*, a blog by Alice Ackerman, M.D., chair of the Department of Pediatrics at Carilion Clinic. Visit CarilionClinic.org/blogs/Ackerman.

WELLNESS
Carilion Wellness offers programs to help people of all ages and fitness levels improve their health. Visit CarilionWellness.com.

GIVING TO CARILION CLINIC FOUNDATION
Be part of improving the health and vitality of communities in western Virginia. Make a gift at CarilionFoundation.org.

Carilion Stonewall Jackson Hospital
1 Health Circle
Lexington, VA 24450
540-458-3300

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