Welcome to Centra

Thank you for choosing Centra for your hospital care. We have prepared this patient handbook as a guide to answer general questions you may have during your stay in the hospital. Please talk with your nurse or other healthcare providers if you need anything or have any questions or concerns.

As a nationally recognized healthcare system for quality, safety and patient care excellence, Centra is proud of the care and attention our physicians, nurses, healthcare providers and other staff members provide our patients, their families and loved ones. We also take great pride in the number of major national awards and accolades earned by Centra.

Centra is always working to improve our healthcare services for you and your family, and we value your feedback. Again, thank you for the opportunity to care for you.
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A message from E.W. Tibbs

Thank you for choosing Centra for your healthcare needs. We are pleased that you have entrusted us with your medical care. Centra is dedicated to you and your family’s well-being.

At Centra, we are committed to providing you with the best possible medical services. Our commitment to you begins the moment you walk in our door and our goal is to ensure you receive the highest quality of care while you are here.

This handbook serves as a resource to help make your visit with us easy, safe and comfortable. We encourage you to ask questions along the way. Our dedicated nurses, providers and technicians are here to serve you.

On behalf of the entire Centra team, we offer the deepest thank you and well wishes. If there is anything we can do to make your stay with us better, please let us know.

Sincerely,

E.W. Tibbs, Jr.
President and CEO
Your accommodations

Your room

We want you to be as comfortable as possible during your stay. Your room will be cleaned daily. If you need additional housekeeping services during your stay, call environmental services (Centra Bedford Memorial Hospital: 540.425.8563, Centra Lynchburg General Hospital: 434.200.3141, Centra Southside Community Hospital: 434.315.2520, Centra Virginia Baptist Hospital: 434.200.4136, or tell your nurse.

If you are experiencing trouble with your bed, nurse call button, telephone, television, room temperature control, lights or bathroom, please let your nurse know.

Calling your nurse

Nursing care is provided 24 hours a day. When you are admitted to your room, the nurse call bell/button system will be explained to you, and your nurse will show you where the nurse call button is located.

If you need to call your nurse, use the nurse call button. Your call will be answered at the nurses’ station through a speaker located in your room. Wait for a reply, and then talk in a normal voice. If you need assistance while you are in the bathroom, pull the cord on the wall. This registers as an emergency at the nurses’ station.

Your meals

Your doctor has ordered either a regular or special diet as part of your treatment. A comprehensive room service program is available at Centra Lynchburg General, Centra Southside and Centra Virginia Baptist hospitals. At Centra Bedford Memorial Hospital, the nutrition representatives will help each patient with appropriate meal selections. They will be happy to explain any special dietary needs you may have or refer further questions to a registered dietitian.

The Birth Centers at Centra Southside and Centra Virginia Baptist hospitals and the Pediatric Centers at Centra Lynchburg General and Centra Southside Community hospitals offer special meal service options. Please refer to the staff on these units for specific details.

Please check with your nurse before eating any foods or treats that are not provided by Centra’s nutrition services department.

We hope your meals and service are satisfactory. However, if you have any problems with your food or service, please call the centralized call center at *EAT (434.200.3663). At Centra Bedford Memorial Hospital, patients may call 540.425.7570 or speak to your nurse.

Telephone

Making calls: Telephones are available in all our patient rooms. To make calls, do the following:

• Local Calls: Dial 9, then the number
• Long Distance: Not allowed unless you use a calling card with a toll-free number
• Toll-Free (800 Calls:) Dial 9-1- and the 10-digit number

Receiving calls: Give your room telephone number to your family and friends so they may call you directly. To ensure your rest, patient phones are turned off for incoming calls between 10 p.m. and 7 a.m. Patients may call out 24 hours a day.
Wireless internet access

Wireless internet service is free of charge. Please note that it is not secure or encrypted, and you should use this service as you would any other free wireless connection. Instructions to connect:

- Enable your wireless network card.
- Search for wireless networks. Your computer should detect “Centra Guest.”
- Open your browser and connect to any website.
- You will be presented with a welcome page with a login button.
- Click the login button. You will be directed to www.centrahealth.com.
- Begin browsing the internet.

Cell phones/photographs

Cell phones may be used in Centra facilities. The unit charge nurse, nursing unit manager or administration has the discretion to prohibit cell phone use within a patient’s room or other area of the hospital at any time for any reason.

It is recommended that all cell phone conversations take place in waiting areas, in the cafeteria or outside the hospital. Please remember to use discretion when discussing private patient information on any phone within the hospital.

All photographs require signed permission. The form may be obtained from your nurse.

Television

The television in your room is provided for your enjoyment free of charge. All TVs have a remote control, which is located in your room. Power to the TV, channel selection and volume can all be controlled using the remote. If you have questions about your TV remote, please speak with your nurse.

General information

Mail, flowers and emails

Our volunteers will deliver your flowers and mail to your room Monday through Friday. Mail arriving after your discharge will be forwarded to the address shown on your hospital record unless you request that it be sent elsewhere.

If you are being discharged to another healthcare facility, please arrange with family or friends to transport your flowers to the facility or your home.

Internet kiosks, where available, may be used by patients and guests for purposes of checking email. Your personal laptop, tablet or phone may connect to the internet through the “Centra Guest” wireless network. Double-click the wireless icon on the bottom right of the screen. Choose “Centra Guest” and click “Terms and Conditions.”

Safekeeping your valuables

You are encouraged to leave all valuables at home, including cash. If you must bring valuables with you to the hospital, please tell your nurse who will arrange to have them locked in the safe.

Centra is not responsible for valuables or cash kept in your room. Keep eyeglasses and dentures in a secure place. A special cup is available for dentures. Never wrap eyeglasses, hearing aids or dentures and leave them on a table, meal tray or on the bed.
For your safety

Personal care items such as electric razors, hair dryers and other electrical equipment must be checked for compliance with hospital regulations. If you have any electrical items with you, please tell your nurse.

During your stay, you may hear various alarm bells. We hold regular fire and disaster drills as part of our concern for your safety and well-being. Your care will not be interrupted during these drills. Should a situation arise, you can be assured that you will be moved to safety immediately.

Infection prevention

All visitors, physicians, nurses and other healthcare workers must perform hand hygiene before and after visiting or caring for our patients. Appropriate hand hygiene – washing your hands with soap and water or using waterless alcohol hand sanitizer – is the single most important way to prevent the spread of disease and illness. Ask your care providers if they have washed their hands before caring for you.

Anyone with signs or symptoms of a respiratory infection should follow these simple steps for the protection of others:

- Cover your mouth and nose when coughing or sneezing.
- Use tissues to contain respiratory secretions and dispose of them in the nearest waste receptacle after use.
- Perform hand hygiene after having contact with respiratory secretions.
- Patients may be asked to wear a mask while in a common waiting areas or during transport from one area within the hospital to another.
- While in the hospital, you may have a precaution sign on your door. Your patient care provider can explain the sign. Please ask any visitors to follow directions on the visitor sign. The precautions are for the protection of patients, visitors and staff.

If one of our healthcare workers is directly exposed to your blood or body fluids in a way that may transmit disease, your blood will be tested for infection with human immunodeficiency virus (HIV, the virus causing AIDS) and for the presence of the hepatitis B and hepatitis C viruses. If this type of testing is necessary, your physicians will inform you of any positive results.

Alcohol, smoking and drugs

All Centra facilities are smoke-free.

Alcohol, smoking and illegal drugs are not allowed on hospital property. Tell your nurse about your over-the-counter and prescription drugs and send them home.

If you are a tobacco user and are interested in quitting, you may call the “Be Tobacco Free” program at 434.200.3812 for information on class schedules and other resources available. A free copy of the American Lung Association handbook, “Quitting for Life” is available from your nurse.
Visitors

We encourage visitors, but all visitors must follow these guidelines:

- The number of visitors may be restricted based on the patient’s condition.
- Visitors are not allowed in patient rooms when the “No Visitors” sign is posted on the door.
- Visitors may be asked to leave the room when you are with your doctor or nurse.
- Check with the nursing station for specific visitation hours. Overnight guests may be allowed as approved by the unit charge nurse per the organization’s visitation policy.
- Visitors should leave by 8:30 p.m. each evening.
- Visitors must be free of all symptoms of illness.
- Visitors must abide by all hospital policies at all times. Disruptive visitors will be asked to leave the premises immediately.

The cafeterias

Guests are welcome to eat in our cafeterias.

The 1901 Café & Grille at Centra Lynchburg General Hospital is located on the first level of the East Tower. It is open Monday through Friday from 6 a.m. to 7 p.m. On weekends, it is open from 6 to 10 a.m. and 11 a.m. to 2 p.m.

Riverside Roasters Café is located on the first level of the Lynchburg General Hospital South Building. The café is open Monday-Friday, from 7 a.m. until midnight. On weekends, the café is open from noon to midnight.

At Centra Virginia Baptist Hospital, the cafeteria is located on the second floor of the Mundy building and is open Monday through Friday from 6 a.m. to 8 p.m. On weekends, it is open from 7 to 10 a.m., 11 a.m. to 2 p.m. and 4 to 8 p.m.

The Centra Bedford Memorial Hospital Café is located on the first floor of the building and is open Monday through Friday. Breakfast is served from 8 to 9 a.m. Lunch is served from 11 a.m. to 1:30 p.m.

At Centra Southside Community Hospital, the cafeteria is located on the ground floor, and Riverside Roaster Coffee Shop is located in the main lobby. The cafeteria is open Monday through Friday from 6:30 to 9 a.m. and 11 a.m. to 2:30 p.m.. On weekends, it is open from 6:30 to 9 a.m. Riverside Roasters Coffee Shop is open Monday through Friday from 7 a.m. to 8 p.m. and on weekends from 11 a.m. to 8 p.m.

All of our cafeterias have a variety of foods, from hot entrées to soups, salad bar, deli bar and grilled items. Meals, snacks and sandwiches also are available in vending machines at all hospitals.

Gift shops

Centra Lynchburg General and Centra Virginia Baptist gift shops are conveniently located near the main lobbies. The Baby Shop at Centra Virginia Baptist Hospital is located adjacent to the Mother/Baby waiting area on the fourth floor. Gifts, flowers, balloons, candy, and personal care items are available for purchase. Friends and families can order flowers, balloons and gifts to be delivered to patient rooms by calling the gift shop (Centra Bedford Memorial Hospital: 540.425.7529, Centra Lynchburg General Hospital: 434.200.3139, Centra Southside Community Hospital: 434.315.2505, Centra Virginia Baptist Hospital: 434.200.4667). Hours of operation are posted on the doors.
Special services

Case managers

Qualified hospital case managers are available to provide support for you and your family during your hospitalization. Services include helping with adjustment to hospitalization, identifying discharge needs, referrals for social services and planning for your discharge. There is no charge for this service. If you wish to speak to a case manager, please tell your nurse or call the case management department. At Centra Bedford Memorial Hospital, call 540.425.7740; at Centra Southside Community Hospital, call 434.315.2810; at Centra Lynchburg General and Centra Virginia Baptist hospitals, call 434.200.7372.

Centra Mental Health Services

If you are suffering from emotional stress such as anxiety, depression, fear, loneliness, feelings of loss, sexual concerns or other issues, please let your nurse or doctor know. We offer a wide variety of mental health and substance abuse services for our patients and their families. You also may call our Mental Health Intake & Resource Center at 434.200.4444.
The Rosemary & George Dawson Inn

The Rosemary & George Dawson Inn is a non-profit hospitality house that provides home-like lodging for an affordable nightly fee. It is available to patients and family members who are receiving services from a Centra facility such as Centra Lynchburg General Hospital or Centra Virginia Baptist Hospital.

The Dawson Inn offers private guest rooms with two queen beds and a full bath. The inn has a community room, full kitchen and a guest laundry room.

To become a guest you must be referred by a case manager, social worker or the administrative nursing supervisor. They will contact the inn on your behalf and make your reservation. Please ask your nurse to contact one of these staff members for you.

Our volunteers

Our volunteers are residents from our community who devote their time, energy and talents to making your stay in our hospitals more pleasant. Volunteers at Centra are identified by their Centra issued ID badge. Volunteer activities include:

• Staffing information desks and waiting rooms
• Delivering mail and flowers
• Escorting and discharging patients
• Assisting with admissions and discharges
• Operating our gift shops
• Knitting caps for newborns; making teddy bears for children treated in the emergency department
• Pet visits with certified therapy dogs

The volunteers’ various fundraising projects provide financial support for vital equipment purchases, student scholarships and long-range strategic plans.

New volunteers are always welcome. If you are interested in becoming a Centra volunteer, call our volunteer services department at Centra Bedford Memorial Hospital, call 540.587.3317; Centra Lynchburg General Hospital, 434.200.3094; Centra Southside Community Hospital, 434.315.2445; or Centra Virginia Baptist Hospital, 434.200.4695.

You will also find information about volunteer opportunities at www.CentraHealth.com.

Spiritual care

Chaplains at Centra are professionally trained, board certified clergy. Their primary ministry is to those patients and family members who need support throughout the journey of illness, injury and recovery. Our chaplains serve in all areas of Centra facilities. Our chaplains recognize that our patients come from all walks of life and bring with them a variety of cultural and religious backgrounds. If you wish to talk with a chaplain, please tell your nurse.

Chapels are open 24 hours a day for patients, families and visitors. The Centra Bedford Memorial Hospital chapel is located on the first floor across from our laboratory at the main entrance. The Centra Southside Community Hospital chapel is located on the first floor. The chapel at Centra Lynchburg General Hospital is located on the first floor. At Centra Virginia Baptist Hospital, the chapel is on the third floor of the Ford building.
If you would like a Bible or other sacred scripture, please call the Pastoral Care office. At Centra Bedford Memorial Hospital, call 540.587.7852; at Centra Southside Community Hospital, call 434.315.2488; and at Centra Lynchburg General or Centra Virginia Baptist hospitals, call 434.200.4501.

Your minister, priest, rabbi or spiritual care provider is welcome at our hospitals. At your request, our chaplain’s office will notify your faith community that you are a patient at our hospital.

**Billing and insurance**

**Your hospital bill**

In addition to providing you with the best available health care, Centra is committed to convenient and reliable billing services. It is important to note your hospital bill covers services provided by the hospital, such as room, nursing care, meals, housekeeping and linens. These services are included in the daily accommodation charge. The bill may also include services ordered by your physician, such as X-rays, laboratory tests, medical supplies and oxygen. The bill does not include charges for your personal physician, surgeon, anesthesiologist, pathologist, emergency physician, radiologist or other physician-related services. You will receive separate bills from these professionals.

**Insurance**

We will file a claim with your insurance company and make every reasonable effort to collect payment. Please call us at 434.200.3777 if there is any incorrect information on the bill, such as your address or insurance carrier. Incorrect information can cause unnecessary delays.

We advise you to contact your insurance company to verify your benefits and coverage. There may be some charges your insurance company will not cover (for example, co-payments, deductibles, out-of-pocket expenses or non-covered charges). If you have questions regarding your insurance company’s payment or non-payment of your claim, please call your insurance carrier directly.

**Payment options**

We offer three convenient forms of payment:

- Cash, check or major credit card. Post-dated checks are not accepted. Returned checks will be charged a $30 administrative fee.
- Interest-free monthly payments based on financial need.
- Extended monthly payments through an independent financing company.

Regardless of credit history, flexible monthly payment plans are available after completing a short application. A competitive interest rate will be charged to offset administrative costs.
Financial assistance

We want to reduce your financial worry as much as possible. Financial counselors can help you understand the billing and insurance process. They can also help you apply for financial assistance. Assistance programs are available to help you pay your medical bills. If you meet federal and state guidelines, you may be eligible for programs such as Medicaid, Social Security Administration (SSA), Supplemental Security Income (SSI) or Centra’s charity program.

For additional information during your stay, call 434.200.3777 for a customer service representative.

To make a payment, you may call 877.908.8707.

Contact information

If you have questions or concerns regarding payments or billing, please contact the Customer Service Department at 434.200.3777, option #6, or by email at Billing.info@centrahealth.com.

For payment or payment arrangements, please contact our Account Specialists at 877.908.8707.

Customer Service office hours are 8:30 a.m. to 5 p.m. Eastern Time. Correspondence and payments may be mailed to: Centra Patient Accounting Services, P.O. Box 2496, Lynchburg, VA 24501.

Patient rights

As a patient, you have the following rights:

Acceptance/refusal of treatment

You may accept or refuse medical care or treatment to the extent permitted by law, and be informed of the medical consequences of your refusal.

Advance directives

You have the right to make an advance directive that tells us how you wish to be treated if you become seriously ill. You have the right to choose someone to make medical decisions for you if you are not able to make them for yourself or if you choose not to make decisions. You have the right to have practitioners and staff provide care that is consistent with your directives. For more information on advance directives and Advance Care Planning ask for a copy of the “Have You Had The Talk” booklet, or ask to have one of our hospital chaplains assist you in completing your advance directive.

Complaints and concerns

If you need assistance of any kind, tell the staff or the manager of your unit so your concerns can be addressed. If you do not feel your concerns have been resolved, contact a Service Excellence Representative. They are available Monday through Friday at 434.200.5800.

Urgent after-hours concerns can be discussed with the administrative nursing supervisor. To contact the administrative nursing supervisor at Centra Lynchburg General or Centra Virginia Baptist hospitals, call the hospital operator, 434.200.3000, and
ask for the supervisor to be paged. To contact the administrative nursing supervisor at Centra Bedford Memorial Hospital, call 540.425.7608. To contact the nursing supervisor at Centra Southside Community Hospital, call the hospital operator, 434.392.8811, and ask for the supervisor to be paged.

Patients may call the Care Line (Code H) if they have an immediate concern about their medical condition. You may initiate Code H at Centra Lynchburg General or Centra Virginia Baptist hospitals by calling *33 from a hospital phone. At Centra Southside Community Hospital, the Code H Number is 3333. At Centra Bedford Memorial Hospital, please speak with your nurse.

Quality Improvement Organizations (QIOs) are Medicare contractors charged with reviewing the appropriateness and quality of care. Effective August 1, 2014, KePRO has been contracted to support case review on behalf of the QIO in Virginia. Patients may contact KePRO to lodge a complaint by calling 1.844.455.8708. Patients may also call the Office of Licensure and Certification (OLC) at 1.800.955.1819 or write to them at 9960 Mayland Drive, Suite 401, Richmond, VA 23233.

The Joint Commission conducts accreditation surveys of Centra. It addresses organizational quality of care issues and the safety of the environment in which care is provided. The public may contact the Joint Commission’s Office of Quality Monitoring to report any concerns or register complaints about the organization.

Online: https://jcwebnoc.jcaho.org/QMSInternet/IncidentEntry.aspx
Email: complaint@jointcommission.org
Phone: 1.800.994.6610

Communication
You have the right to have a family member or representative and your physician notified promptly of your admission to the hospital. You have the right to get information in a way you understand. Free interpreting services are available to patients and families who speak a language other than English, who are deaf or hard of hearing. Staff will arrange for this assistance.

Hospital charges for services
You have the right to request and receive an itemized and detailed explanation of your total charges for services provided by Centra. You also have the right to be notified prior to termination of your eligibility for reimbursement by any third-party payor for the cost of your care.

You are responsible for ensuring that the financial obligations of your healthcare are fulfilled as promptly as possible. You are also responsible for providing correct information about your health insurance and how we may contact you.

Identity of hospital staff
You have the right to know the identity and professional role of the people providing your care. You also have the right to know which doctor or other practitioner is primarily responsible for your care.
Right to participate in decisions regarding your care

You have the right to get complete and current information concerning your diagnosis (to the degree known), treatment and any known prognosis. This includes information about all proposed care, treatments and technical procedures, including the risks involved, problems related to recovery and probability of success. You also have the right to be informed about the outcomes of your care, including unexpected outcomes.

This information should be shared with you in terms that you understand. If you are not able to make decisions about your care or treatment or if you choose not to make these decisions, the hospital will involve someone you designate or a surrogate decision maker to make those decisions for you in accordance with law and regulation.

You (or your designated representative) have the right to informed participation in making decisions about your healthcare and in solving ethical issues that arise in your care. Your doctor is available to help in making these decisions. The Ethics Committee also is available to assist in solving ethical issues if needed. Patients interested in talking to the Ethics Committee should speak to their doctor or one of the hospital chaplains.

With the exception of emergency situations, you will not be subjected to any procedures without your voluntary, informed consent or that of your legally authorized representative. Your participation in clinical training programs or in gathering data for research purposes is voluntary.

Hospitalist program – a team approach

Centra hospitalists are physicians whose area of expertise is hospital medicine. Hospitalists work together as a team, therefore, you probably will be examined by more than one hospitalist. You will most likely not see the same hospitalist every day.

Hospitalists are in the hospital 24 hours a day. They work closely with primary care physicians and specialists. If you need to see a specialist, we will arrange this consultation while you are in the hospital.

When you are discharged, you will be referred back to your primary care physician for follow-up.

Pain management

As a patient, you have the right to:

• Have your report of pain addressed
• Have your pain assessed and treated promptly
• Be informed of available treatments
• Have knowledgeable staff dedicated to managing your pain
• Have questions answered about pain and pain relief
• Have the feeling that staff cares about your pain

![Pain Scale](image)
Personal safety

You have the right to be cared for in a safe environment. Information about protective services is available through the Case Management and Social Work Department, at Centra Bedford Memorial Hospital, call 540.425.7740; at Centra Southside Community Hospital, call 434.315.2810; at Centra Lynchburg General and Centra Virginia Baptist hospitals, call 434.200.7372.

Plan of care

You have the right to be informed of your health status, diagnosis and prognosis and to participate in the development and implementation of your plan of care, including your discharge plan of care.

Privacy and confidentiality

You have the right, within the law, to personal and information privacy, including the right:

- To refuse to talk with or see anyone not affiliated with the hospital, including visitors, or persons affiliated with the hospital but not directly involved in your care.
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one’s own sex present during certain physical examinations, treatment or procedure performed by a health professional of the opposite sex, and the right not to remain disrobed any longer than necessary for the medical purpose for which you were asked to disrobe.
- To expect that any discussion or consultation involving your case will be conducted discreetly and that individuals not directly involved in your care, such as visitors, students, and interns, will not be present without permission.
- To have the medical record read only by those who need the information to provide treatment, arrange for payment or carry out other healthcare operations, such as monitoring the quality of care. You or your legally designated representative may access the information contained in your medical record within the limits of the law.
- To expect all communications and other records pertaining to your care, including the source of payment for treatment, to be treated as confidential.
- To access, request amendment to, and obtain information on disclosures of your health information, in accordance with law and regulation.

All records containing confidential information will be securely maintained, controlled and protected to prevent unauthorized access. Centra uses a secure collection and destruction (shredding) process to dispose of all paper documents and records. This secure process prevents unauthorized access to confidential information.
Patient responsibilities

As a patient, you have the following responsibilities:

Provide accurate information
You have the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters related to your health. You must report unexpected changes in your condition to your doctor or nurse.

Participate in the development and implementation of your plan of care
• Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right healthcare professionals. Do not make assumptions.
• Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.
• Ask a trusted family member or friend to be your advocate.
• Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.
• Participate in all decisions about your treatment. You are the center of the healthcare team.

Ask questions
Ask us if you have questions or concerns or if something is not clear. If you don’t understand, ask again.

Follow treatment instructions
You are responsible to follow the treatment plan recommended by the doctor primarily responsible for your care. This may include instructions of nurses and other providers as they carry out the plan of care set forth by your doctor’s orders. If you do not understand the treatment plan or what is expected of you, ask for help.
Pain management responsibilities

To help manage your pain, you should:
• Tell your doctor or nurse where you have pain and how much it hurts based on the pain scale (0=no pain, 10=worst possible pain).
• Describe what makes your pain better or worse.
• Tell the doctor or nurse about past pain treatments.
• Work with the doctor or nurse to develop a pain management plan.

Refusal of treatment

You are responsible for your actions if you refuse treatment or do not follow the plan of care set forth by your doctor’s instructions.

Hospital rules and regulations

You are responsible for following hospital rules and regulations.

Respect and consideration

You are responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking and the number of visitors. You are responsible for being respectful of the property of other persons and of the hospital.

Hospital charges

You are responsible for ensuring that the financial obligations of your healthcare are fulfilled as promptly as possible. You are also responsible for providing correct information about your health insurance and how we may contact you.
Helpful phone numbers

Hospital Operators
- Centra Bedford Memorial Hospital ............................................................ 540.586.2441
- Centra Southside Community Hospital ..................................................... 434.392.8811
- Centra Lynchburg General, Centra Virginia Baptist hospitals ................. 434.200.3000

Billing Questions ........................................................................................................ 434.200.3777

Chaplains
- Centra Bedford Memorial Hospital ............................................................ 540.587.7852
- Centra Southside Community Hospital ..................................................... 434.315.2488
- Centra Lynchburg General, Centra Virginia Baptist hospitals ................. 434.200.4501

Service Excellence Representatives
- Centra Bedford Memorial Hospital ............................................................ 540.425.7585
- Centra Lynchburg General, Centra Southside, Centra Virginia Baptist hospitals
  ...................................................................................................................... 434.200-5800

Nutrition Services
- Centra Bedford Memorial Hospital ............................................................ 540.425.7570
- Centra Southside Community .................................................................... 434.315.2510
- Centra Lynchburg General, Centra Virginia Baptist hospitals ... 434.200.3663 (FOOD)

Case Management And Social Work
- Centra Bedford Memorial Hospital ............................................................ 540.425.7740
- Centra Southside Community .................................................................... 434.315.2810
- Centra Lynchburg General, Centra Virginia Baptist hospitals ................. 434.200.7372
Centra hospitals and facilities

Centra Virginia Baptist Hospital ................................................................. 434.200.3000
3300 Rivermont Avenue, Lynchburg, Virginia 24503

Centra Lynchburg General Hospital ............................................................. 434.200.3000
1901 Tate Springs Road, Lynchburg, Virginia 24501

Centra Bedford Memorial Hospital ............................................................... 540.586.2441
1613 Oakwood Street, Bedford, Virginia 24523

Centra Southside Community Hospital ......................................................... 434.392.8811
800 Oak Street, Farmville, Virginia 23901

Centra Stroobants Cardiovascular Center ..................................................... 434.200.2750
173 Executive Drive, Danville, Virginia 24541 ............................................ 434.797.1383
900 West Third Street, Farmville, Virginia 23901 ....................................... 434.392.4370
291 McBride Lane, Gretna, Virginia 24557 .................................................. 434.656.1717
2410 Atherholt Road, Lynchburg, Virginia 24501 ....................................... 434.200.5252
1039 Mayberry Crossing Drive, Suite C, Moneta, Virginia 24121 ............... 540.297.7840
1613 Oakwood Street, Bedford, Virginia, 24523 ......................................... 540.425.7540

Centra Alan B. Pearson Regional Cancer Center .......................................... 434.200.4522
1701 Thomson Drive, Lynchburg, Virginia 24501

Rosemary & George Dawson Inn ............................................................... 434.200.7829
2012 Tate Springs Road, Lynchburg, Virginia 24501

Centra Gretna Medical Center ................................................................. 434.656.1274
1220 West Gretna Road, Gretna, Virginia 24557