



# Mon General Hospital Patient Guide



# Welcome

Thank you for choosing Mon General for your healthcare needs.

We strive to deliver quality healthcare services in a professional, caring manner. Our goal is to exceed your expectations for service and quality.

This guide has been designed to answer many of the questions you may have during your stay. We are here to serve you and your family and we welcome any questions or suggestions to improve our service to you.

Mon General and you...Better. Together.



Darryl L. Duncan, FACHE  
President & Chief Executive Officer  
Mon Health System

## MISSION

To enhance the health of the communities we serve, one person at a time

## VISION

Our exceptional team will provide an extraordinary patient experience, compassionate care and clinical excellence

## VALUES

**Respect** - We will treat every person with compassion, courtesy, honesty and dignity in each interaction and communication

**Excellence** - We will perform at the highest standard dedicated to professionalism, proficiency, integrity and safety

**Teamwork** - We will cultivate relationships with our community, patients, and team members, providing quality care as one family

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# Phone Numbers

| If you have questions or need assistance regarding your care, please call Ext. 1452. | To Call From Inside Mon General | To Call From Outside Mon General |
|--|---------------------------------|----------------------------------|
| Business Office .....  | 1560 .....                      | (304) 598-1560                   |
| Facilities Management .....  | 1228 .....                      | (304) 598-1228                   |
| Foundation of Mon General .....  | 1208 .....                      | (304) 598-1208                   |
| Gift Shop.....   | 1322 .....                      | (304) 598-1322                   |
| Housekeeping.....  | 6653 .....                      | (304) 285-6653                   |
| Information Desk.....  | 1323 .....                      | (304) 598-1323                   |
| Nursing Supervisor .....   | 6648 .....                      | (304) 285-6648                   |
| Nutrition Services.....  | 1477 .....                      | (304) 598-1477                   |
| Pastoral & Spiritual Care.....   | 1952 .....                      | (304) 598-1952                   |
| Patient Accounting .....   | 1560 .....                      | (304) 598-1560                   |
| Patient Relations Representative.....  | 1452 .....                      | (304) 598-1452                   |
| Patient Safety Coordinator .....   | 1388 .....                      | (304) 598-1388                   |
| Perinatal Education Program .....  | 1484 .....                      | (304) 598-1484                   |
| Security.....  | 6664 .....                      | (304) 285-6664                   |
| Social Work Services.....  | 1537 .....                      | (304) 598-1537                   |
| Supportive/Palliative Care .....   |                                 | (304) 276-0249                   |
| Telephone Assistance .....   | ...0                            |                                  |
| Volunteer Services.....  | 1324 .....                      | (304) 598-1324                   |

To make a local call, Dial 9 + area code + number.

To make a long distance call, (collect, credit card, or third party billing) Dial 8 + 0 + area code + number.

For a Telecommunication Device for the Deaf (TDD), please call **Ext. 1200**.

Out-of-town friends or family members may reach you by calling the hospital toll-free at **1-800-992-7600**.

## Cell Phone Use

Cell phones may be used in all public areas of the hospital, including the main lobby, waiting rooms, conference center, cafeteria, patient rooms and emergency department treatment rooms. As a courtesy to others, please set phones to silent/vibrate mode while in the hospital.

To comply with HIPAA privacy concerns, photos and or video taken with cameras, cell phones, tablets or other electronic recording devices are not permitted within the hospital or on hospital property

without proper authorization from the patient and the hospital.



*Cell phones may be used in all public areas of the hospital.*

# Patient Services

## ATM

An ATM machine is located in the main lobby.

## Gift Shop

Operated by the Auxiliary of Mon General, the Gift Shop, located off the main lobby, sells books and magazines, postage stamps, personal care items, greeting cards, gift items and snacks. For patients who are not able to leave their floor, items may be obtained from the Gift Shop by calling **Ext. 1322**.

A volunteer will deliver the items.

Gift Shop hours are:

Monday – Friday, 9 a.m. - 8 p.m.

Saturday & Sunday, 11 a.m. - 4 p.m.



*For patients who are not able to leave their floor, items may be obtained from the Gift Shop by calling **Ext. 1322**.*

## Lost and Found

While the hospital does not assume responsibility for personal items lost by patients and visitors, every reasonable effort will be made to find items reported missing. Report missing items to your nurse. To claim lost items, contact **Security at Ext. 6664** or ask your nurse to have a security officer paged.

## Mail, Packages and Flowers

You will receive your mail from a Mon General volunteer each afternoon. The volunteer will also deliver flowers, packages, and Care Cards sent from **mongeneral.com**. You may also give the volunteer any mail you have to go out. Your mailing address while you are a patient is:

Mon General Hospital  
c/o Patient's first and last name, and room number  
1200 J.D. Anderson Drive  
Morgantown, WV 26505

## Newspapers

*The Dominion Post* is delivered daily to patients free of charge. Newspapers are also available in the vending room, adjacent to the cafeteria, and in the Gift Shop.

## Notary Public

Available for Living Wills and Medical Power of Attorney only. Please ask your nurse for assistance.

## Organ Donation

Recognizing our mission to help all patients, Mon General is part of a national effort to increase awareness for organ and tissue donations. For more information, or to obtain a donor card, call the **Nursing Supervisor at (304) 285-6648**.

## Pain Management

During your hospital stay you may experience pain. This pain may result from surgery or an invasive procedure, or you may already be experiencing pain because of your illness or condition. Regardless of the source of your discomfort, effective pain relief is an important part of your treatment. It is very important that you report your pain so the staff can respond appropriately to meet your needs.

Your nurse will teach you how to report your pain using numbers on a pain scale. The nursing staff will assess your pain frequently. Always keep your healthcare provider informed by reporting any new pain or changes in your pain.

Managing your pain is an important step in your recovery. You should expect the following rights for your pain care:

- The right to have reports of your pain accepted and acted on by healthcare professionals.
- The right to have your pain controlled, no matter its cause or how severe it may be.
- The right to be treated with respect at all times. When the need for pain medication arises, your request will be honored in a professional manner.

# Patient Services

## Pastoral & Spiritual Care

The Pastoral and Spiritual Care Department is available to provide support in times of spiritual need. We can also notify your faith community or spiritual leader about your hospitalization. If you desire a visit from the Pastoral and Spiritual Care staff, arrangements may be made by your nurse, or by dialing **Ext. 1952**. An Interfaith Chapel is available for prayer or reflection. It is located near the main lobby.

## Patient Care

If you have any problems or questions regarding patient care, please contact the **Patient Relations Representative** at **Ext. 1452**, between 9 a.m.- 5 p.m., Monday through Friday, with the exception of legal holidays. For assistance after hours or on weekends, please call the **Nursing Supervisor** at **(304) 285-6648**.

## Patient Dining

Your physician has ordered a specialized diet to assist you in your treatment plan. Each of your meals have been analyzed by a Registered Dietitian and nutritionally formulated to meet your individual recommended dietary needs. The Nutrition Services Department serves meals to in-patients as follows:

|           |                         |
|-----------|-------------------------|
| Breakfast | 7:30 – 8:30 a.m.        |
| Lunch     | 11:30 a.m. – 12:30 p.m. |
| Dinner    | 4:30 – 5:30 p.m.        |



*Each of your meals have been analyzed by a Registered Dietitian and nutritionally formulated to meet your individual recommended dietary needs.*

A host or hostess will visit your room daily to assist you with menu selections. Vegetarian meals and 100% whole grain options are available. Special requests can be made by contacting **Nutrition Services** at **Ext. 1477**. Guests may purchase a food tray by prepaying for the meal in the cafeteria, located on the 1st Floor. Guest trays are \$5.

Family members and visitors are asked to not purchase food from the cafeteria for patients. Cafeteria items may not follow the therapeutic diet ordered by your physician and may interfere with treatment plans.

## Social Work Services

Social Work Services is available to help patients and families prepare for discharge and make possible the most effective use of healthcare services. Social Work Services can help: organize in-home care or placement in an extended-care facility; provide information and referral for community resources; explore resources for financial assistance; provide short-term counseling; and arrange for follow-up care, if needed, after discharge.

Medical Power of Attorney and Living Wills are also available through **Social Work Services** by calling **Ext. 1537**.

## Supportive/Palliative Care

Patients with chronic or complex, life-threatening illnesses may experience frequent hospitalizations, unrelieved symptoms and significant physical difficulties. Mon General Hospital's Palliative Care team is available to assist with symptom management, goal clarification and care plan development. The team includes physicians, nurse practitioners, nurses, chaplains, physical therapists, occupational therapists, social workers, pharmacists and dietitians. These professionals are trained to help patients and their loved ones with the physical, psychological, social and spiritual needs that often accompany advanced illness. Let your nurse or health care provider know if you would like to speak with someone from our **Supportive/Palliative Care** service or call **(304) 276-0249**.

## Television

Television controls are operated from the bed. A channel guide is available in the back pocket of this

# Patient Services

guide. In addition to television channels, soothing music channels and patient education channels are also available.

## Valuables

Please do not bring valuables, such as money, credit cards or jewelry with you. If you do have valuables with you and your family cannot take them home, you may check the items in at the Security Office at the time of admission. Items must be retrieved upon discharge. The hospital is not responsible for valuables not placed in the safe.

## Wireless Internet Access

Mon General offers free wireless Internet access to our patients and guests. Mon General's free Internet connection works with any Wi-Fi enabled device.

How to connect:

- Turn on your wireless-enabled device
- Your wireless connection may detect the MGHGuest network automatically.
- Refer to your hardware's user documentation for further assistance. Mon General does not provide technical support.
- Once you are connected you will automatically be redirected to the Mon General Acceptable Use Policy and Disclaimer Page.
- Click the "Accept" button if you agree to the Terms of Use and you will be connected to the Internet.

## Visitor Guidelines

We welcome your visitors as long as they make your stay at Mon General more comfortable. However, if you prefer not to receive visitors during your stay, please let your nurse know.

## Food Safety

Food safety is a major concern for our patients. Visitors are discouraged from bringing food to patients. Food that is not kept at the proper temperature can cause bacteria to multiply, increasing the risk for food

borne illness. In the event food items are brought into the hospital, the items will be discarded within 24 hours to prevent food borne illness.

## General Courtesy

Visitors should leave the room if the nurse or another member of your healthcare team needs to administer treatment. Please make sure that children are supervised at all times while in the hospital.

## Overnight Visitation

Overnight visitation is permitted in limited circumstances. Visitors wishing to stay overnight with a patient should notify the patient's nurse.

## Public Dining Services

The hospital cafeteria, Mon Appétit, is located on the 1st Floor. Snacks and beverages are available throughout the day.

The cafeteria is open as follows:

|           |                     |
|-----------|---------------------|
| Breakfast | 6:15 - 9:30 a.m.    |
| Lunch     | 10:30 a.m. - 2 p.m. |
| Dinner    | 4:30 - 8 p.m.       |



*The hospital cafeteria is located on the 1st Floor and is open to the public from 6:15 a.m. - 8 p.m.*

Vending machines are located to the right of the cafeteria entrance and are available 24 hours a day.

Family members are discouraged from purchasing vending food items and food from the cafeteria for patients. These food items may not always follow

# Visitor Guidelines

the diet prescription for patients on modified diets.

The Terrace Café, located off the 2nd Floor lobby, offers specialty beverages and a coffee bar, baked goods, sandwiches, soups and entrée salads. Seating is available inside the café or on the outside terrace.

The Terrace Café is open as follows:

|                  |                    |
|------------------|--------------------|
| Monday - Friday  | 6:30 a.m. - 9 p.m. |
| Saturday, Sunday | 7 a.m. - 3 p.m.    |

## Smoking Policy

**Mon General Hospital is a non-smoking facility.**

Visitors and patients are not permitted to smoke or use tobacco products within the hospital or on hospital grounds, which includes the parking lots.



## Telephones

Some waiting areas are equipped with a courtesy phone for local calls.

## Visiting Hours

Visitation is permissible 24 hours a day in general care areas. Visitors wishing to stay overnight with a patient should notify the patient's nurse. Visitation may be restricted by the nurse, based on the patient's condition. Visitation by children under 12 years of age is also at the discretion of the nurse. Those with cold or flu symptoms, or any other illness, are asked not to visit patients.

Please do not be alarmed if your visit is delayed. This does not mean there is something wrong with your family member. A special procedure or exam may be taking place. Please be patient and understanding during these times. You will be permitted to visit as soon as possible.

Mon General respects, protects and promotes patient rights. A family member, friend or other individual may be present with the patient for emotional support during the course of the stay. The support individual is the patient's choice unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative. Mon General prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

## Cardiac Care and Intensive Care Units

Visiting hours are limited to 10-11 a.m., 2-3 p.m., 5-6 p.m. and 8:30-9:30 p.m. Visitation is at the discretion of the nurse and depends on the patient's condition. We ask that the family appoint a spokesperson to receive information about the patient's condition to limit phone calls and patient care interruptions. Please do not call the units between the hours of 7-8 a.m. and 7-8 p.m. Changes in caregivers, reporting and physician rounds occur during these times.

## The Hazel Ruby McQuain Birth Center

Visiting hours during labor are 24/7 and only four visitors are permitted at any time. Visitation may be restricted by the staff based on the patient's condition or per the patient's request.

After delivery the visiting hours are 8 a.m - 9 p.m. Only four visitors are permitted in addition to the father and the siblings of the newborn. Visitation may be restricted by the staff based on the patient's condition or per the patient's request. Only one adult may stay overnight.

Visitors under the age of 12 are permitted only if they are the brother or sister of the newborn. All other children will be asked to wait in the waiting room with an adult.



# Visitor Guidelines

## Visitor Entrance

Visitors are asked to enter and exit the hospital by the main lobby entrance. The lobby doors are locked from 11 p.m.-5 a.m. The Emergency Services entrance is accessible 24 hours a day.

## Visitor Waiting Areas

While patients are in surgery, visitors may wait in the patient's room, the main lobby, Mon Appétit Cafeteria, Terrace Café or waiting areas located on Floors 2-6. Separate waiting rooms for families of patients in Cardiac Surgery, Intensive Care and The Hazel Ruby McQuain Birth Center are located within those areas. Visitors are discouraged from staying overnight in waiting areas.

# Hospital Safety

## Bed Controls & Safety

Ask your nurse for instructions on using the bed controls. Never try to lower the bed's side rails or climb over them. We ask that you keep your top two side rails up at all times. Ask for help when getting out of bed and wear slippers or shoes with non-skid soles. Never use a bedside table or over bed stand for support. They may move under your weight. Use extra care in the bathroom, especially when using the shower, tub or toilet. Move slowly and use the grab bar for support. Don't hesitate to ask for help. Falls are the most common source of patient injuries, especially falls from or near the bed. Your physician will order activity based on your condition. Please check with your nurse before getting out of bed or sitting. Use your nurse call button if you need assistance.

## Dentures & Eyeglasses

Dentures and eyeglasses should be stored in the drawer of your bedside table. Please remember that you are responsible for any personal items you bring to the hospital.

## Fire Drills

Please don't become overly concerned when you hear the sound of a fire drill alarm. Remain where you are unless instructed otherwise by hospital

personnel. Fire drills are routinely conducted on all three shifts.

## Personal Electronic Devices

Hospital personnel must perform electrical safety tests on any electronic devices you bring from home before you use them at Mon General. Please ask your nurse to call Facilities Management to check your personal devices.

## Prescription Drugs & Herbal Supplements

If you were taking prescription drugs before your hospitalization and brought them with you, please show them to your nurse so he/she can record the information, and tell the doctor of your current prescriptions. In most cases we ask that you send your medications home with your family or friends after the nurse has reviewed them with you. Your physician will then order what medications you are to have while in our care, and our staff will administer them. In some situations, such as a medication not available from the hospital pharmacy, insulin pumps or home medication taken by observation or out-patients, exceptions may be made. Please discuss with your nurse.

If you have been taking any herbal products or dietary supplements, there is potential that they may interact with medications your doctor may prescribe while you are in the hospital and when you go home. Please be sure to let your physician and your nurse know of any products you were taking while at home.

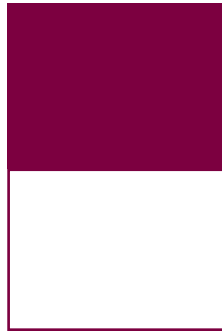


*Tell your healthcare providers about any medications, including herbal supplements, you were taking while at home. They may interact with medication your doctor prescribes.*

# Your Healthcare Team

During your stay at Mon General, you will receive care and services from a variety of our healthcare team members. You can distinguish among these team members by the color of the uniforms they wear. Below are the different uniform colors and their meaning.

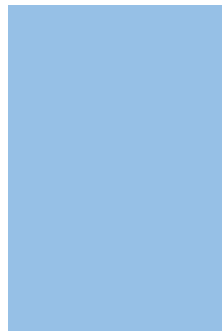
Our **NURSES** wear **WINE** and/or **WHITE** uniforms.



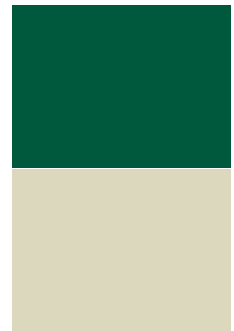
Our **NURSING SUPPORT** team members wear **ROYAL BLUE** uniforms.



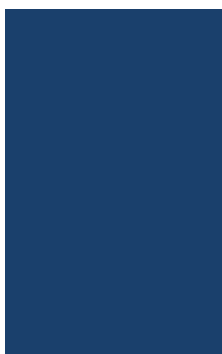
Our **BIRTH CENTER, SURGICAL** and **CATH LAB** team members wear **LIGHT BLUE** scrubs.



Our **NON-NURSING** caregivers wear **KHAKI** and/or **HUNTER GREEN** uniforms.



Our **HOUSEKEEPING** and **MATERIALS DISTRIBUTION** team members wear **NAVY BLUE** scrubs.



Our **NUTRITION SERVICES** team members wear **BLACK** and **RED** uniforms.



# Rapid Response Team

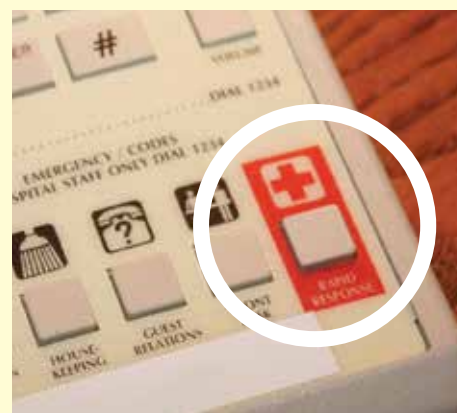
The Rapid Response Team consists of clinical personnel with critical care skills trained to evaluate and manage a patient whose condition may rapidly be deteriorating. The team works in collaboration with the patient's primary care nurse. The team will assess and stabilize the patient, assist with communication among caregivers, and educate and support the healthcare team and family.

## When to call the Rapid Response Team

- If there is an emergency situation and you are unable to get the attention of the hospital staff.
- If there is a noticeable change in the medical condition of the patient and the healthcare team is not recognizing your concern.
- If there is a serious concern or confusion about the patient's treatment or plan of care.

## How to activate the Rapid Response Team

- From the patient's bedside phone, pick up the handset and press the red button labeled "Rapid Response" in the lower right hand corner or Dial 5111 from any hospital phone.
- Ask the operator to activate the Rapid Response Team.
- Provide the patient's name and room number.



**For more information about the Rapid Response Team, please contact your nursing staff.**

# Discharge

After your physician has authorized your discharge, a member of the nursing staff will assist you in checking out. Arrangements should be made with a friend or family member to pick you up. Patients are discharged at either the Zelda Stein Weiss Cancer Center entrance or the Endoscopy entrance. Your caregiver will provide instructions.

Check your room carefully for any items you may have overlooked while packing. You may pick up any valuables you have stored in the hospital safe by presenting your receipt at the Security Office.

## Birth Center Patients

West Virginia law states that infants under one year of age, and weighing less than 20 pounds, must be placed in a rear facing car seat securely anchored at

all times, even on the way home from the hospital. Car seat safety inspections may be scheduled through the Monongalia County Sheriff's Department or the Star City Police Department.

## Patient Questionnaire

When you return home from the hospital, we hope you will tell us how well we met your expectations. We welcome your evaluation of our care and the manner in which it was delivered.

You may receive a questionnaire from the hospital within one week of your discharge. We truly appreciate your completing it and returning it to us. Your input will help us make improvements so that we may continue to provide the best possible care.

# Financial Arrangements

## Charges & Billing

Your bill from Mon General will include charges for all medical services and supplies provided by the hospital during your stay. The hospital will assist you in obtaining the benefits to which you are entitled under your insurance policy or from other sources that might help you pay your hospital bills. However, it is your responsibility to pay your bills, or to see that they are paid. You may pay your bill online at [mongeneral.com](http://mongeneral.com). Mon General recognizes there are patients who do not have the ability to pay for their medical care and has a program available to assist patients with their financial obligations when certain criteria are met. For information concerning this program, please call **Patient Accounting** at **(304) 598-1560** or **1-800-852-7381**.

## Insurance

All necessary insurance claim forms should be completed by you and submitted to Patient Registration at the time of admission. If you did not present the insurance card issued by your insurer, Medicare or Medicaid when you were admitted to the hospital, please contact **Patient Accounting** at **(304) 598-1560**.

If you have any questions concerning payment, a Patient Accounting Financial Representative is available to discuss the hospital's payment policies and the options available. You may call **Patient Accounting** at **(304) 598-1560** for assistance.



*If you have any questions concerning a payment, please call Patient Accounting at (304) 598-1560 for assistance.*

## Other Bills

Please remember that you or your insurance company will receive a separate bill for professional services rendered by the following physicians:

- Attending Physician
- Radiologist interpreting your X-Rays
- Anesthesiologist
- Consulting Physician(s)
- Physician(s) acting as surgical assistants
- Physician interpreting your electrocardiogram
- Surgeon(s)
- Hospitalist(s)

## Insurance Verification

It is important that you be familiar with your insurance plan to avoid any unexpected financial charges resulting from your hospital treatment.

The company that insures you may have one or more utilization management programs, requiring that your admission be authorized for medical necessity and length of stay.

Among the utilization management programs are:

- Pre-Admission certification
- Second surgical opinion
- Concurrent review
- Retrospective review
- Discharge planning

Each program monitors and manages the utilization of the services that hospitals provide. If your insurance plan requires pre-admission certification, you must obtain this pre-authorization. It may further require that the appropriateness of services provided be monitored and reviewed during your hospitalization and/or after discharge.

Additionally, most insurers, including Medicare, Medicaid and Blue Cross, require that certain surgical procedures be performed only on an outpatient basis. With certain other defined surgical procedures, the patient is required to obtain a second surgical opinion to determine the necessity for surgery.

## Financial Arrangements

If the insurer, during your hospitalization or after your discharge, questions your admission, length of stay or services received, your physician, the hospital and you will be notified. Such findings may result in the insurer not paying for days of hospitalization or services it deems medically unnecessary, and the financial responsibility could be placed on you. If your insurer denies services, admission or continued stay, we will notify you as a courtesy, and administer an “Advanced Beneficiary Notice of Non-Covered Services” or “Exhausted Benefits” form.

## Infection Prevention

Practicing good hand hygiene is the single most important thing you can do to stop the spread of infection. Both soap and water and waterless alcohol hand rubs are extremely effective at reducing the number of germs present on the skin.

Washing with alcohol hand rub should be done by everyone:

- Entering your room and before touching your or your loved one.
- Upon leaving the 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 or soiled with blood or other body fluids.
- After visiting the restroom.
- Before and after eating.



*Before your healthcare provider treats you, ask them if they've washed their hands. Hand washing can help prevent the spread of infection.*

Hand hygiene has been shown to dramatically reduce healthcare-associated infections.

Healthcare workers may often get busy and forget this simple task. So please know that you have the right to speak up if you see healthcare providers not practicing hand hygiene. It only takes a few simple words such as **“Excuse me, did you clean your hands?”** or **“I saw you clean your hands, thank you.”** to help encourage this healthy habit. Remember...It's OK to ask! Clean hands save lives!

Other ways to help prevent the spread of infection include:

- Cover your mouth and nose when you cough or sneeze with your sleeve or a tissue.
- If you are sick avoid contact with others.
- Keep your vaccinations current to avoid disease and fight the spread of infection.

## MonGeneral.com

Mon General's website can be found online at [mongeneral.com](http://mongeneral.com). The website offers the latest news about Mon General, information on the services the hospital provides, details about upcoming events (such as health screenings and classes) and links to hospital affiliates.

The website also features the Mon General Health Library. The health library is a great resource for information about conditions and treatments, tests and procedures, drugs and supplements, and the latest health news. There are a variety of videos to explain many of the procedures performed at the hospital. All the information in the Health Library is reviewed by medical professionals on a regular basis and follows nationally accepted guidelines and standards of practice.

As you look for more information related to your health and hospital stay, we encourage you to visit [mongeneral.com](http://mongeneral.com). Also, to stay informed about Mon General, please “like” our Facebook page at [facebook.com/mongeneralhospital](https://facebook.com/mongeneralhospital).

# MyMonGen

MyMonGen is a private, secure online patient portal management tool that provides you, as a patient of Mon General, with easy access to selected portions of your Mon General medical records and hospital-based care providers.

For individuals managing the care of a sick parent or child, MyMonGen also gives you the support and access you need to make informed decisions about your loved one's care.

In addition to lab results and patient instructions, other information in the patient's electronic medical record are viewable, such as medications, allergies, immunizations, health issues, personal information and discharge documents.

MyMonGen is HIPAA-compliant and personal health information is protected.

We provide other health reference information for you at the MyMonGen website, including a full health and wellness library and a reference to help you better understand any lab tests your doctor may order and what the results may mean.

You must have a valid email address to activate and manage your MyMonGen account. There are two ways to get an account:

- Sign up in person in the Registration Department with a valid photo ID.
- Sign up online at [mongeneral.com](http://mongeneral.com). Click on the MyMonGen button at the top of the page. You can only sign up online if you have been a patient or have received services at Mon General and we have your photo ID on file.

If you would like to have access to your minor child's information, you must create an account for the child in person at the Registration Department. You will need to provide a photo ID and fill out a Proxy Request Form.

If you would like a trusted family member or friend to have access to your information, you BOTH must

be present in the Registration Department to provide a valid photo ID and sign a Proxy Request Form.



*MyMonGen provides easy access to selected portions of your Mon General health information. Visit [mongeneral.com](http://mongeneral.com) for more information.*

## Speak Up

Everyone has a role in making healthcare safe. You, as a patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team. The **“Speak Up”** program, sponsored by The Joint Commission, urges patients to get involved in their care. Patients who take part in decisions about their healthcare are more likely to have better outcomes.

- Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know. If you have a question or concern about your plan of care that your nurse doesn't answer, contact the Nursing Supervisor, Clinical Manager or Nursing Director.
- Pay attention to the care you are receiving. Make sure you're getting the right treatment and medications by the right healthcare professionals. Don't assume anything.
- 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.
- Use a hospital, clinic, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission. Mon General is accredited by The Joint Commission. To view other accredited healthcare organizations visit [jointcommission.org](http://jointcommission.org)
- Participate in all decisions about your treatment. You are the center of the healthcare team. If you have concerns about your safety as a patient or would like more information on the Speak Up campaign, please call the **Patient Safety Coordinator** at **Ext. 1388** or speak to the Nursing Supervisor.



*The patient has the right to the information necessary to enable him/her to make treatment decisions that reflect his/her wishes.*

## Patient Rights

Patients have a right to expect certain things about the care they will receive at Mon General. Included among these rights are the following:

1. The patient has the right to the hospital's reasonable response to requests and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable law and regulations.
2. The patient has the right to considerate and respectful care, which includes consideration of the psychosocial, spiritual and cultural variables that influence the perceptions of illness and which optimizes the comfort and dignity of the dying patient through the:
  - a) treatment of primary and secondary symptoms that respond to treatment as desired by the patient or surrogate decision maker;
  - b) effective management of pain; and
  - c) acknowledgement of the psychosocial and spiritual concerns of the patient and the family regarding dying and the expression of grief by the patient and family.
3. The patient has the right, in collaboration with his/her physician, to make decisions involving healthcare, including:
  - a) the right to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal, and
  - b) the right to formulate advanced directives and appoint a surrogate to make healthcare decisions on his or her behalf to the extent permitted by law.
4. The patient has the right to the information necessary to enable him/her to make treatment decisions that reflect his or her wishes.

# Patient Rights

5. The patient has the right to information, at the time of admission, about the hospital's patient rights policy, and the mechanism for the initiation, review, and when possible, resolutions of patient complaints concerning the quality of care.
6. The patient, or the patient's designated representative, has the right to participate in the consideration of critical issues that arise in the care of the patient.
7. The patient has the right to be informed of any human experimentation or other research/educational projects affecting his or her care or treatment.
8. The patient has the right, within the limit of law, to personal privacy, confidentiality of information and access to information contained in the patient's medical record.
9. The patient's Medical Power of Attorney, or if there is none, then a guardian or a physician appointed surrogate, has the right to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient has been adjudicated incompetent in accordance with the law, is determined by his or her physician to lack decision-making capacity, or is a minor.
10. The patient and family have the right to be notified of an unexpected outcome in care and should receive a truthful and compassionate explanation about the outcome and available remedies, if applicable, to the patient.
11. The patient has the right to have his or her family and physician promptly notified of his or her admission to the hospital.
12. The patient has the right to report a complaint and have it responded to in a timely manner. If the patient desires to file a formal grievance, he or she should contact the **Patient Relations Representative** at **(304) 598-1452**.

The grievance is to be submitted in writing to the **Patient Relations Representative** to initiate the process. The grievance will then be investigated in a timely manner and follow up completed in writing by the appropriate parties involved with the grievance.

For any complaints about clinical care for Medicare beneficiaries that are unresolved, patients may call the KEPRO Medicare Beneficiary Helpline at 844-455-8708 or visit [keproqio.com](http://keproqio.com)

Issues concerning safety and quality of care that are unresolved may be referred to:

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Blvd.,

Oakbrook Terrace, IL, 60181

Fax: (630) 792-5636

Email:

[patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

Online:

[jointcommission.org/report\\_a\\_complaint.aspx](http://jointcommission.org/report_a_complaint.aspx)

Or

Office of Health Facility Licensure  
and Certification

408 Leon Sullivan Way

Charleston, WV 25301-1713

(304) 558-0050

# Patient Responsibilities

In addition to having rights, patients also have responsibilities to assist in assuring that their care, and the care of other patients, is provided appropriately. Included among these responsibilities are the following:

1. The patient has the responsibility to bring with him/her information about past illnesses, hospitalizations, medications and other matters relating to his/her health to the best of his/her ability.
2. The patient has the responsibility to cooperate with all of the hospital personnel caring for him/her, and to ask questions if he/she does not understand any information, recommendations or instructions given.



# Patient Responsibilities

3. The patient has the responsibility to be considerate of other patients and to see that his/her visitors are considerate as well, particularly in regard to noise, and the number of visitors.
4. The patient has the responsibility to keep appointments or to notify the hospital in a timely fashion when he/she cannot keep a scheduled appointment.
5. The patient has the responsibility to be prompt in the payment of hospital bills, to provide the information necessary for insurance processing, and to be prompt about asking questions he/she may have concerning the bill.
6. The patient has the responsibility to be respectful of others, of other people's property and that of the hospital.
7. The patient has the responsibility to abide by hospital rules and regulations and to see that his/her visitors do likewise.
8. The patient has the responsibility to help his/her doctors, nurses and allied medical personnel in their efforts to return him/her to health by following their instructions. The patient and family are responsible for reporting perceived risks in the patient's care and unexpected changes in the patient's condition.
9. After leaving the hospital, the patient has the responsibility to maintain the treatment recommended by his/her doctor and to notify him/her of any changes. The patient and family are responsible for outcomes if they do not follow the care, service or treatment plan.
10. The patient has the responsibility of informing the Unit Director, **Patient Relations Representative, (304) 598-1452** or the **Nursing Supervisor, (304) 285-6648** as soon as possible if he/she believes any of his/her rights

have been, or may be, violated.

Any part of this statement of rights and responsibilities may be discussed with the patient's doctor or the head nurse on the unit.

*The patient's Medical Power of Attorney or surrogate decision maker assumes the above responsibilities for the patient if the patient has been found by his or her physician to be incapable of understanding these responsibilities, has been judged incompetent in accordance with law, or exhibits a communication barrier.*

*Mon General prohibits discrimination based on age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.*

## Giving Opportunities

The Foundation of Mon General Hospital provides a variety of programs to raise and manage funds. These funds help improve facilities, provide equipment and programs and support our community health career scholarships.

Special events are a large part of our fundraising efforts, generating opportunities for both corporate sponsorship and contributions of service.

Gifts can be made by cash, check, money order or credit card. We also arrange for other means of contributions, such as pledges, the transfer of stock or wills and bequests. To receive information on any of these donor options, contact us. Most donations are 100% tax deductible (some exceptions apply).

To make an online donation, visit [mongeneral.com](http://mongeneral.com) and click the **Giving** button on the home page.

For more information, please contact:

Bill Hennessey, Executive Director  
The Foundation of Mon General Hospital  
1200 JD Anderson Drive  
Morgantown, WV 26505  
(304) 598-1208 or [hennesseyb@monhealthsys.org](mailto:hennesseyb@monhealthsys.org)



**Mon General Hospital**

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