

**615-342-1000**  
**[www.tristarhealth.com](http://www.tristarhealth.com)**

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# Welcome

In order to make your stay at Centennial Medical Center as comfortable as possible, we have created this patient handbook to answer questions you may have, as well as to introduce you to our hospital and staff. Whether you and/or your physician planned your admission in advance or you arrived through our Emergency Department, you can be assured that our first concern is for you. From the time you enter Centennial, our dedicated, experienced staff of medical professionals are committed to providing you with excellent medical treatment.

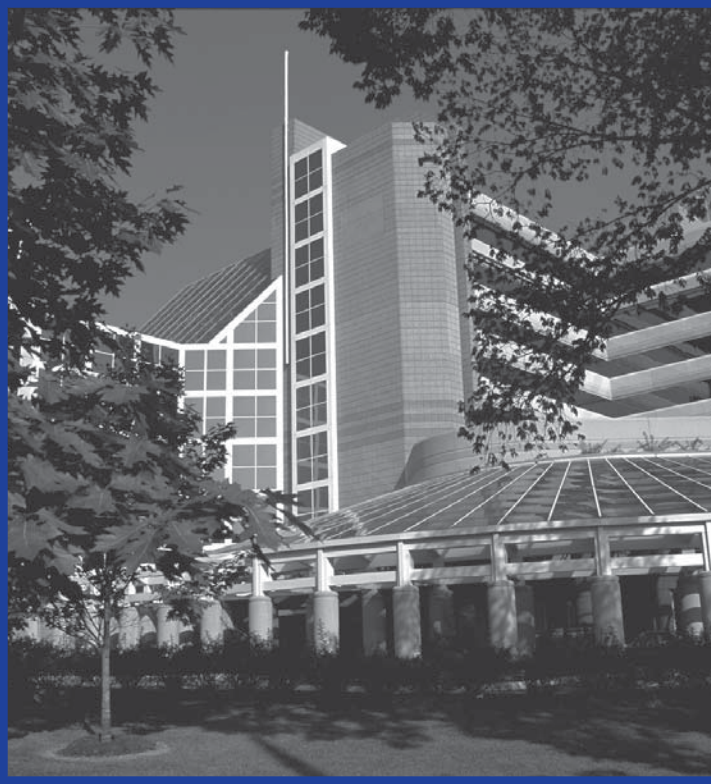


As the tertiary referral facility for the TriStar Health System, you are guaranteed top quality healthcare with the highest caliber of diagnostic and support services, using the latest advances in equipment and technology.

We are concerned about your happiness and comfort and welcome any suggestions as to how your stay may be more pleasant. Please contact Administration by writing to 2300 Patterson Street, Nashville, TN 37203 with your suggestions or comments.

Should you have any further questions or need any additional information that is not contained in this guide, please don't hesitate to ask any of our staff. Thank you for choosing Centennial Medical Center.

Sincerely,  
Thomas L. Herron, FACHE  
President & CEO



## **MISSION STATEMENT**

Above all else, we are committed to the improvement of human life by caring for those we serve with integrity, compassion, a positive attitude, respect and exceptional quality.

# Centennial Medical Center

❖ **OUR FOCUS:**  
PATIENTS AND FAMILIES

❖ **OUR MISSION:**  
DELIVERY OF QUALITY HEALTHCARE

❖ **OUR GOAL:**  
A CULTURE OF SERVICE EXCELLENCE

## Our Shared Values

**I***ntegrity*

**C***ompassion*

**A** *Positive Attitude*

**R***espect*

**E***xception Quality*

# INTEGRITY

We communicate honestly, behave ethically, and accept full responsibility for our actions.

We do the right thing.



Integrity means that we strive to earn the trust and respect of those we serve by holding ourselves personally accountable to do what is right, and ensuring consistency between what we say and what we do. We keep our promises, own our mistakes, and maintain high standards for individual performance.

# COMPASSION

We show sensitivity, respect, and concern for the feelings of others – reaching out and treating them as unique individuals.



Compassion means sharing in the emotions and feelings of our patients, families, and co-workers, and acting with kindness in all we say and do. By treating others with compassion, we create an environment that inspires trust, safeguards dignity, and promotes healing.

# A POSITIVE ATTITUDE

We approach our jobs in a way that reflects a positive spirit, pride in our work, and commitment to our patients, our co-workers and our hospital.



A positive attitude means we perform in a way that communicates we are here to serve. We believe that positive attitudes result in positive outcomes.

# RESPECT

We hold in highest regard the dignity, worth, and uniqueness of every person.



Respect means we take responsibility for safeguarding the personal dignity, individuality, and inherent value of every person by interacting with our customers and one another in a spirit of honesty and compassion.

# EXCEPTIONAL QUALITY

We continuously strive to exceed our customers' expectations for quality through teamwork, innovation and the pursuit of excellence.



Exceptional quality means that we perform our work at the highest possible level of skill and ability, and that we are committed to continuous improvement of what we do and how we do it.

## Patient Access

### *Welcome!*

The Patient Access Department at Centennial Medical Center welcomes you as a patient. We are committed to providing the highest quality of care and customer service. We would like to take this opportunity to provide you with the services our department has to offer you during your stay with us.

### *Patient Scheduling*

Centennial Tower	M-F, 5:30 a.m. – 6:00 p.m.	615-342-1547
The Women’s Hospital	24/7	615-342-1575
Women’s Health Center	M-F, 7:30 a.m. – 5:00 p.m.	615-342-5018
Imaging Department (Centennial Tower)	M-F, 7:00 a.m. – 6:00 p.m.	615-342-3590
Centennial Imaging Center (Outpatient)	M-F, 7:30 a.m. – 4:30 p.m.	615-342-8700
Emergency Department	24/7	615-342-1500
Parthenon Pavilion	24/7	615-342-1429
Physical Therapy	M-F, 6:00 a.m. – 6:00 p.m.	615-342-5600
Plastic Surgery (Atrium)	M-F (hours vary)	615-342-5050

### *Pre-Registration*

Our pre-registration department may contact you by phone to begin the registration process and explain your insurance benefits prior to your actual date of service. We will verify your insurance benefits, coverage and authorization requirements. However, it is the patient’s responsibility to ensure that the physician(s) and hospital have obtained the necessary referrals, authorizations and/or pre-certifications. If you have services out of your insurance network, there may be a reduction in benefits. To answer any questions regarding whether our hospital is an in-network provider, please call your insurance company directly. To contact our pre-registration department, please call 615-886-5500.

### *Registration*

All patients receiving hospital services need to report to the appropriate registration area listed above. During the registration process you will be asked to provide your insurance card and/or insurance information along with a form of identification. You will be required to sign the necessary consents for treatment, permission to file your insurance and release of medical record information to your insurance company. Each time you visit our hospital for services, you are assigned a new account. To ensure billing information is kept current for our patients, we will request to copy your insurance cards and a form of identification each time you have services at the hospital. All co-payments, deductibles or co-insurance are due on date of service. If you do not have health insurance and have not made prior arrangements with the financial counselor, you will be referred to the financial counselor after the registration process. The financial counselor may visit you during an overnight stay. If you have questions concerning your insurance, payment arrangements, etc., you may contact our Financial Counseling Office at 615-342-1545.

### *Women's Health Center*

The hours of operation are Monday - Friday, 7:00 a.m. - 5:00 p.m.

The Breast Center and Bone Density Center are located on the 3rd floor of The Women's Hospital. Reserved parking is located on the 4th level of the Murphy Avenue parking garage. The Breast Center and Bone Density Center can be reached at 615-342-5018.

### *Emergency Department*

The hours of operation are 24 hours a day, 7 days a week. All emergency patients entering Centennial Medical Center through the Emergency Department will be registered in this area. Any admissions occurring after Centennial Tower Registration's normal operational hours will also register in this area. The Emergency Department may be reached at 615-342-1500 and is located on the 1st floor of the Centennial Tower at the corner of Leslie Avenue and 23rd Avenue North.

### *Parthenon Pavilion*

The hours of operation are 24 hours a day, 7 days a week. Parthenon Pavilion provides assessments and inpatient psychiatric services for adults and older adults. Between the hours of 6 a.m. – 12 a.m., assessments and admissions are conducted in the admissions area of Parthenon Pavilion. Between the hours of 12 a.m. – 6 a.m., assessments and admissions are conducted in the Emergency Department of the Centennial Medical Center. For more information, call 615-342-1450.

## **Patient Privacy Information**

In 2003, a nationwide law was passed that relates to patient privacy. This law prevents hospitals from releasing any information about patients, including name and address, without the patient's permission. Each patient who is treated at Centennial Medical Center is asked upon arrival if they wish to remain confidential or if the hospital may release their name, room number and general condition.

If any patient requests to be in a confidential status, we cannot acknowledge to anyone (including family, clergy, florists, etc.) that he or she is a patient at Centennial Medical Center.

It is the patient's responsibility to communicate this information to those people wishing to know of the patient's admission, room number and condition.

This law was passed to assist with protecting the patient's privacy. Centennial Medical Center is committed to respecting our patients' wishes and adhering to this law.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

Centennial Medical Center emphasizes access and communication between its patients and its employees. Listed below are your basic rights and responsibilities during your stay. If you have any questions, contact the nurse supervisor or administrator on call by dialing 0. Your care is our utmost concern, and your questions let us know that you want to participate in your care.

### *Access to Care*

Individuals shall have impartial access to treatment or accommodations that are available or medically indicated within the hospital's capacity, its stated mission and applicable laws and regulations, regardless of race, age, disability, creed, sex, national origin, sources of payment for care, or whether or not the patient has executed advance directives. Any patient with limited English-proficiency or sensory-impaired persons will be assessed and arrangements will be made to facilitate communication.

Centennial Medical Center shall provide for communication for limited English-proficient persons, and qualified sign-language interpreters and other auxiliary aids, to sensory-impaired persons, where necessary

to afford such persons an equal opportunity to benefit from services provided. All interpreters, telecommunication devices, and other auxiliary aids, needed to provide these services, are provided without cost to the person being served.

#### *The Americans with Disabilities Act*

Centennial Medical Center recognizes The Americans with Disabilities Act, a wide-ranging legislation intended to make American society more accessible to people with disabilities. The policy is available upon request.

#### *Respect, Dignity and Care*

The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition for his/her personal dignity, values and belief systems. The care of the patient optimizes comfort through treating symptoms, managing pain and acknowledging the psychosocial, cultural and spiritual concerns of the patient and family.

#### *Privacy and Confidentiality*

The patient has the right, within the law, to personal and informational privacy, as indicated by the following rights:

To refuse to talk with or see anyone not officially connected with the hospital, including visitors or persons officially connected with the hospital, but not directly involved in his/her case.

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 parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex and the right not to remain undressed any longer than is required for accomplishing the medical purpose for which the patient was asked to undress.

To expect that any discussion or consultation involving his/her case will be conducted discreetly and that individuals not directly involved in his/her care will not be present without permission.

To have his/her medical record read only by individuals directly involved in his/her treatment or in the monitoring of its quality, by

third party payors or governmental agencies. Other individuals can read his/her medical record only on his/her written authorization or that of his/her legally authorized representative.

To expect all communications and other records pertaining to his/her care, including the source of payment for treatment, to be treated as confidential.

To request a transfer to another room if another patient or a visitor in the room is unreasonably disturbing him/her.

To be placed in protective privacy when considered necessary for personal safety.

### *Personal Safety*

The patient has the right to expect reasonable safety where hospital practices and environment are concerned. The patient has the right to be free from all forms of abuse and harassment. The patient has the right to access protective services.

### **Patient Safety: Infection Prevention**

Infection prevention is a high priority at Centennial Medical Center. We follow the requirements of Centers for Disease Control (CDC) and other regulatory agencies to make your hospital stay safe.

Our staff is continuously updated on new infection prevention practices. We put these in place, evaluate our outcomes, and make any necessary adjustments to make Centennial Medical Center the safest medical environment.

If you have questions or concerns, talk to your nurse or contact the Infection Prevention Department at 615-342-4820.

### **Steps YOU can take to prevent infection:**

- Clean your hands before you eat, after coughing, sneezing and using the bathroom
- Clean your hands if they become soiled or touch items that are dirty
- If you do not see your healthcare workers clean their hands before they care for you, ask them to do so

### **Preventing Surgical Site Infections**

- Shower before your surgery following instructions given to you by hospital staff or your doctor
- Do **not** shave the hair where the procedure will be done
- Talk to your doctor if you have an infection, a history of infection after operations or a history of MRSA (methicillin-resistant *Staph aureus*)
- Control your blood sugar if you have diabetes
- Stop smoking — quitting even 2 weeks before your operation decreases your chance of infection
- Do **not** let family or friends touch the surgical wound or dressing

### **Preventing Urinary Tract Infections Related to Foley Catheters**

- Clean your hands before touching your catheter and before doing catheter care
- Keep the urine collection bag below the level of the bladder
- Do **not** tug, pull, twist or kink the tubing
- Ask your doctor every day if you still need the urinary catheter

### **Preventing Pneumonia Related to Mechanical Ventilation**

If you are on a ventilator, we encourage your family to ask about the following infection prevention measures:

- Raising the head of the bed
- Mouth care and how often
- When will you be ready to start coming off of the ventilator

### **Preventing Blood Stream Infections Related to Central Lines**

- Avoid getting your dressing wet
- If dressing becomes loose or wet, report it to your nurse
- Report redness or pain at the site
- Avoid handling the central line site or its ports, unless instructed otherwise
- Ask your doctor every day if you still need the central line

### **Preventing “Superbugs” (MRSA, VRE, C difficile)**

- Superbugs are bacteria that can be hard to treat
- Screening tests for may be done for some of these bacteria during your hospital stay
- If you test positive, additional precautions will be used by workers during your care (i.e., gloves or gowns may worn)
- Use good hand hygiene, reminding visitors and healthcare workers to do so as well

### *Restraints*

Centennial Medical Center recognizes the right of all patients to be free from restraints, or seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff. It is the policy of Centennial Medical Center to treat all patients with the least restrictive measures consistent with their individual safety and the safety of others in the environment. Restraint used within the organization is limited to those situations with adequate, and appropriate clinical justification based on the patient’s assessed needs.

### *Identity of Caregivers*

The patient has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care. This includes the patient’s right to know of the existence of any professional relationship among individuals who are treating him/her, as well as the association with any other healthcare or educational institutions involved in his/her care.

Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary and reviewed periodically at the patient’s request.

### *Medicare “Bill of Rights”*

Upon admission, Medicare patients will receive the Medicare “Bill of Rights” informational sheet that explains and educates the Medicare patient of his/her rights.

### *Information/Decision Making*

The patient has the right to obtain, from the practitioner responsible for coordinating his/her care, complete and current information concerning his/her diagnosis (to the degree known), significant medical or medication

errors, treatment and any known prognosis. When it is not medically advisable to give such information to the patient, the information should be made available to a legally designated individual. Where medically significant alternatives for care or treatment exist, the patient shall be so informed.

The patient has the right to exclude any family members from participating in his/her healthcare decisions.

This information should be communicated in terms the patient can reasonably be expected to understand. When the patient does not speak or understand the language of the community, the nurse supervisor or Switchboard should be contacted so the patient can be provided access to an interpreter.

The patient has the right to participate in the development and implementation of his/her own plan of care. In addition, the patient has the right to be involved in the decision making process relating to his/her care. If the patient is a minor or becomes incapacitated according to the law or is medically incapable of understanding the proposed treatment or procedure or is unable to communicate his/her wishes regarding treatment, a surrogate decision maker will participate in this process to the extent permitted by law.

The Centennial Medical Center Ethics Committee is available to help patients and families with difficult care decisions. To access the Ethics Committee, contact the caregiver or the Nursing Supervisor.

#### *Cultural and Religious Concerns*

The patient has the right to express cultural practices and spiritual beliefs, including the wearing of religious symbols/clothing, provided such practices do not harm others or interfere with the patient's planned course of treatment. This includes particular sensitivity to these concerns as they relate to patients at the end of life.

#### *Pain Management*

The patient has the right to information about pain and pain relief measures, to a concerned staff committed to pain prevention and management, to have reports of pain believed, to quick response to reports of pain, and to staff trained in pain relief.

### *Do Not Resuscitate (DNR) Orders*

It is the right of each patient or his/her surrogate decision-maker to make decisions regarding his/her healthcare. When appropriate, the patient's family approve or reject life-sustaining measures.

A DNR Order, when entered by the physician, means that cardiopulmonary resuscitation will not be attempted to restore heart or lung function in a patient where heart or lung arrest has occurred or is believed to be imminent. Each patient/surrogate decision-maker should fully discuss his or her wishes concerning DNR orders with the physician. A complete copy of the policy is available upon request. Centennial Medical Center can honor advance directives only when copies are provided.

A properly executed "Physician Order for Scope of Treatment" (POST) form accompanying a patient will also be accepted by Centennial Medical Center and remain valid during: 1. Emergency triage, evaluation, and treatment, 2. Non-invasive and invasive outpatient testing and procedures, 3. Outpatient procedures or therapies, which are performed under observation status, and 4. Inpatient status.

### *Advanced Directives*

Federal and State law requires that Centennial Medical Center inquire if an adult patient or emancipated minor has executed an "Advance Care Plan" and/or an "Appointment of Healthcare Agent" document. State law also requires that a "Surrogate Decision-Maker" be appointed for any patient who does not have an "Appointment of Healthcare Agent" document, or did not bring their "Appointment of Healthcare Agent" document with them.

An "Appointment of Healthcare Agent" is a type of advance directive that allows you to name a person to make healthcare decisions for you if you are unable to make them yourself.

An "Advance Care Plan" is a document that allows you to name a person to make healthcare decisions for you and tells your doctor how you want to be treated if you are terminally ill or permanently unconscious.

A "Surrogate Decision-Maker" is an individual, other than the patient's Healthcare Agent or guardian, authorized to make healthcare decisions for the patient should they become incapacitated.

If the patient has not executed an “Appointment of Healthcare Agent” document, or did not bring their “Appointment of Healthcare Agent” document with them, they will be asked to execute another “Appointment of Healthcare Agent” document or designate a “Surrogate Decision-Maker.”

### *Communication*

The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. The patient has the right to have a family member or representative of his/her choice and his/her physician notified of his/her admission to the hospital.

### *Consent*

The patient has the right to reasonable informed participation in decisions involving his/her healthcare. To the degree possible, this should be based on a clear, concise explanation of his/her condition and of all proposed technical procedures, including the possibilities of any risk of mortality or serious side effects, problems related to the recovery and probability of success.

The patient should not be subjected to any procedure without his/her voluntary, competent and understanding consent or the consent of his/her surrogate decision maker. The patient has the right to know who is responsible for performing procedures of treatment.

The patient shall be informed if the hospital purposes to engage in or perform human experimentation or other research/educational projects affecting this care or treatment; the patient has the right to refuse to participate in any such activity or to withdraw consent at any given time.

### *Consultation*

The patient, at his/her own request and expense, has the right to consult with a specialist.

### *Concerns/Complaints*

The patient or surrogate decision maker has the right to voice concerns/complaints regarding care and to have issues reviewed and addressed. If you have a concern, problem or complaint related to any aspect of your care during your hospital stay, speak to your doctor, nurse or hospital staff member. Bringing these matters to the hospital’s attention will in no way affect the patient’s care. If the problem cannot be resolved by hospital staff, you may contact Centennial Medical Center Risk

Manager for assistance. This office can advise you about what to do if you have specific complaints or concerns which may be handled by another party. The contact number for the Risk Manager is (615) 342-4785. For additional assistance, contact the nurse supervisor through the Switchboard Operator. The patient may also contact Joint Commission at 630-792-5000, or he/she may directly contact the state at:

State of Tennessee  
Division of Healthcare Facilities  
227 French Landing, Ste. 501  
Heritage Place MetroCenter  
Nashville, TN 37243  
1-877-287-0010

#### *Ethical Issues/Ethics Committee*

The patient or his/her surrogate decision maker has the right to participate in the consideration of any ethical issues that arise in the care of the patient. The medical center's Ethics Committee is available to help patients, their families, physicians, and staff with ethical concerns. Making care decisions including end of life decisions can be difficult. The Ethics Committee is available to help with these difficult circumstances, including withholding resuscitative services, forgoing or withdrawal of treatment, participation in investigative studies, and conflict resolution. To access the Ethics Committee, contact your caregiver or the nursing supervisor.

#### *Acceptance/Refusal of Treatment*

The patient or surrogate decision maker may accept or refuse treatment to the extent permitted by law including leaving Against Medical Advice (AMA). When refusal of treatment by the patient or surrogate decision maker prevents the delivery of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.

#### *Transfer and Continuity of Care*

A patient may not be transferred to another facility or organization unless he/she has received a complete explanation of the need for the transfer and of the alternatives to such a transfer and unless the transfer is acceptable to the other facility or organization and the patient is medically stable. The patient/surrogate decision maker has the right to be informed by the practitioner responsible for care requirements following discharge from the hospital. A signed consent for the transfer is necessary before the transfer.

### *Hospital Charges*

Regardless of the source of payment for care, the patient has the right to request and receive an itemized and detailed explanation of total bill for services rendered in the hospital. The patient has the right to timely notice prior to termination of eligibility for reimbursement by any third-party payor for the cost of his/her care.

### *Hospital Rules and Regulations*

The patient should be informed of the hospital rules and regulations applicable to conduct as a patient. Patients are entitled to information about the hospital's mechanism for the initiation, review and resolution of patient complaints.

## **Patient Responsibilities**

### *Provision of Information*

A patient/surrogate decision maker has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to health, ie. health insurance coverage. He/she has the responsibility to report unexpected changes in his/her condition to the practitioner. A patient/surrogate decision maker is responsible for reporting whether he/she clearly comprehends a considered course of action and what is expected of him/her. A patient/surrogate decision maker is responsible for informing the hospital as soon as possible if it is believed that the minor's rights have been violated. The patient has the responsibility to report perceived risks to their care and unexpected changes in his/her condition to the practitioner.

### *Pain Management*

The patient is responsible for asking for pain relief promptly, helping staff to assess the pain, discussing pain relief options and expectations with caregivers, working with caregivers to develop a pain management plan, telling staff when pain is not relieved, and communicating worries regarding taking pain medication.

### *Compliance with Instructions*

A patient is responsible for following the treatment plan recommended by the practitioner supervising his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and for notifying the responsible practitioner or the hospital of the treatment recommended by his/her physician. The patient should advise his/her physician of any problems anticipated in following the prescribed treatment plan.

### *Notification of Rights Violation*

The patient or legal guardian is responsible for informing the hospital as soon as possible if it is believed that any of his/her rights have been violated.

### *Minor Patient*

The parent or legal guardian must be present and/or available dependent upon patient's situation while a minor is a patient.

### *Refusal of Treatment*

The patient/surrogate decision maker is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

### *Hospital Charges*

The patient is responsible for ensuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.

### *Hospital Rules and Regulations*

The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

### *Respect and Consideration*

The patient/surrogate decision maker is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, the No Smoking Policy and the number of visitors in the room. The patient is responsible for being respectful of the property, of other persons, and of the hospital.

## Neonatal/Pediatric and Behavioral Health Bill of Rights Available Upon Request

### Advance Healthcare Directives: Notice to Patients

#### *Your Right to Make Advance Healthcare Decisions*

Federal and state law requires that we give you information about your right to make advance healthcare decisions. Right now, you may be able to make your own healthcare decisions; however, you may not always be able to make such decisions. By giving advance directives, you can tell your physician and family about the medical care you would like to receive and whether you want another person to be able to accept or refuse treatment for you, in case you are no longer able to make such decisions for yourself.

You can name a person to make medical treatment decisions for you by executing an “Appointment of Healthcare Agent” document. This person is allowed to make healthcare decisions for you, including life support decisions, but only after your physician determines that you lack decision-making capacity.

You can also leave advance directives about life support by executing an “Advance Care Plan.” An “Advance Care Plan” tells your physician and family about the type of life support that you want provided or withheld, in case you are ever kept alive by artificial means and are no longer able to make decisions yourself.

If you already have an “Advance Care Plan” or an “Appointment of Healthcare Agent” document, please tell your physician and the hospital staff. A copy of the document must go in the medical chart to ensure that your wishes are honored. If you want more information on how to execute an “Advanced Care Plan” or an “Appointment of Healthcare Agent” document, please feel free to ask either your physician, the hospital social worker, or your attorney.

If you have not executed an “Appointment of Healthcare Agent” document, or did not bring your “Appointment of Healthcare Agent” document with you, you will be asked to execute another “Appointment of Healthcare Agent” document or designate a “Surrogate Decision-Maker.”

It is the policy of Centennial Medical Center to honor a patient's healthcare decisions to the full extent required or allowed by the law. You are not required to execute an advance directive to receive care at Centennial Medical Center.

## **Non-Discrimination**

Centennial Medical Center provides quality patient care programs, activities, services and employment opportunities in a non-discriminatory manner regardless of race, sex, color, national origin or disability pursuant to Section 504, of the Rehabilitation Act of 1973, of the Civil Rights Act of 1964; and the Americans with Disabilities Act of 1990.

Any patient, surrogate decision-maker, or prospective employee may file a complaint of discrimination, or obtain information about these laws, by contacting Centennial Medical Center's Section 504 Coordinator for assistance. This office can best advise you about what to do if you have specific complaints or concerns which may best be handled by another party. The contact number for the Section 504 Coordinator is: 615-342-4785.

The Chief Executive Officer (Hospital Administrator) is responsible for the implementation of non-discrimination policies.

## **Support Groups**

Please contact TriStar MedLine at 615-342-1919 or 800-242-5662 for a list of local support groups in your area.

## **Chaplaincy Services**

Chaplaincy Services provide a ministry of pastoral care and counseling to patients and families during times of illness or injury. To have the Chaplain visit you or for assistance contacting your own clergy, please call the Chaplain at ext. 3911 or have your caregiver do so. Our chapel is available for prayer and meditation at all times. The Centennial Tower Chapel is located on the 1st floor of the Tower, and the Chapel Prayer Service is held on Wednesdays at noon.

## Case Management Discharge Planning

Case Management offers patients and families advice and assistance with various options available for the patient when he/she is ready to move to another level of care, whether it be in this hospital system or in the community. To ensure that patients and families are fully aware of available resources in Centennial Medical Center and the community, the Case Management Department offers Nurse Case Managers and Masters Prepared Social Workers to assist.

The Case Management Department at Centennial Medical Center is committed to helping the patient and his/her family and is available to you for support during your hospitalization. Case Management can be reached at 615-342-4787.

## Financial Information

After you have been discharged from the hospital, you will receive a statement of your hospital services. The statement will include an estimate of your insurance benefits and liability based on the verification given by your insurance company. Your insurance does not guarantee payment of your bill. The balance that is reflected on this statement is the remaining balance that is due from you, less any payments/deposits made at time of service. Due to the volume of our accounts, we utilize outside companies to assist in the collection process of our accounts. If a company contacts you, we ask that you work with them to resolve any outstanding balances. We will contact you within one to two weeks after discharge to ensure that you have received a statement, verify your account information and ask for your comments regarding your hospital visit. Additional contacts with you will be made as necessary in order to confirm definitive arrangements for payment of your account.

### *Payment Obligations*

To assist in healthcare cost containment, it is required that you pay any deductible or co-insurance amounts at time of registration or prior to leaving the facility. If payment in full cannot be made, financial counselors will be available to assist you. We accept cash, check, money order, credit card and online payment. To make a payment and view your detailed charges over the Internet, you may access our secured website at [TriStarHealth.com](http://TriStarHealth.com). For elective services, patients will be required to pay the estimated responsibility on or before the date of service. The financial counselor will quote an estimate for the

hospital services, however actual charges cannot be determined until the procedure is completed.

### *Professional Services*

You may receive bills from independent healthcare providers such as emergency department physicians, anesthesiologists, pathologists, radiologists, cardiologists and your attending physician that have provided services for you while in the hospital. Each physician bills separately for his/her services. If you have any questions regarding physicians' bills, please contact their offices directly.

### *Paying your hospital bill*

We consider a 30-day period after discharge to be a reasonable time for your insurance carrier to pay your bill. If we do not receive payment from your insurance within 30 days, you will be billed for the services rendered. If your insurance does not pay within 30 days, you should become involved and assist us with the following:

- Call your insurance company and determine why they have not paid your claim.
- Ensure any special claim forms have been completed and forwarded to your insurance company.
- In some cases, you may need to refer to your employer's human resource department to assist with payment of your claim.

After your insurance has paid on your account, you should receive an explanation of benefits from your insurance company. In the event that your insurance company pays the hospital after a 30-day period and you have also paid on your account, the overpayment will be promptly refunded unless you have other outstanding accounts. In these cases, any overpayment would be applied to the outstanding balance(s).

If you have any questions on or before your visit to the hospital, please contact our Financial Counselor at 615-342-1545.

For questions after your visit to the hospital, please contact our Patient Account Services at 615-886-4733.

Thank you for choosing Centennial Medical Center!

## **Health Information Services**

A complete record of treatment and progress is maintained by Health Information Management. This record is vital for the physician's medical information and the patient's current and future care. Questions about the patient medical records may be directed to the Director of Health Information Services at 615-342-3800.

## **Discharge Planning**

Discharge planning is a multidisciplinary team effort that involves the patient, families, physician, case manager, social worker, nurse, and ancillary support staff such as physical therapists and dieticians.

Each patient has a case management team member assigned who assists in identifying complex discharge planning needs.

For assistance in identifying your designated Social Worker or Nurse Case Manager, contact the Quality/Risk/Case Management Department office at 615-342-4787.

## **Private Nurses**

All arrangements for care by a private day nurse or attendant are made by the family. Under no circumstances will a private nurse/attendant brought in by the family be allowed to perform any medical treatments for the patient. Private nurses or attendants are not permitted in the intensive care areas, post-anesthesia care units or the family birth units.

## Key Phone Numbers

Main	615-342-1000
Patient Information	615-342-2600
Parthenon Pavilion	615-342-1400
Chaplaincy	615-342-3911
Emergency	615-342-1505
Labor & Delivery	615-342-5299
OB Emergency Room	615-342-8299
The Sarah Cannon Cancer Center	615-342-3754
Atrium Plastic Surgery	615-342-5050
Woman's Health Center	615-342-5018
Scheduling	615-695-7230
Security	615-342-2844
Housekeeping	615-342-2033

## Gift Shop

The central gift shop, which primarily services Centennial Tower, is located on the 2nd floor.

The Gift Shop for The Women's Hospital is located just off the main lobby near the main entrance area on the 1st level. 615-342-1752.

Both gift shops offer a variety of items including sundries and floral arrangements. 615-342-1770.

## Visiting Hours

The visitation policy and procedures at Centennial Medical Center are designed to protect patients' privacy and to increase their comfort during their hospital stay. The objective of our policy is to create a reasonable process that provides all patients with the opportunity to rest and recover in comfortable, quiet and private surroundings while enabling family and friends to participate in the healing process. This family-centered care approach allows for enhancement of the cohesive family unit and participation of the patients' support systems while providing access to a safe and secure environment.

Visiting hours at Centennial Medical Center are 9:00 am - 9:00 pm every day. A family member may stay overnight in the patient's room if they are located in the Centennial Medical Center at Ashland City, the

Centennial Tower, The Women's Hospital, ParkView, and The Sarah Cannon Cancer Center. There are specific, visiting hours and policies for Parthenon Pavilion, Family Birthing Unit, Neonatal Intensive Care Unit (NICU), Bone Marrow Transplant Unit (BMT), Coronary Care Units (CCU), Cardiovascular Recovery Intensive Care Unit (CVICU), and the Medical Surgical Intensive Care Unit (MSICU). Specific visiting hours and processes will be explained to you at the time of admission should you or your loved one need care in one of the specialty care locations on our campus.

Visitation may be restricted for the following reasons:

- At the request of the patient or legal guardian if the patient is under age or becomes incapacitated.
- Patient is observed by his or her nurse to be sleeping.
- Patient is undergoing a medical procedure or care is being provided that requires privacy.
- Signs are posted on patient doors if isolation precautions are indicated. Visitors must check with a patient's nurse prior to entering the patient's room in order to receive special instruction regarding the isolation procedures.
- Patient is in the custody of Law Enforcement Personnel.
- Restrictions initiated by the Centennial Medical Center Administration Team or Safety/Security Officer(s) due to crisis or special situation/event.

Restrictions will be posted on the patient's door or, in the case of a Hospital Wide event, at the entrance.

Visitors are asked not to enter areas posted with "Authorized Personnel Only" signage.

Visitors are asked not to visit patients if they have a cold, cough, or other communicable illness. It is important to restrict exposure in order to prevent the spread of infectious diseases among patients, staff, volunteers, and other visitors. If you are ill and must visit, please request a mask and other personal protective equipment from the staff in the area you are visiting.

Children under the age of 12 years are required to stay in the multipurpose waiting rooms located in each building and must be under the continuous supervision of an adult. If you would like for them to visit with you during your stay or if special circumstances exist, please discuss this with your care provider so that options and opportunities may be arranged.

## No Smoking Policy

In keeping with our mission to improve the health of our communities, Centennial Medical Center is committed to providing a safe, clean and healthy environment for our patients, employees, visitors and customers.

To support this commitment, and in response to studies that indicate that the use of tobacco is a leading cause of preventable illness and premature death, as well as the Tennessee Non-Smokers Protection Act, Centennial Medical Center has adopted a campus-wide tobacco-free policy.

This policy means patients, visitors, volunteers, employees, vendors and physicians will be prohibited from using tobacco products anywhere inside or outside of the Centennial Medical Center campus.

## Food Court Information

In-patients are not allowed to purchase food from the Gift Shops or from the Food Courts. In addition, employees or visitors are not allowed to purchase food for any patients. This is due to an HCA policy that was adopted in 1995 in effort to protect our patients stating that all foods served to in-house patients must be prepared under HACCP guidelines.

Debit and credit cards can be accepted by cashiers for payment. There is an ATM machine located by the Gift Shop on the second floor of the Tower, and on the first floor of The Women's Hospital.

### *Restaurants and Hours of Operation*

Tower Food Court:	M-F, 7:00 a.m. – 8:00 p.m.	Centennial Tower
• Dairy Queen	Weekend hours vary.	2 <sup>nd</sup> floor
• Subway		
• Cafeteria		
Cafeteria	M-F; 7:00 a.m. – 9:00 a.m. 11:30 a.m.- 1:30 p.m.	The Women's Hospital 2 <sup>nd</sup> floor
That Good Coffee Place	M-F, 6:30 a.m. – 5:00 p.m.	Centennial Tower 1 <sup>st</sup> floor

### *Patient Meals*

Nutrition plays an important role in your recovery. Your physician has prescribed a diet for you that complements your total program of therapy. Your menu may exclude certain items in accordance with the restrictions of your diet. Please request a visit from our registered dietitian if you have diet questions or nutritional concerns.

### *Guest Meals*

Guest trays may be ordered by the patient or family via Nursing Services. There is a charge for each tray.

### *Vending*

24-hour vending is available in two locations: next to the Food Court on the 2nd level of the Centennial Tower and on the 2nd floor of The Women's Hospital near outpatient surgery.

## **Phone Usage**

A bedside telephone is provided for patients with no charge for local calls. To make a local call, dial 9 plus the telephone number. To make a long distance call, dial 9+0+number you are calling. All long distance calls must be made collect or charged to a credit card. Calls cannot be charged to your room. To reach the Hospital Operator, dial 0. For patient information, dial 2600. For convenience, the last four digits of phones in patient rooms are the same as the room number, with the prefix of 342. Example: the phone number for room 7020 is 342-7020. Patients in the Intensive Care Unit may not receive phone calls.

## **Security**

Security is maintained 24 hours a day, 7 days a week for patients, visitors and staff of Centennial Medical Center. Should the need arise, contact Security immediately at 615-342-2844. The Security Control Center is located on the 1st floor of the Centennial Tower across from the main elevators. If you wish to speak with the Director of Security, call 615-342-2830 during normal business hours.

## **Lost and Found**

Items found on campus should be turned into Lost and Found by contacting Security. Items that patients and visitors may inadvertently leave in their rooms will be turned into Lost and Found. Perishable items such as flowers, fruit and food normally will be disposed of immediately. All other items will be kept a minimum of 90 days before disposal. Efforts will be made to contact the owner of any item found on campus. Contact the Security Office 24 hours a day at 615-342-2844.

## Parking

All Parking is free of charge. See enclosed map on pgs. 32-33 for details.

### *The Atrium*

Patient parking for The Atrium medical office building may be found in the open lot across from the front of The Atrium on the corner of Parman Place and 25th Avenue North.

### *The Sarah Cannon Cancer Center/Park View*

Patient parking for the The Sarah Cannon Cancer Center and Radiation Oncology may be found on the surface parking lot located directly in front of the building.

### *Physicians Park - 2400 Patterson Street*

Patient and visitor parking for the Physicians Park office building, next to Centennial Tower, is located under the Physicians Park offices. The entrances to this parking are either off of 23rd Avenue North or near the corner of Leslie Avenue and Parman Place, keeping to the left as you drive under the building. Should the top level red area be full when you arrive, you may wish to go to the lower level. Follow the signs to the lower level and park in the red area straight ahead and to the right as you enter the lower level parking. Take the elevator to the corresponding floor for your physician. Please note which level, what symbol and under which banner color you have parked.

### *Parthenon Pavilion - Parman Place Garage*

Patients and visitors of Parthenon Pavilion may park in the Parman Place Garage. Please note the level you park on as you enter the elevator or stairwell.

### *Centennial Tower - 2300 Patterson Street*

Patient and visitor parking for the Centennial Tower is located in the underground parking garage of 23rd Avenue North or near the corner of Leslie Avenue and Parman Place. Should parking on the upper level be full, you may wish to park in the lower level. Follow the signs to the lower level. Turn left at the bottom of the ramp to the orange lot on the lower level. Park straight ahead or to your left. Note which level, what symbol and under which banner color you have parked.

### *Emergency Room*

Emergency Room parking for patients and visitors will be at the Emergency Room entrance off of 23rd Avenue North and Leslie Avenue. Normally, this is short-term parking. Should you park your car in the Emergency Room parking for an extended period of time (in excess of eight hours); please notify Security at 615-342-2844.

### *The Women's Hospital*

Patient and visitor parking for The Women's Hospital can be found in the Murphy Avenue garage across from The Women's Hospital. Enter from Murphy Avenue across from The Women's Hospital. Parking for maternity patients entering the hospital will be under the canopy at the front door. Please move your car or request Security to move your car to the garage at your earliest convenience.

### *2201 Medical Plaza Building*

Patient and visitor parking for the 2201 Medical Plaza Building is in the Murphy Avenue garage across from The Women's Hospital, or you may wish to have a valet park your car. If you desire valet parking, drive your car to the front entrance of the medical office building. There is a charge for this service.

### *Park View Medical Office Building*

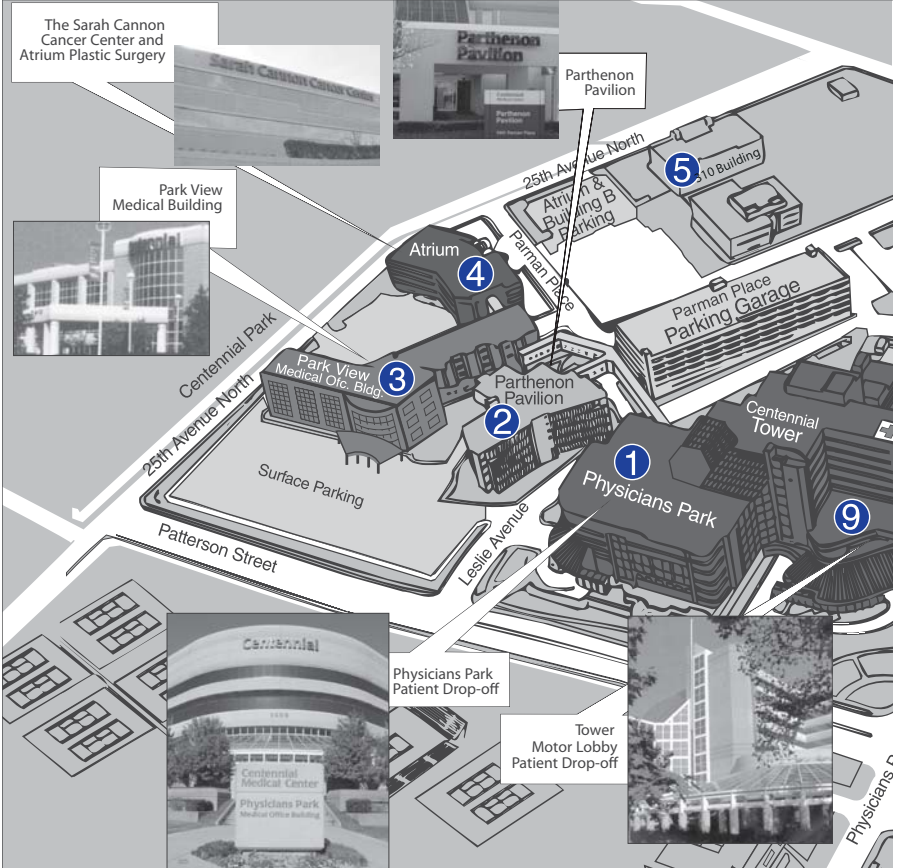
Patient and visitor parking for the 2410 Park View Medical Office Building is located on the surface lot in front of the building.

### *Centennial Imaging Center and 356 Medical Office Building*

Patient and visitor parking for the Centennial Imaging Center and 356 Medical Office Building is located on the surface lot in front of the building at the corner of Charlotte and 24<sup>th</sup> Avenues.



# Welcome to Centennial



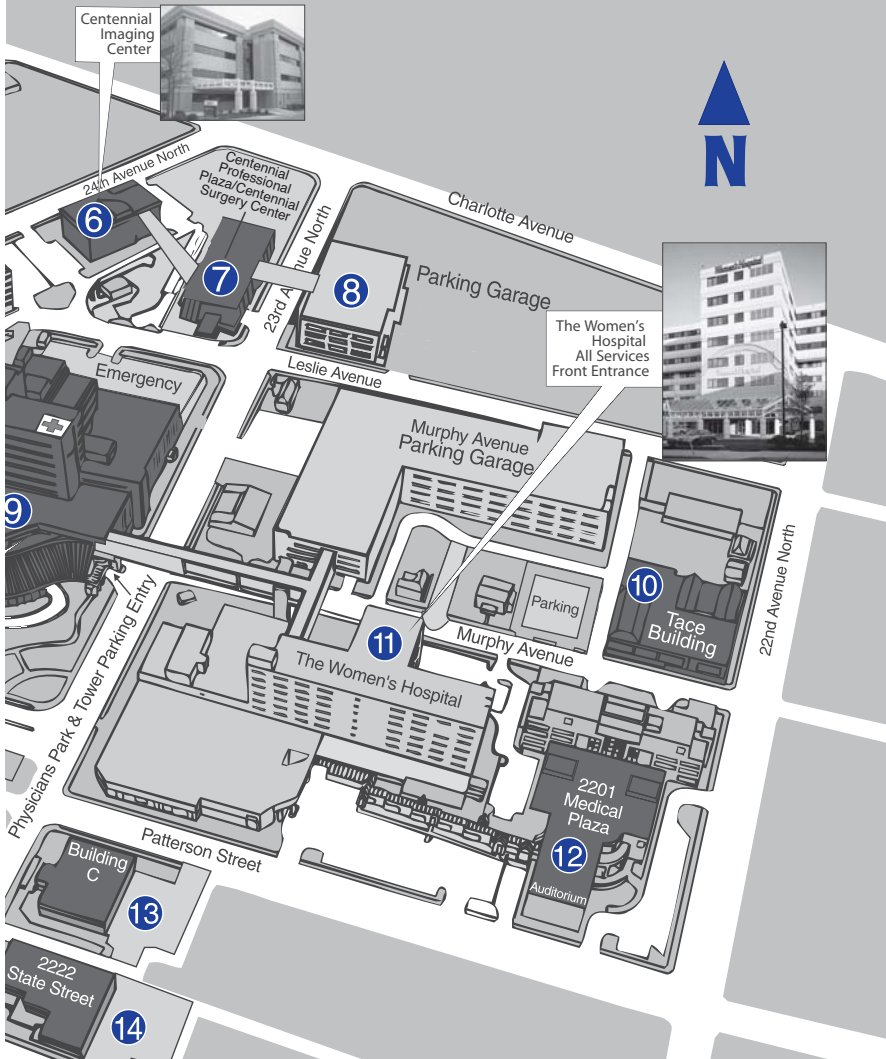
## Centennial Medical Center Campus Directory

- |  |  |  |
|--|--|--|
| <b>1 Physicians Park</b><br>2400 Patterson Street                | <b>6 356 Building/<br/>Centennial Imaging<br/>Center</b><br>356 24th Avenue North                      | <b>10 Trace Building/Center<br/>for the Treatment of Obesity</b><br>2200 Murphy Avenue |
| <b>2 Parthenon Pavilion</b><br>2401 Parman Place                 | <b>7 Centennial<br/>Professional Plaza/<br/>Centennial Surgery<br/>Center</b><br>345 23rd Avenue North | <b>11 Women's Hospital</b><br>2221 Murphy Avenue                                       |
| <b>3 Park View Medical<br/>Building</b><br>2410 Patterson Street | <b>8 Parking Garage<br/>Centennial<br/>Professional Plaza</b><br>340 23rd Avenue North                 | <b>12 2201 Medical Plaza</b><br>2201 Murphy Avenue                                     |
| <b>4 Atrium</b><br>250 25th Avenue North                         | <b>9 Centennial Tower</b><br>2300 Patterson Street   | <b>13 Building C</b><br>310 23rd Avenue North  |
| <b>5 310 Building</b>  |  | <b>14 2222 State</b><br>2222 State Street  |

West End  
Avenue

 **Center**

# ennial Medical Center



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TRI STAR HEALTH SYSTEM<sup>SM</sup>





