



 SOUTHWELL

Guide to Guest Services

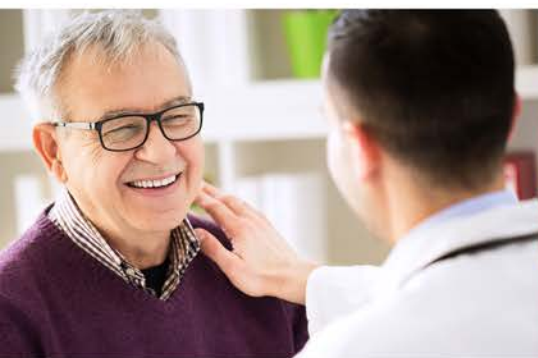


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Room Locations

Floor Level	Elevator	Parking Location
First Floor		
Emergency Department		Parking Lot 4 or 5
Day Surgery & Endoscopy		Parking Lot 2
Pre-Admit Testing (PAT)		Parking Lot 2
OBS Unit 1014-1031		Parking Lot 4 or 5
Second Floor		
Heart & Vascular Center	Elevator F	Parking Lot 2
General Medical/Surgical (2W) 2401-2417	Elevator B	Parking Lot 4 or 5
Obstetrics (2N) 2600-2612	Elevator B	Parking Lot 4 or 5
Mother/Baby (2WC) 2500-2512	Elevator B	Parking Lot 4 or 5
Third Floor		
Cardiac Step Down Unit (3E) 3300-3318	Elevator A	Parking Lot 4 or 5
Pediatrics (3WC) 3500-3509	Elevator A	Parking Lot 4 or 5
Respiratory Care Unit (3N) 3600-3618	Elevator C	Parking Lot 4 or 5
Medical West (3W) 3400-3421	Elevator B	Parking Lot 4 or 5
Fourth Floor		
Progressive Care Unit (4W) 4701-4705, 4726-4736	Elevator G	Parking Lot 4 or 5
ICU (4E) 4706-4725	Elevator G	Parking Lot 4 or 5
Fifth Floor		
Orthopedics/Med Surg (5S) 5701-5736	Elevator G	Parking Lot 4 or 5

Important Phone Numbers

Service	Tift Campus	Southwell Campus
Courtesy Shuffle	229-353-CART	NA
Case Management (Inpatient)	229-353-6724	229-896-8019
Case Management (Outpatient)	229-353-6750	229-353-6750
Central Scheduling	229-353-7899	229-353-7899
Chaplain	229-402-0049	229-896-8077
Business Office (Patient Financial Services)	229-353-6124	229-353-6124
Food Services	229-353-3663	229-896-8167
Housekeeping	229-353-5425	229-896-8459
Healthcare Concierge	229-353-CARE	229-353-CARE
Health Information Management (Medical Records)	229-353-6110	229-353-6190
Patient Advocacy Services	229-353-CARE	229-353-CARE
Security	229-353-7727	229-402-8385
Switchboard	229-382-7120 (Inside facility, 0)	229-896-8000 (Inside facility, 0)

Guidelines for Your Hospital Stay

Whether you were admitted to the hospital because of an illness or injury or a planned hospital stay for surgery or testing, being in the hospital may be an overwhelming experience for you and your family. We encourage you to become an active participant in your health care and help achieve the outcomes you desire.

Communication: Communicate openly with your physician and other members of your health care team. Tell them how you are feeling and about your pain and symptoms.

Be a team player: Be an active participant in your health care! We encourage you to learn about your diagnosis, plan of care, and the importance of following your treatment plan.

While you are at the hospital: Ask about your diagnosis and any planned tests. We have patient representatives who are available to help you communicate with your health care team. You can request a patient representative from your nurse or by calling 229-353-CARE.

Before you leave the hospital: Ask what your recovery will be like and what you can do to take care of yourself once you get home. Find out if you need follow-up care, treatment or services, and if you have follow-up appointments scheduled.

Patient Assistance

Patient representatives are available to assist and advocate for you during your stay.

Request to speak with a patient representative if your expectations are not being met or if you need:

- Assistance with communicating with your health care team;
- Information on advance directives or a blank copy of an advance directive; and/or
- Assistance with signing up for the patient portal.

You may either ask your nurse to contact the patient representative department or call 229-353-CARE to speak to a patient representative.

Healthcare Concierge

The Healthcare Concierge provides services to our customers, patients and caregivers throughout our health care system by offering assistance with questions related to health care services provided. Service provided by the Healthcare Concierge include:

- Addressing patients' unmet personal needs
- Advocating with staff for potentially missed patient family needs
- Assistance with visitation
- Assistance with resolving patient and family concerns
- Accessing pastoral care, interpretive services, and patient representatives

For questions or more information on these services, please call **229-353-CARE (2273)** | MySouthwell.com

Your Voice Matters

After discharge, you may receive a survey from our vendor, Press Ganey. Your feedback is extremely important to us. We hope that you will take just a few minutes to share with us about your experience during your hospital stay.

As a part of our commitment to your recovery, you will also receive a phone call from your care team to ensure that you have everything you need to recover at home. Your care team will ask questions about your discharge medications, follow-up appointments, and equipment needs at home.

Visitation Policy

We recognize how important it is to have the support of your friends and family during your hospital stay. We welcome visitors on each of our campuses in compliance with our Visitation Policy. Visitation varies based on the services provided. Visit www.MySouthwell.com or call 229-353-CARE for the current Visitation Policy.



Want to Thank Your Nurse?

Share your story with a DAISY Nomination!

We are proud to partner with **The DAISY Foundation** to honor the compassionate care of our extraordinary nurses throughout the year.

Please follow the QR code to tell us about your great nursing experience. You may also email your story to daisy.award@tifregional.com.


SCAN ME



The DAISY Award was established by the DAISY Foundation in memory of J. Patrick Barnes who died at 33 of ITP, an autoimmune disease. The Barnes family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this international award to say thank you to nurses everywhere. The DAISY Award, coordinated by the DAISY award committee will be presented throughout the year.



FOR EXTRAORDINARY NURSING FACULTY
HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES



Services

ATM

An ATM is located in the 18th Street lobby on the Tift Regional Medical Center (TRMC) campus.

Cafeteria Hours

Tift Regional Medical Center

The cafeteria is located on the first floor.

Hours of Operation:

Breakfast: 6:30 am - 9:45 am

Lunch: 11:15 am - 3:45 pm

Dinner Hours: 4:30 pm - 7:00 pm

The hot food serving line opens at 4:30 pm daily.

Southwell Medical

The cafeteria is located in the main lobby of the hospital.

Hours of Operations:

Breakfast: 7:00 am - 10:00 am

Lunch: 11:30 am - 2:00 pm

Dinner: Closed

Chaplain

Chaplain services are available upon request. Ask your nurse for a chaplain to visit you or call 229-353-CARE.

Coffee

Espresso 41 is located in the 18th Street Lobby at Tift Regional Medical Center. Visitors are welcome to come by and enjoy a fresh, hot cup of coffee, smoothie or light refreshments.

Communication Aids

- **Hearing and Speech Assistance:** Sign Language and Oral Interpreters, TTYs, and other Auxiliary Aids and services are available free of charge to people who are deaf, hard of hearing, or speech impaired. For assistance, ask your nurse.
- **Interpreter Services:** Interpreter services are available either in person or through virtual services. Ask your nurse for these services.

Communication Boards

Your communication board is where your care team documents important information about your stay. Look to your communication board to find the names of your care team members, your plan for the day, information about your diet and other important information. Please be sure to speak up if you see anything you have questions or concerns about.



Tift Regional Medical Center - Cafeteria

Food and Nutrition Services

We are committed to providing excellent meal service during your stay. We offer a wide range of delicious food choices available for breakfast, lunch and dinner. The menu reflects the particular dietary restrictions directed by your physician. Our nutritional operators are here to guide you in making your meal selections.

Tift Regional Medical Center

We offer patients a restaurant-style menu. Please dial 33663 during the patient mealtime hours to make your selections for meals. Meals are delivered within 45 minutes.

Guest Trays:

We also offer guest trays to visitors staying with patients at a nominal fee, which includes one entrée, two sides, a dessert and a beverage. Guest tray vouchers may be purchased in the Cafeteria during posted hours of operation.

Patient Meal Times:

Breakfast: 7:00 am - 8:30 am

Lunch: 11:00 am - 1:00 pm

Dinner: 4:00 pm - 6:00 pm

Southwell Medical

Daily entrées and alternative meals are available. Meals are delivered at 7:00 am, 11:00 am, and 5:00 pm. For assistance, call 229-896-8165.



Gift Shop

Tift Regional Medical Center

Tift Regional Medical Center's Gift Shop is conveniently located inside the foyer of our 18th Street main entrance and is open from 8:30 am – 5:00 pm, Monday through Friday. We carry a wide variety of items for your needs, including jewelry, body products, home décor, toiletries, and snacks. We also offer patient delivery of gift shop items, whether you want to send well wishes, new baby congratulations, or other gift shop purchases to our patients.

The gift shop is staffed by volunteers, and all profits benefit and support hospital services.

Southwell Medical

Southwell Medical's Gift Shop is conveniently located in the main lobby next to the Cafeteria. Hours of operation are Monday – Friday from 9:00 am – 5:00 pm unless otherwise posted. We carry a variety of items to meet the needs of our patients and visitors. The gift shop is staffed by our volunteers and all proceeds benefit Southwell Medical.

Housekeeping

Your room will be cleaned between 8:00 am and 4:30 pm. This daily cleaning includes the disinfection of your patient room and bathroom. If you would like your linens changed anytime during your stay, simply press your call button and inform your nursing team. Your patient care technician will gladly change your linens. If you have any additional cleaning needs, please call 35425 at TRMC and 68459 at Southwell Medical.

Internet

Patients and visitors may use our complimentary internet services. For the password, please refer to your communication board or ask a member of your care team.

Wi-Fi Network: **TRMC Guest Wireless Access**

Wi-Fi Password: **Well2022**

Parking and Shuttle Services

Tift Regional Medical Center

Patient and visitor parking is available in the 18th Street (Parking Lots 4 & 5) as well as the 20th Street Parking Lot (Parking Lot 2).

At Tift Regional Medical Center, courtesy transportation from the parking lots to the entrances is offered Monday-Friday. Please call 229-353-CART for service.

Handicap Parking is located in the following areas on the TRMC campus:

- Parking garage (Parking Lot 2)
- Directly outside of the Emergency Department (Parking Lot 5)
- 20th Street Parking Lot (Parking Lot 2), first few rows

Southwell Medical

Patient and visitor parking is available in front of the hospital. Handicap parking spaces are available in the first row.

Safeguarding Valuable Items

Patients are encouraged to leave all valuables at home during your stay at the hospital. If you have any valuables such as cash or jewelry with you, please ask a member of your health care team to contact Security to secure these valuables during your stay. Tift Regional Medical Center and Southwell Medical are not liable for the loss of or damage to patients' or visitors' personal property (including, but not limited to, hearing aids, dentures, prosthesis, jewelry, money, phones, or electronic devices) unless it is accepted by Security for safekeeping.

Your care team will provide a blue bag to store your personal items such as clothing and shoes. A member of your care team will also provide a special cup for securing your dentures when not in use. Please be sure to use your denture cup rather than a Styrofoam cup or napkin.

Telephone, Television, and Call Light

Controls for your television, the room telephone and your call light can be found at your bedside. If you need assistance with operating your telephone, television, or call light, please ask any member of your care team for assistance.

Tobacco Policy

The use of any tobacco and nicotine delivery products, including cigarettes, cigars, pipes, pipe tobacco, tobacco substitutes, chewing tobacco, smokeless tobacco, vaping devices and e-cigarettes, by any person, is prohibited on hospital property. If you feel that following this policy will be too difficult, you can discuss this with your physician who can order Nicotine Replacement Therapy or other alternatives to help you during your hospital stay.

Vending

For 24/7 access to snacks and beverages, please visit our vending machines located throughout the hospital at your convenience. Please ask staff for directions to the nearest machine. Other vendors are also available and vary from campus-to-campus. Please ask a member of your health care team for more information.

About Your Care Team

During your hospital stay, you will have a group of healthcare professionals who work together as a team to meet your changing needs. All members of your health care team will identify themselves and tell you their role in your care. Please ask if you do not understand why someone is seeing you.

At our hospitals, you may be cared for by one or more hospitalists. A hospitalist is a physician who provides general medical care to hospitalized patients.

In addition to your physician(s), your health care team may include other qualified professionals.

Qualified Professionals

Case Managers - Our case managers evaluate the need for medical services when you leave the hospital and assist you with finding options to obtain services. Case managers also help address psychological, social, mental, emotional, behavioral, and environmental needs.

Healthcare Concierge - The Healthcare Concierge provides services to our customers, patients and caregivers throughout our health care system by offering assistance with questions related to health care services provided.

Licensed Practical Nurse (LPN) - Licensed practice nurses provide patient care under the supervision of a registered nurse on our care team.

Nurse Practitioners and Physician Assistants - Our nurse practitioners and physician assistants are members of our team of providers. They work with your medical team to provide high quality medical treatment.

Occupational Therapists - Occupational therapists help our patients learn skills of daily living, cognition and hand function such as dressing and bathing.

Patient Care Technicians (PCT) - Our patient care technicians assist the nurse in providing patient care for tasks such as taking vital signs, assistance to the rest room, and bathing.

Patient Representatives - Our patient representatives serve as an advocate for you and to help ensure that your expectations are being met. Patient representatives can help address your concerns and assist with communicating with your health care team.

Pharmacists - Our pharmacists oversee the preparation and distribution of medicines used in the hospital, review medication orders for safety, manage dosing, and provide education about medicines.

Phlebotomist - Our phlebotomists collect blood samples for tests and transfusions. They also assist with the handling, labeling and processing of these samples to help your provider determine your treatment plan.

Physical Therapists - Our physical therapists help our patients move independently by building strength and restoring function to the greatest extent possible.

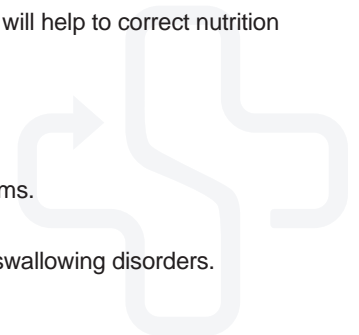
Registered Dietitian - Our registered dietitians work with our patients to develop nutrition care plans that will help to correct nutrition problems, promote recovery, and help prevent complications.

Registered Nurses (RN) - Our registered nurses oversee and provide direct patient care.

Respiratory Therapists - Our respiratory therapists evaluate and treat our patients with breathing problems.

Speech Therapists - Our speech therapists evaluate and treat our patients with speech, hearing and/or swallowing disorders.

Transporters - Transport inpatients from patient room to tests or procedures.



Rounding

Your health care team will conduct regular patient rounding, or visits on a scheduled basis, to pro-actively take care of your needs. You can expect to see members of your health care team during your stay conducting rounds.

- *Hourly Rounds:* Our goal is to frequently visit with you to ensure we are best serving your needs during your stay. Your nurse or patient care technician will visit you every one-to-two hours to answer any questions, assess your pain, ensure that you are in a comfortable position, help you to the restroom, make sure you have items within reach, or to take care of any other needs you may have. Should you have an urgent request between hourly rounds, use your call button to call a member of your health care team.
- *Nurse Leader Rounds:* You can expect to see a nurse leader once a day to assess the quality and safety of your care. The nurse leader will ask a variety of questions to ensure you are receiving high quality care and services. We hope that you will provide any feedback and take this opportunity to ask questions. Hearing directly from you is valuable to us so that we can make sure we are meeting your needs and partnering with you to ensure a successful stay and healthy outcome.
- *Bedside Shift Report:* During shift change, the nurse that was responsible for your care for the previous shift will go over your plan of care with you and the oncoming nurse. We welcome your participation in this process. We want you to be informed about your health care.
- *Patient Advocate Rounding:* A patient advocate will visit you during your stay to ensure that you are informed about your health care and help you address any questions or issues.



Advance Directives

An Advance Directive is a document in which a person states choices for medical treatment and/or designates an individual to make treatment choices if the person should lose decision-making capacity. Examples of these documents are a Living Will, a Durable Power of Attorney for Health Care, or an Advance Directive for Health Care.

If you would like a blank copy of an advance directive, please contact your Healthcare Concierge at 353-CARE(2273).

If you have an Advance Directive, please provide a current copy to a member of your health care team and he or she will make sure a copy is placed in your medical record. If you have previously provided a copy to the hospital, we will follow your wishes as stated in the copy on file unless you tell us otherwise.

If, however, you have made changes since you filed a copy with this hospital, please provide an updated copy to a member of your health care team. For assistance, please contact your Healthcare Concierge at 353-CARE(2273).

Take Charge of Your Health Care

Speak Up....

- If you don't understand something or if something doesn't seem right.
- If you speak another language and would like interpreter services.
- If you need glasses, hearing aids or other devices.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- To alert your health care team about allergies or reactions you've had to medicines
- If you prefer to be addressed by specific pronouns.
- If you have cultural, ethnic or religious-based special needs.

Pay Attention...

- Check identification (ID) badges worn by physicians, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind physicians, nurses and others to wash their hands.

Educate Yourself....

- Learn about your medical condition, tests and options for treatment so that you are prepared to make well-informed decisions about your health care. Find out how long treatment should last and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.

Advocates (family and friends) may help...

- Give advice and support - but they should respect your decisions about the health care you want. Ask questions and write down important information and instructions for you. Make sure you get the correct medicines and treatments.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.

Know about your medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects. Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.

Participate in all decision about your health care....

- Discuss each step of your health care with your physician. Don't be afraid to get a second or third opinion. Share your up-to-date list of medicines and vitamins with physicians and nurses. Share copies of your medical records with your health care team.





Prevent Falls

Take Extra Precautions...

- Turn on the lights.
- Do not walk in the dark.
- Make sure your pathway is clear.
- Use the handrails in the rooms, hallways and staircases.
- Sit in chairs that do not move and have arm rests to help you sit down and stand up.
- Wear shoes that have firm, flat, non-slip soles.
- Do not wear shoes that do not have backs on them.
- Lower the height of the bed and the side rails.
- Staff may use a bed alarm or chair alarm for your safety. This alarm will sound when you get out of bed or the chair.
- Use assistance devices as instructed.

Ask for help in the hospital...

- Always use your call button to ask for help getting out of bed. It's for your safety. You may be weaker than you realize.
- Pay attention to what your physicians or nurses tell you about your risk of falling. A fall may mean a longer hospital stay.
- Tell your physician or nurse if your medicine makes you sleepy, light-headed, dizzy, sluggish, unbalanced or confused.
- Do not feel embarrassed asking for help going to the bathroom. You will need extra help until you get strong.



When You Go Home

When you are discharged from the hospital, you may have many questions. Members of your care team will review the discharge instructions with you.

Your discharge instructions should include your:

- Diagnosis
- List of your medications with instructions on how and when to take your medications
- Any upcoming appointments that have been made on your behalf

Be sure to ask questions. We are here to assist you and your caregivers to help with your transition home. Talk to your nurse about accessing health education videos or visit MySouthwell.com.

Some **medications** may make you feel sleepy, impair your ability to drive, or affect your ability to make good decisions. For this reason, we ask that you arrange for someone else to give you a ride home, do not operate machinery or make important decisions, and do not take any sleeping pills, pain pills, or drink alcohol for at least four-to-six hours from the time you leave.

Medication Information

We want to ensure you understand your medications and the reason for taking the medications prescribed by your physician. If you need a prescription refill, contact your physician. Take all medications only as directed. If you have been prescribed new medications, check with your pharmacist to make sure that there are no problems with the medications you are already taking. To help ensure your safety, share your discharge instructions, including your medication list, diagnosis, and information about your treatment with your physician at your next visit.

Follow-Up Care

Some illnesses get worse even when treated correctly. If you don't get better, or if you get worse, you should go to the Emergency Department or call your physician.

Referral Instructions

If you are referred to your regular physician or to a specialist, please follow up as instructed. If your condition worsens or if you have not been able to see the physician, contact the physician's office or go to the Emergency Department.

During Office Hours

It is important for you to see your Primary Care Physician or call and schedule an appointment for the following:

- Wellness visits
- Chronic medical conditions
- Routine follow-up appointments
- Medication management/refills

Non Emergent and After Hours

ExpressCare Clinic and Southwell Medical Adel Primary Care are useful for:

- Sprains & minor fractures
- Cold & flu symptoms
- Muscles aches & pains
- Cuts, scrapes & minor wound rechecks
- Difficult or painful urination
- Earaches
- Minor Burns
- Back strains
- Minor eye injury, infection or irritations
- Suture removal
- Non-pregnancy-related symptoms
- For children over six months: poor feeding, congestions, vomiting, cough, diarrhea, fever, constipation, ear infection
 - For children under six months, please contact your infant's care provider or go to the nearest Emergency Department if necessary.

Any Time

You should call 911 or go to Emergency Room if you experience any of the following, but not limited to:

- Head, neck or back injuries
- Chest pain or tightness in the chest
- Signs of a heart attack:
 - Chest Discomfort: Most heart attacks involve discomfort in the center of the chest and lasts more than a few minutes, or goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness, pain, or heavy feeling in chest.
 - Discomfort in upper body: Symptoms can include pain or discomfort in one or both arms, back, neck, jaw, or stomach.
 - Shortness of breath: With or without discomfort.
 - Other signs: Breaking out in a cold sweat, nausea, or light-headed.
- Trouble breathing
- Foreign body
- Bleeding that won't stop
- Large open wound
- Loss of consciousness
- Poisoning or drug overdose
- Broken bones through skin or with severe deformity
- Abdominal pain
- Pregnancy complications
- Testicular pain
- Stroke or signs of a stroke:
 - Face: Drooping on one side
 - Arm: Weakness on one side
 - Speech: Slurred or strange
 - Time: Call 911 immediately if you observe any of these signs
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, or loss of balance or coordination
- Sudden severe headache with no known cause

- For infants: If your infant is:
 - Turning blue or pale
 - Has slow or labored breathing
 - Lethargic or hard to wake
 - Has a fever 100.5°F or higher if under three months

Be Prepared for Medical Care

Whether you're going to Express Care, urgent care, the Emergency Department, or your primary care physician's office, it's good to keep a list of all the medications you take with you, including dosages and any over-the-counter medications and vitamins. Keep with you a list of any allergies and any previous invasive medical procedures or surgeries and the dates that they were performed.

Financial Assistance

If you would like to speak to a financial counselor about your bill, please call (229) 353-6124, option 2. More information about financial counseling and the application for financial assistance is available at MySouthwell.com.

Access to Your Medical Record

Your medical records can be obtained by completing a records request through the Health Information Management (HIM) Department or signing up for the patient portal. If you provided an email address during registration, an invitation has been sent to you. If you did not provide an email address and would like an invitation to join the patient portal, call 229-391-4174 or request an invitation the next time you are registered for health care services.

The HIM Department can be reached at 229-353-6110.

Electronic Access to Your Medical Record

The 21st Century Cures Act is designed to provide patients on-demand access to their health information. Patients play an important role in the care team, and while patients have always had the right to request their medical records, the Cures Act aims to give you access to your records in your preferred electronic format when possible and prevent information blocking.

What is information blocking? Information blocking includes restricting authorized access to medical records or having an electronic process that is difficult to access. If you feel like your health information is being blocked and you would like to make a report, please contact the Office of the National Coordinator for Health Information Technology at their website: <https://inquiry.healthit.gov/> and click on 'Report Information Blocking'.

General Health and Safety Steps

Because we care about your general health and safety, we encourage you to take the following steps:

- *Wear your Seat Belt:* When driving or riding in a vehicle, wear your seatbelt, and if you have an infant or child, use the appropriate infant/child car seat.
- *Wash Your Hands:* Wash your hands regularly to help prevent illness and infection.
- *Stop Smoking.*
- *Monitor Your Weight:* Weigh yourself regularly and notify your provider of unexplained changes.



**Ask for Safe Care.
Ask for Clean Hands.**

CLEAN HANDS COUNT

Germs that can cause serious infections are in every healthcare facility. They can be on your healthcare providers' hands and also your own.

It's OK to ask for clean hands. It could **save your life.** Make sure everyone around you has clean hands to protect against infection.

 Learn more at www.cdc.gov/handwashing.

 **SOUTHWELL** 

When to Clean Your Hands: For Patients

In the hospital or in your home, you can come in contact with many harmful germs. To help prevent infection, wash your hands often, especially:

- After using the bathroom
- Before and after eating
- After coughing or sneezing
- After using a tissue
- After touching or changing a dressing or bandage
- After touching any object or surface that may be contaminated

If you don't have access to soap and water, use an alcohol-based hand gel containing at least 60% alcohol. These products kill most germs and are easy to use. But if your hands are visibly dirty, use soap and water (not alcohol-based hand gel).

When to Clean Your Hands: For Family and Friends

When visiting or caring for a loved one, washing your hands or using an alcohol-based hand sanitizer can help stop germs from spreading.

Wash your hands:

- Before entering and after leaving your loved one's room
- As soon as you remove gloves or other protective clothing
- After changing a dressing or bandage
- After any contact with blood or other body fluids
- After touching or changing your loved one's bed linen or towels

Many hospitals have sinks or gel dispensers inside patient rooms. If not, carry a bottle of alcohol-based hand gel with you. Use it every time you visit. If your hands are visibly dirty, use soap and water (not alcohol-based hand gel).

How to Wash Using Soap and Water

Here are some suggestions to follow:

- Use either cold or warm water and plenty of soap. Work up a good lather.
- Clean the whole hand, including under your nails, between your fingers, and up the wrists.
- Wash for at least 15 to 20 seconds. Don't just wipe. Scrub well. Sing the Happy Birthday song to reach the 30-second goal
- Rinse. Let the water run down your fingers, not up your wrists.
- Dry your hands well. Use a paper towel to turn off the faucet and open the door.

Time matters

The longer you wash your hands, the more germs you'll remove. Most people wash their hands for 6 to 7 seconds. But at least 15 seconds are needed to remove germs. Singing Happy Birthday or the ABC Song are examples of how long 15 seconds would be.

How to Use an Alcohol-based Hand Sanitizer

Alcohol-based hand cleaners may kill more germs than soap and water. Use them when your hands aren't visibly dirty. For best results, follow these steps:

- Use a gel or foam that contains at least 60% alcohol.
- Spread about a tablespoon of gel or foam in the palm of one hand.
- Rub your hands together briskly, cleaning the backs of your hands, the palms, between your fingers, and up the wrists.
- Rub until the sanitizer is gone, and your hands are completely dry.



It is **OK** to ask your healthcare team to clean their hands!

Mental Health, Addiction and Domestic Violence Assistance

In case of emergency dial 9-1-1 or go to the nearest Emergency Department.

Georgia Crisis & Access Line

1-800-715-4225

Please call if you or someone you know:

- Threatens to or talks about harming or killing themselves
- Feels hopeless
- Feels rage or uncontrolled anger
- Feels trapped like there is NO way out
- Engages in reckless behavior
- Increases drug or alcohol use
- Withdraws from friends and family
- Feels anxious, agitated, or unable to sleep
- Encounters dramatic mood changes
- See no reason for living

National Suicide Prevention Life Line

1-800-273-TALK (1-800-273-8255) or 9-8-8

<https://www.suicidepreventionlifeline.org>

Coping Strategies for Reducing Suicide Risk:

- Be with other people
- Contact a hotline or your therapist
- Listen to music, meditate, or pray
- Take a bath; take a walk
- Talk to someone close to you
- Write in a journal

National Alliance on Mental Illness

1-800-323-9900 or 1-877-230-6264

<http://www.nami.org>

Substance Abuse and Mental Health Services Administration

1-877-SAMHSA-7 (1-877-726-4727)

<http://www.samhsa.gov/suicide-prevention>

Domestic Violence: If you are a victim of domestic violence (physical, verbal, or emotional), you are not alone. You can discuss this with your physician a member of your health care team or call for help today.

The Georgia Domestic Violence Hotline

1-800-33-HAVEN (800-334-2836)

<https://www.gcadv.org>

National Domestic Violence Hotline

1-800-799-SAFE (7233)

TTY 1-800-787-3224

<https://www.thehotline.org>

Alcoholics Anonymous

<https://www.aa.org>

<https://www.aageorgia.org>

Poison Control

1-800-222-1222



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Southwell now offers virtual visits!

Did you know? We offer virtual visits for some appointments. Save time and see your Southwell provider from the comfort of your home. All you need is a smartphone, tablet, or computer with a Wi-Fi connection.

Virtual visits are private, secure, and easy to use. Talk to your Southwell provider to see if a virtual visit is available and appropriate for your next visit.

A list of participating providers can be found at [MySouthwell.com/Connect](https://www.mysouthwell.com/connect)

