PATIENT GUIDE

Information for your stay at AnMed

AnMed

AnMed
MANAGER
MEDICAL GROUP

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Welcome to AnMed

GETTING ORIENTED: YOUR GUIDE TO HOSPITAL CARE

This guide is designed to help you navigate your hospital stay and feel more comfortable while you are here. Inside, you will find important information about your rights as a patient, what to expect in your patient room, how to connect with your care team, details about meals and dining options, and more.

While we strive to make your stay comfortable, there are hospital policies and guidelines in place to protect your safety and the quality of care for everyone. We ask that you follow hospital guidelines to ensure safety, fairness, and a positive experience for all patients and staff.

AnMed provides care to all patients and does not discriminate based on age, race, ethnicity religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

A MESSAGE FROM THE CEO

In 1904, a young mother named Jennie Gilmer promised God that if she survived the birth of her second son, she would see to it that a hospital was built in Anderson. Mrs. Gilmer survived, and largely due to her efforts, the Anderson County Hospital officially opened on April 20, 1908.

More than 100 years later, we at AnMed are proud to carry forward Jennie Gilmer's vision of providing quality, compassionate, care right here at home. Every member of our team is dedicated to providing you exceptional care through quality, safety and customer service. If at any time we do not exceed your expectations, please ask to speak to the nurse manager on the unit or to a patient advocate.

Soon after your discharge, you may receive a survey by mail, email or text. Please take the time to complete and return the survey and share your opinions about your stay. Your feedback valued and appreciated.

It is our pleasure to care for you and to serve you and your loved ones. Thank you for choosing AnMed.

Sincerely,

William Kenley

Chief Executive Officer, AnMed

ABOUT US

AnMed has brought exceptional, compassionate care close to home for more than 100 years. With more than 60 health care delivery sites, the independent, not-for-profit system provides access to primary care, specialists, advanced technology and state-of-the-art treatments.

Specialty inpatient and outpatient centers, a comprehensive cancer center, a heart and vascular center, orthopedic center, maternity center, Level II nursery, outpatient surgery centers, Level III trauma center and more are included. The system also operates a family medicine residency program, a pre-doctoral medical education program and a network of physician practices.

AnMed is recognized among the nation's most respected health systems. In 2023, Becker's Hospital Review named AnMed one of the country's 153 Great Community Hospitals — the only health system in the Upstate to earn this distinction. In 2024, AnMed was one of just three health systems nationwide to receive the American Hospital Association's Carolyn Boone Lewis Equity of Care Award for its commitment to health equity.

AnMed Medical Center is among a select group of South Carolina hospitals to achieve Magnet® designation — the highest honor in nursing excellence. Additional accreditations in cardiac care, stroke care, orthopedics, spinal surgery and more reflect AnMed's unwavering standards and exceptional performance.

MISSION

To provide exceptional and compassionate care to all we serve.

VISION

To work together for better health and a better life.

Telephone Directory

Main number	864-512-1000
Patient information	864-512-1293
Medical Center admitting	864-512-1124
Labor & Delivery admitting	864-512-4730
Billing	864-512-1450
Camellia Café at Medical Center	864-512-4755
Reflections Café at North Campus	864-512-3400
Something Special gift shop at Medical Center	864-512-1288
Something Special Too gift shop at North Campus	864-512-4805
First Call Scheduling	864-512-2255
Medical Records	864-512-1258
Patient Advocate	864-512-1404
Spiritual Care	864-512-1107
Visitor Information at Cannon	864-878-4791
Visitor Information at Medical Center	864-512-1280
Visitor Information at North Campus	864-512-4828

Understanding Your Care

Knowing about your care helps you take an active role in your health. When you understand your treatments, medications, and hospital routines, you can make informed decisions, follow instructions safely, ask questions, and share concerns with your care team. This section outlines what you need to know about your rights as a patient, who will be caring for you, and how we work to keep you safe.

PATIENT RIGHTS AND RESPONSIBILITIES

We are committed to providing care in an environment built on dignity, respect and mutual responsibility. As a patient, you have important rights that protect your safety, privacy and ability to participate in your care. You also have responsibilities that help support your treatment and contribute to a safe and positive experience for everyone. The following information outlines these rights and responsibilities to help you better understand your role and what you can expect during your hospital stay.

Access to Care

You have the right to:

- Receive care that meets your medical needs, within the limits of the law and AnMed's capabilities and resources.
- Receive care without discrimination based on age, race, ethnicity, religion, culture, language, disability, sex, sexual orientation, gender identity, or expression.
- Have your physical, emotional, cultural, and spiritual needs respected.

Information & Communication

You have the right to:

- Receive information about your condition, tests, and treatments in a way you can understand.
- Ask questions and receive clear answers.
- Receive information in your preferred language, including free interpreter services.
- Receive help if you have hearing or communication needs.
- Know the names and roles of the people caring for you. All caregivers wear identification badges.
- Access your medical record by requesting a copy or using MyChart.

PATIENT RIGHTS AND RESPONSIBILITIES (CONTINUED)

Pain Management

You have the right to:

- Receive information about pain and pain management options.
- Clinical staff are committed to recognizing and managing your pain.
- Receive safe and appropriate pain treatment based on your condition.

Informed Decision-Making

You have the right to:

- Take part in decisions about your care.
- Receive information needed to meaningfully participate in the development and implementation of your plan of care.

Please note that AnMed will not provide treatment or services deemed medically unnecessary, unsafe or inappropriate.

Refusing Treatment

You have the right to:

- Refuse treatment or leave the hospital against medical advice.
- Be informed of the possible medical consequences of refusing treatment or leaving against medical advice.

Please note that this right may be limited in special situations when a patient does not have decision-making capacity or when required by law.

Advance Directives

An advance directive is a legal document that explains your health care wishes if you are unable to speak for yourself. Information about advance directives is available upon request.

You have the right to:

- Have your advance directive honored.

Respect, Privacy & Safety

You have the right to:

- Be treated with compassion, dignity and respect.
- Be addressed by your preferred name and pronouns.

- Have your privacy protected and your medical information kept confidential.
- Receive care in a clean, safe and secure environment.
- Choose who may visit you and change that choice at any time, based on safety and care needs.
- Access spiritual care services, including chaplain support.

Please note that AnMed has zero tolerance for violence, threats, harassment or abusive behavior toward patients, visitors or staff.

Education & Training

You may receive care from students or trainees.

- All students and residents work under the supervision of licensed providers.
- You may ask questions or share concerns about anyone involved in your care.

Complaints & Grievances

You have the right to:

- Share concerns without fear that it will affect your care.

You may contact:

- Your nurse, doctor or nurse leader
- Patient Advocacy: 864-512-1404

If concerns are not resolved, you may file a written grievance with AnMed or contact outside agencies.

Patient Responsibilities

Health care works best when patients, families and caregivers work together. To help us provide safe and effective care, we ask that you:

- Have courtesy

Be courteous to staff, patients and visitors. Verbal or physical intimidation, and violence or the threat of violence towards anyone will not be tolerated and will be reported to the authorities.

- Share complete and accurate information

Please give accurate and complete information about your health. This includes past illnesses, treatments, procedures, allergies, medications, supplements and advance directives.

PATIENT RIGHTS AND RESPONSIBILITIES (CONTINUED)

Do not use illegal drugs, alcohol, tobacco products or substances not prescribed or approved by your doctor or treatment team. Doing so may negatively affect your health outcomes.

Tell your doctor or care team if your condition changes.

- Communicate and ask questions

Talk openly with your doctor and care team about your condition and treatment. Ask questions if you do not understand your care or instructions. Share concerns or unmet expectations about your care.

- Follow your treatment plan

Work with your care team to develop and follow your treatment plan. Follow instructions from your doctor, nurse and other clinical staff. Understand that not following recommended treatment may affect your health outcomes.

- Share advance directives

If you have an advance directive, tell staff and provide a signed copy for your medical record. If you do not have one, staff can help you create documents that explain your health care wishes and name someone to speak for you if you cannot.

- Take part in discharge planning

Participate in discharge planning discussions. Understand that discharge planning will continue even if you or your family choose not to participate, which may limit available options.

- Respect safety rules

Respect the rights and feelings of other patients, visitors and staff. Keep noise levels low. Follow hospital policies and rules.

- Have financial responsibility

Accept responsibility for understanding and paying your bill.

- Speak up

If you are uncomfortable with any part of your care, tell your nurse, doctor or patient advocate.

MEMBERS OF YOUR CARE TEAM

When you come to the hospital, many different professionals work together to care for you. Understanding who is caring for you helps you:

- Feel more confident and informed
- Ask appropriate questions
- Know who to contact with concerns
- Understand supervision and decision-making authority
- Participate more actively in your care

Your safety is our highest priority. If at any time you are unsure about someone's role, please ask.

Definitions of Care Team Members

The Lewis Blackman Patient Safety Act is a state law designed to improve communication between patients, families and healthcare providers. In compliance with this law and to better care for you, we have provided below a list of common members of the healthcare team and what their titles mean:

Physicians – Your primary care physician, a resident physician or a hospitalist will supervise your care while you are in the hospital. Physicians are also called doctors.

Hospitalists – Hospitalists work in close consultation with your doctor and specialists. They manage your hospital experience from admission until discharge.

Nurses – A registered nurse is responsible for supervising patient care and directing the nursing and support teammates of each unit. Registered nurses are assisted by nursing assistants and nurse technicians.

Dietitians – A registered dietitian will develop a nutrition care plan for you. They also are available to educate you about diets you may need to follow after you are discharged

Rehabilitation Therapists – Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery.

Technicians and Technologists – Skilled health professionals perform and assist with laboratory work and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation

MEMBERS OF YOUR CARE TEAM (CONTINUED)

therapy and other procedures that help in diagnosing and treating your illness or injury. Surgical technologists assist doctors during surgery preparing equipment and supplies.

Discharge Planners – Your discharge planner provides assistance with coordinating post-hospital care and locating available community resources. They also work along with your care team to help you cope with illness and hospitalization. Planning begins upon admission.

Case Managers – Your case manager works with your doctors, nurses and entire care team to assess medical needs, support care coordination and facilitate your transition to the next level of care in partnership with your discharge planner.

Pharmacists – While you are in the hospital, all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

Chaplains – Hospital chaplains are available to all patients and families. Chapels are located on the first floor of the Medical Center and the North Campus. Call the operator at ext. 1000 and ask to page a chaplain.

Volunteers – Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families.

Patient Advocates – Patient advocates are available to answer any questions or concerns that may arise. Patient advocates are responsible for making sure that your stay in the hospital goes as smoothly as possible, and that you and your family are satisfied with the care provided.

Medical Interpreters – Using an in-depth knowledge of medical terminology, medical interpreters serve as translators between non-English or limited-English-speaking patients and their care team.

Respiratory Therapists – Respiratory therapists are specially trained to work with doctors and others on your medical team to identify, treat and prevent breathing conditions.

WORKING WITH YOUR CARE TEAM

Your care team is here to partner with you throughout your hospital stay. We believe the best healthcare happens when patients, families, and providers work together with open communication and mutual respect. Below is an explanation of the resources available to support you – including the Rapid Response Team for urgent concerns, Ethics Committee consultations for complex decisions, and patient meetings to review your treatment plan. Our goal is to ensure you understand your care, know how to raise questions or concerns, and feel confident participating in decisions about your health.

Changes in Condition

Your condition can sometimes change quickly while you are in the hospital. If you ever feel unsure or concerned about a change in condition, please tell a member of your care team right away. If, after speaking with a member of the care team, you continue to have serious concerns about how care is being given, managed or planned, you may request the Rapid Response Team.

What is the Rapid Response Team?

The Rapid Response Team is a group of specially trained healthcare professionals who respond quickly when a hospitalized patient shows early signs of serious medical distress. The team includes a critical care nurse, a respiratory therapist, and a nursing supervisor. The team is trained to respond quickly to changes in a patient's condition often before a medical emergency, such as a heart attack, occurs. The Rapid Response Team's purpose is to recognize problems early, act quickly, and prevent emergencies whenever possible.

When to Call: Warning Signs a Patient is Getting Worse

- Change in the heart or respiratory (breathing) rate
- Change in blood pressure
- Very low urine output
- Change in level of consciousness

Ethics Consult: Support for Complex or Difficult Health Care Decisions

Health care decisions can sometimes be complex and emotionally difficult. There may be situations where patients, families, and care teams face challenging questions about treatment options, life-sustaining care, decision-making capacity, cultural or religious values, or disagreements about the best plan of care.

Our Ethics Committee is available to provide guidance and support during these times. The Ethics Committee does not replace you or your medical team in making decisions. Instead, it serves as a resource – offering consultation, facilitating communication, and helping resolve concerns in a fair and compassionate manner.

If you or your family have ethical concerns about your care, you may request an ethics consultation by calling the patient care coordinator at 864-512-1278. Our goal is to support clear communication, shared-decision-making, and care that honors your values.

Patient Meetings: Planning Your Care

At important stages of your hospital stay, a meeting with the doctors, nurses, clinical teammates and family members involved in your care may be helpful. The purpose of these meetings is to discuss your diagnosis, treatment plan, test results, progress, and next steps. Patient meetings also give you and your family the opportunity to ask questions, share concerns, and participate in decisions. We encourage open communication during these discussions to ensure you feel informed, supported and actively involved in your treatment journey. Please let your nurse know if you would like to schedule a patient meeting.

Code Status Decisions

Code status refers to the level of medical intervention you would want in the event of a life-threatening emergency. Code status categories are as follows:

- Full Code: All measures to sustain life, including COR and ventilation.
- Do Not Resuscitate (DNR): Decision made between the patient, their family and appointed health care power of attorney (POA) and the attending physician. Not intended to stop any treatment other than measures to sustain life.

- DNR Comfort Care: Requires that only comfort or supportive measures be administered before, during or after a person's heart or breathing stops. Appropriate for a person with a terminal illness, short life expectancy or little chance of surviving CPR. Does not include any life-sustaining measures.

Code status decisions are made through a thoughtful discussion between you and your physician, and – if you choose – your family or designated decision-maker. Once a decision is made, your code status is clearly documented in your medical record and communicated to all members of your health care team to ensure your wishes are respected. You may review or change your code status at any time by speaking with a member of your care team.

Advance Care Planning

Advance directives are important instructions you give about your health care when you cannot participate in the decision. There are two parts to an advance directive: a health care power of attorney and a living will.

- A health care power of attorney allows you to name a person to speak for you if you cannot speak for yourself.
- A living will is the right to a natural death.

Advance directives are recognized as legal documents for communicating a patient's wishes.

If you have already prepared advance directive documents, please share them with your care team. If you do not have advance directives and would like help in preparing these documents, please tell your nurse or call 864-512-1000 and ask to speak with a chaplain.

Supportive Care

Supportive care focuses on improving comfort, quality of life, and overall well-being while you are in the hospital. Our team of specially trained professionals works with you, your family and your primary physician to address symptoms such as pain, shortness of breath, fatigue, nausea, anxiety or difficulty sleeping. Supportive care can be provided for anyone diagnosed with a chronic progressive illness and is tailored to meet your individual needs.

Ongoing support is available after you go home from the hospital through community resources and agencies. If you would like to know more about supportive care options available to you, please ask a member of your care team.

Spiritual Care

AnMed has chaplains and on-call community clergy available for consultation for all patients and their families. The department strives to support people of all faith groups and to work with clergy and members of various faith communities in supporting patients and families.

Services provided by chaplains through the Spiritual Care Department include but are not limited to:

- Initial visits and spiritual assessments
- Follow-up visits
- Religious sacraments and religious resources
- Advance directives, ethical and supportive care
- Emotional and spiritual consultations
- Prayer and religious rituals

Chaplains are available 24/7. To contact a chaplain, ask your nurse. A prayer ministry is available for the sharing of prayer with teammates.

Chapels are located on the first floor of the Medical Center and the North Campus.

Interpretation Services

We aim to be culturally competent, understanding and respecting the needs of patients from different backgrounds, races, religions, ethnicities and lifestyles. We meet the needs of non-English and limited-English speaking patients through around-the-clock interpretation services.

For the Hearing Impaired

We offer both on-site interpreters and a two-way video conferencing system that provides 24-hour access to qualified American Sign Language interpreters.

PATIENT SAFETY

Your safety is our highest priority. We are committed to providing care in a secure environment and following practices designed to prevent errors, reduce risks, and protect your well-being. Patient safety is a shared responsibility – our team follows strict safety guidelines, and we encourage you to speak up, ask questions, and share concerns. Below are some of the ways we work to keep you safe during your stay:

Electronic Health Record

Our electronic health record system is designed to ensure that a physician order is filled precisely as it is requested. Recommended medication dosages are built into the system, along with clinical decision support with information the doctor needs. It also eliminates the errors associated with transcribing medications and any teammate interpretation of those orders.

Medication Safety

When you come to the hospital, you will be asked to list all your medications taken at home, including prescription drugs, over-the-counter medications, any supplements or herbal supplements, and any recreational drugs. You also will be asked if you are allergic to any drugs, food or environmental elements. It's very important that the healthcare providers know all your medications and allergies.

All medication is barcoded. Before administering any medication, your caregiver will scan the medication and your patient identification wristband to ensure that the doctor's orders for medication match the dosage and medication you are being given.

Many patients in the hospital receive medications. Some of these may be the same ones that you take at home and some may be new medications. With any new medication, be sure to ask questions so you understand what is being prescribed during your stay and why. A medication guide listing commonly prescribed medications, their uses, and side effects can be found at the end of this booklet.

Fall Prevention

AnMed works diligently to identify patients who may be at risk for falls by performing a falls assessment on every patient, then tailoring a plan of care to support appropriate fall prevention concerns.

Sometimes patients fall because they are weak or unsteady. To prevent this, please follow these guidelines while in the hospital:

- Do not get out of bed by yourself; use the call button and ask for help.
- Be aware that a bed alarm may be in use for your safety.
- Use nonskid socks when you are out of bed.
- Use handrails when moving about.
- Ask your nurse to show you how to walk with your IV pole, drainage bag or any other equipment.
- If using a wheelchair, make sure it's locked when getting in or out of it. Never step on the footrest.

Safe Patient Handling Program

AnMed may use special devices and equipment to make transfers as safe as possible for you and the teammates caring for you.

Colored Wristbands

Colored wristbands are used to quickly communicate important patient information.

- Red = Allergy Alert
- Yellow = Fall Risk
- Purple = Do Not Resuscitate
- Green = Latex Sensitivity
- Pink = Restricted Extremity (The patient has an arm or leg that cannot be used for blood pressure or venipunctures.)
- Teal = Medication Restriction (The patient has had a drug that restricts the use of another drug.)

Preventing Infections

As a patient, you can help prevent infections while you are in the hospital by following these simple guidelines:

- Clean hands frequently, especially after touching any surface that might be contaminated. Always clean your hands before eating or touching your face. Wash your hands with soap and warm water for 20 seconds. If that isn't available, you can use hand sanitizer with at least 60% alcohol; apply the sanitizer to the palm of your hand and rub your hands and fingers together until they are dry. Keep your hands away from your mouth, nose and eyes.
- Make sure caregivers, family members and visitors clean their hands before they touch you.
- Ask visitors not to sit on your bed.
- Tell family and friends who might be sick not to visit you.
- Notify a nurse immediately if an IV site becomes red or sore.
- Take advantage of alcohol-based sanitizers available in each hospital room and throughout the building.

Lowering Risk of Blood Clots

If you are in bed for long periods of time while in the hospital, compression sleeves, stockings or medications may be used to prevent blood clots from forming. Inform your doctor or nurse if you have any of the following:

- A leg cramp that gets worse
- Swelling and discoloration in your leg or upper arm
- Chest pain that gets worse
- Lightheadedness or fainting

Your Stay and Services

We want your stay to be as comfortable and convenient as possible. This section covers your patient room, meals and dining options, visiting hours, and other services available to you.

YOUR PATIENT ROOM

Your patient room is designed to provide a safe, comfortable space for rest and healing. Below are some helpful room features, safety guidelines, and ways to request assistance during your stay:

Bathrooms

Visitors should not use the bathrooms in patient rooms. They are reserved for patients in order to protect their health. Public restrooms are located throughout the hospital.

Electrical Devices

Electrical devices — including hairdryers, curling irons, razors, radios, heating pads, portable heaters and other devices — are not permitted in patient rooms. You may use only battery-operated devices.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital teammates will notify you.

Hospital Bed

The button at your bedside alerts the nurses station that you need help. Your nurse will show you how to use the controls on your bed. Top bedside rails are for your protection. They should be raised if you are resting, recovering from surgery or taking certain medicines.

Housekeeping Services

Our goal is to provide you with a clean hospital room. If you have a special housekeeping need, please ask your nurse to contact Environmental Services.

Mail and Flowers

Mail and packages will be delivered to you by a hospital volunteer. Any mail you receive after your discharge will be forwarded to your home address. Please note that flowers are prohibited in intensive care units.

Outgoing mail may be taken to the nurses' station or given to your nurse. Postage stamps are available in the gift shop.

Medications

Bring all prescription, over-the-counter and herbal medications that you are taking to the hospital. After they are verified by the admitting nurse, all medications should be sent home with a family member or friend.

All medications you take while a patient at AnMed have been prescribed by your doctor, are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications, unless approved by their doctor.

In the unusual circumstance that your doctor approves for you to use personal medications at the hospital, you must be responsible for them.

Telephone

Telephones are provided in most patient rooms. To place a local call outside of the hospital, dial 9, then 1, then the phone number. All calls, including local calls, require dialing the 1 and the area code first. This applies to patient telephones as well as other phones inside and outside of the AnMed system.

- To call a number within the hospital, such as a department or patient room, dial the last four digits of the phone number.
- Friends and family may call your room by dialing the following numbers:
    - At the Medical Center: 864-512-8000 and then following the prompts
    - At the North Campus: 864-512 plus your four-digit room number
- To allow patients to rest, the switchboard turns off incoming calls to rooms between 10 p.m. and 7 a.m.

Televisions

Televisions are provided in patient rooms. Please be considerate of others by keeping the TV volume down and turning off the TV at bedtime. For a complete channel listing, go to Channel 60 at the Medical Center, Channel 109 at the North Campus or Channel 6 at Cannon.

AnMed offers patients 24-hour access to a variety of videos on health and wellness topics. Your nurse may assign videos for you to view during your stay. You can also select any from the video library on the main menu.

If you need assistance, please contact your nurse.

Valuables & Personal Belongings

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay.

Store your contact lenses, eyeglasses, hearing aids and dentures in containers labeled with your name and place them in a drawer in your bedside table when not in use. Please do not put them on your bed or food tray — they may be damaged or lost.

AnMed cannot be responsible for loss, damage or replacement of any personal belongings, consistent with the hospital consent form you signed upon admission.

Wireless Internet Access

The AnMed Hospitality wireless network is available throughout our campuses. For internet connectivity, connect to the “AnMed Hospitality” wireless network. No password is needed. For support, call 864-512-1503.

MEALS & DINING

Good nutrition plays an important role in your recovery. We are committed to providing meals that support your care plan while offering variety and quality. A menu is available to show you our chef's specials for each meal. Alternates may be substituted if you do not care to receive the chef's special for a particular meal.

Visitors may purchase a tray in the cafeteria.

For information on the current available menu, please call 864-512-3400. If you have any questions or concerns about the quality of your food service experience, please call 864-512-1212.

Cafeterias

Reflections Cafe at AnMed Medical Center

The cafe offers daily chef's specials, a salad bar, grab-and-go items and assorted beverages.

- Phone: 864-512-3400
- Hours: Daily, 4 a.m. – 2 p.m. and 4 – 7 p.m.

Reflections Coffee Shop at AnMed Medical Center

Inside Reflections Cafe, Reflections Coffee Shop proudly brews Starbucks coffee. You will find specialty coffee drinks, fresh muffins and assorted pastries, a lunchtime panini special and other treats.

- Phone: 864-512-3415
- Hours: Monday–Friday, 6:30 a.m. – 4 p.m.

Camellia Cafe at AnMed North Campus

The cafe offers daily chef's specials, grab-and-go items and assorted beverages.

- Phone: 864-512-4755
- Hours: Daily, 7 a.m. – 2 p.m.

Cannon Cafeteria

- Phone: 864-512-7472
- Hours: Daily, 8 – 9:15 a.m., 11:30 a.m. – 1:15 p.m.

Vending Machines

Vending machines offering beverages and snacks are located at both cafes, near the Emergency Department, in the Intensive Care Unit and in the waiting area outside Labor and Delivery. They are available 24 hours a day seven days a week.

VISITING HOURS & SERVICES

We encourage visitors for emotional support and recovery.

To provide a restful and safe environment, we ask that all visitors comply with the following guidelines. These guidelines will be reviewed with the patient and family at the time of admission. If you have questions about visiting hours or visitation, please call 864-512-1000.

Inpatient Visiting Hours:

- 8 a.m. – 9 p.m. daily, though times may vary by specialty units

Critical Care Visiting Hours:

- 8 a.m. – 2 p.m. and 3:30 – 9 p.m. daily

- Visitors are welcome during visiting hours unless there is a special circumstance.
- Visitors must be at least 14 years of age in most inpatient areas. Siblings of newborns may visit Mom-Baby areas with coordination of nurses and patients even if they're younger than age 14. In Labor & Delivery, triage patients may have one designated visitor declared by the mother upon arrival; Labor & Delivery admitted patients may have three designated visitors declared by the delivering mother upon admission and while the patient is in labor, with no switching of visitors allowed. In Emergency Services areas, only one visitor for patients age 18 and older is preferred; two accompanying adults are allowed in Emergency Department exam rooms with patients age 17 and younger. Visitors are not routinely allowed in acute recovery areas.
- Try to limit visits to 15 minutes and no more than three visitors at one time, generally.
- One adult support person will be permitted overnight in most areas.
- Visitation can be restricted if staff believe that the patient's wellbeing would benefit.
- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease.
- Practice good infection prevention by washing your hands upon entering and exiting a patient room.

- Observe any precaution signs before entering the room.
- Do not smoke or vape, nor use electronic smoking devices or nicotine products.
- Leave the room during tests or treatments if asked.
- Some patient areas like Oncology, Behavioral Health, Maternity, Neuroscience and Intensive Care units have additional visiting requirements to protect patients.
- Patients have the right to choose who may visit them, and they may withdraw that consent at any time.
- Latex balloons are not permitted.

Waiting Rooms

When not with the patient, visitors should wait in the waiting room. Because of fire regulations and patient-privacy commitments, visitors are prohibited from waiting in hallways. Teammates will contact visitors in the waiting room to notify them when they may return to the patient's room.

Alternatives to Visitation

If you are sick or unable to visit, please consider sending an electronic card through our website, AnMed.org. You can also purchase flowers and gifts at our gift shop, which can be reached at 864-512-1288.

Gift Shops

The Something Special gift shop is located in the lobby of AnMed Medical Center. Call 864-512-1288.

- Monday – Wednesday: 9 a.m. – 8 p.m.
- Thursday – Friday: 7 a.m. – 8 p.m.
- Saturday: 9 a.m. – 5 p.m.
- Sunday: 1 – 6 p.m.

The Something Special, Too gift shop is located in the lobby of AnMed North Campus. Call 864-512-4805.

- Monday – Friday: 10 a.m. – 3 p.m.

Impressions Appearance Shoppe is located on the first floor of AnMed North Campus. It offers a selection of products to help cancer patients and survivors look and feel better, including apparel and accessories, skin care products and inspirational gifts. Call 864-512-4761.

- Monday – Friday: 9 a.m. – 4:30 p.m.

The AnMed Brand store is located in the lobby of AnMed Medical Center. It offers a selection of AnMed-branded merchandise.

- Monday – Friday: 10 a.m. – 3 p.m.

ATMs

For your convenience, ATMs are located at each campus, though gift shops accept credit cards.

- Medical Center: Emergency Department and Reflections Café
- North Campus: Camellia Café

Leaving the Hospital

Our goal is to help you feel confident and prepared when it's time to leave the hospital. We will work with you to make sure you understand your care plan and can continue your recovery safely and comfortably.

When you are ready to leave the hospital, you may be directed to one of our discharge lounges, depending on your next destination and mode of transportation. Here, our admission and discharge nurses will review your paperwork and medications with you, and make sure you are comfortable until your ride arrives.

FOLLOW-UP AFTER YOU LEAVE

After discharge, you will receive an automated follow-up phone call, which focuses on the following areas:

1. General health

- How are you feeling since you left the hospital?
- Do you understand all the instructions given to you when you left the hospital?

2. Medications

- Did you have all your prescriptions filled?
- Do you have any questions about side effects or how to take your medications?

3. Follow-up appointment

- Do you have a follow-up appointment?
- Do you need help finding a doctor?
- Do you have transportation to your appointment?

4. Home health

- Were you expecting home health or medical equipment services after your hospital stay?
- If so, have you been in touch with those providers?

5. Service excellence

- Was there anything that teammates could have done to improve your stay?

ACCESSING YOUR HEALTH INFORMATION

You can securely and conveniently access health information about your hospital stay through our online patient portal called MyChart. The portal houses all your health information in one place, including documentation from doctor's office appointments, lab and radiology tests, emergency room visits, and more.

MyChart also offers features that will allow you to be more engaged in your care. Through the portal, you can:

- Manage appointments
- View test results
- Pay bills online
- Communicate with your doctor
- Request medication refills
- Schedule an E-Visit

Need Help Finding a Doctor?

Call 864-512-3748 during business hours to reach our Wellness Connect service and we'll help match you up with a provider who's right for you.

How to Sign Up

You will be given a MyChart activation code during the discharge process. To sign up, visit mychart.anmed.org and click "Sign Up Now." Then use your activation code to log in and create a username and password. If you have questions or need help setting up your account, visit anmed.org/mychart or call our MyChart Help Line at 864-512-3742.

Medical Records

To obtain a copy of your medical records, contact the Medical Records department at 864-512-1258.

RECOGNIZING A SPECIAL CAREGIVER

It's our mission to make you feel as comfortable and nurtured as possible during your stay at AnMed. If someone made a difference for you or your family during your time with us, please share your feedback by visiting anmed.org/thank-staff-member.

You may also consider honoring a doctor, nurse or other caregiver with a donation to the AnMed Foundation. Contributions support programs that provide therapy, offer education and enhance the health of our entire community every day. For more information, please call 864-512-3477 or visit anmed.org/foundation.

Billing & Insurance

We know that hospital bills can be confusing. Our goal is to make them clear, so you can focus on your recovery and get the support you need if questions arise.

WHAT A HOSPITAL BILL COVERS

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your doctors for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

PRIOR AUTHORIZATION

Most insurance plans now require precertification for hospital stays and certain tests and procedures in order for you to be eligible for full policy benefits. It is your responsibility to see that this is completed. This information can be found on your insurance card. If you are unsure of your prior-authorization requirements, we recommend that you contact your insurance company as soon as possible.

COORDINATION OF BENEFITS (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other's insurance policies, or where there is eligibility under two federal programs.

This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

MEDICARE ADMISSION

Medicare requires a review of Medicare inpatient admissions, length of stay, and professional services that are furnished to determine the medical necessity of services rendered to Medicare inpatients. Your doctor may determine your hospital stay to be inpatient at the start of your stay or may initially admit you as an observation, then later determine that inpatient admission is necessary. In either of these circumstances, your entire stay will be considered inpatient, and you will be responsible for any Medicare Part A deductible that would apply, as well as any room difference and non-covered charges.

MEDICARE EXCLUSIONS FROM COVERAGE

Medicare does not cover all health care expenses. Some services excluded from coverage are dental, cosmetic and outpatient self-administered drugs.

AnMed is committed to providing you with the highest quality care and appropriate diagnostic and ancillary services for your recovery as requested by your doctor. While we must adhere to these regulatory requirements, we will in no way compromise the quality of care you receive.

MEDICAID

We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items.

COMMERCIAL INSURANCE

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information, such as policy number, group number and the correct mailing address for your insurance company.

FINANCIAL ASSISTANCE

Before you leave the hospital, a member of our financial services team will meet with you if you have any remaining charges or payment responsibilities. There are several programs and payment options available, and our team will help you find a solution to make managing your bill as easy as possible.

AnMed
PHYSICAL THERAPIST
REHABILITATION SERVICES

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