

Patient Guide



3719 Dauphin Street • Mobile, AL 36608
251.344.9630 • www.SpringhillMedicalCenter.com



In This Guide

About Us.....	2
Phone Directory	3
Staff Definitions.....	4
Fast Facts About Your Stay	5
Take Charge of Your Care	9
Prevent Hospital Infections	10
Rights & Responsibilities.....	12
Advance Directives.....	15
Your Privacy Matters.....	16
Patient Access/Patient Portal	18
Before You Leave the Hospital ...	19
• Checklist for Discharge	
After-Hospital Care.....	20
Caregiver Support	22
Understanding Your Bill	23
Hospital Resources	25
Medication Tracker.....	26
Notes.....	27
Maps	29

The editorial content displayed here is the responsibility of Patient Guide Solutions, LLC. This material is for your educational use only. It does not contain, nor should it be construed as containing, medical advice. Talk to your doctor before making any lifestyle or treatment changes. Your healthcare provider's participation in the program does not represent an explicit or implied endorsement of any material presented. The people shown are models and are not known to have any health condition. Images are for illustrative purposes only. Image credits: Getty Images.

©2025 Patient Guide Solutions, LLC
All Rights Reserved
800-759-4332 | info@patientguidesolutions.com
patientguidesolutions.com

Attention Patients and Visitors

Springhill Medical Center is a healing environment. Please be considerate and respectful. While you are a patient or visitor, please refrain from:

- Using profanity
- Verbal harassment
- Bullying, threats, or intimidation
- Physical assault
- Sexually explicit comments or inappropriate touching
- Interfering with staff providing care and services
- Unauthorized video or audio recording of patients or staff
- Destruction or damage of Springhill Medical Center property

Pursuant to Alabama Act 2013-283, Section 6, firearms are prohibited on these premises. Aggressive and disruptive behavior will not be tolerated. Visitor violators may be asked to leave immediately; those seeking care may also be asked to leave after they have been screened and stabilized.

Order #27318-1



Scan here
to view this
guide online.

Welcome to Springhill Medical Center

Thank You for Trusting Us

We realize that a hospital stay is never easy, but we hope that this guide will provide you and your family with all the information you need to make your stay with us as comfortable and pleasant as possible.

One of the purposes of this guide is to introduce you to the many people and services that are vital to the operation of our hospital. This guide also will explain your rights as a hospital patient.

Our first concern is you—the patient. We want to provide you with the highest quality of medical care possible. We want you to feel comfortable with our staff and services. We hope this guide will answer any questions you may have; if not, please feel free to ask us.

Thank you for choosing Springhill as your hospital. We hope your stay will be short and your recovery complete.

Sincerely,



Jeffery M. St. Clair
President/CEO

Mission Statement

The mission of Springhill Medical Center is to be the best healthcare provider in Mobile, where patients, physicians and payers can rely on our outstanding staff to efficiently provide health care that is unmatched in quality, convenience and benefit of use in a courteous and family oriented manner.



Our P.R.I.C.E.L.E.S.S. Values:

- ♥ Professionalism
- ♥ Respect
- ♥ Integrity
- ♥ Caring/Compassion
- ♥ Excellence
- ♥ Listening
- ♥ Empathy
- ♥ Smile
- ♥ Sharing/Teamwork

Join Our Team



About Us

Why We Are the Right Choice for Your Care



The success of Springhill Medical Center can be traced back to its early beginnings in 1975 when the hospital was founded at the convenient location of I-65 and Dauphin Street. In the years since then, the hospital has more than quadrupled in size and has made sound development decisions, propelling the organization as a major competitor among the local healthcare providers.

Springhill Medical Center is the only tax-paying hospital in the Mobile, Alabama, area. The hospital supports the community with more than five million dollars in tax revenues annually, in addition to thousands of dollars in contributions each year to support numerous social programs in the area. All hospital profits go directly into new and upgraded services for patients.

A family-owned business, Springhill continues to be a good corporate citizen and utilize advanced technology to better serve our patients.

Celebrating 50 Years

On Jan. 10, 1975, we saw our first patient. We invite you to take a look at some of the hospital's history from our 50 Years of Healthcare Excellence through video.



**It's our PRIVILEGE
to help you!**



Phone Directory

Contact Us During or After Your Stay

If you're calling from a hospital phone, dial the last four digits only.

Key Numbers
Admitting
251.460.5335
Business Office
251.460.5245
Cafeteria Lunch Menu Line
251.460.5475
Case Management
251.460.5250

Center for Wound Care
251.460.5461
Chaplain
251.454.5633
Clinical Nutrition Team
Ext. 6325 (M.E.A.L.)
Diabetes Education
251.460.5367
“Expressly for You” Dining
251.460.6325
Environmental Services
251.460.1393
Gift Shop
251.460.5261

Health Information Management
251.460.5250
Hyperbaric Medicine
251.460.5259
Main Number
251.344.9630
Maintenance
251.460.5270
Nursing Supervisor
251.460.5373
Patient Information
251.460.5285
Patient Portal
251.340.7825
Physician Referral
251.460.5207
Privacy Officer — Patient Privacy
251.460.5250
Radiology
251.460.5388
Recovery
251.460.5334
Security
251.460.5458

Volunteers
251.460.5223
Women’s Diagnostic Center
251.460.5258



For other numbers not listed, dial 0 for the switchboard. Visit us online at springhillmedicalcenter.com

Staff Definitions

Meet Our Team

Patient Satisfaction Coordinator

Ext. 7946

Should you have a special problem, concern, or compliment for staff, please contact our patient satisfaction coordinator during the week on day shift. Please contact the nursing supervisor after-hours or on weekends. You may also leave them a message at ext. 7946, and they will come visit with you or return your call.

Nursing Supervisor Ext. 5373

There is a nursing supervisor here 24/7 who can be contacted during your hospital stay by dialing 0 for problems or concerns.

Care Technicians

Care technicians, who normally wear purple, assist the nurses in providing care for you. They will assist and/or give baths, take vital signs, weigh you, assist you to the bathroom, and take your blood sugar.

Case Management Ext. 5250

Our registered nurses and case managers will identify your specific needs and develop and coordinate a care plan for you. They are also available to assist patients and families with any social, emotional, financial, or family needs associated with your hospitalization or discharge. The professional staff is on duty from 8 a.m. to 4:30 p.m. Monday through Friday.

Privacy Officer Ext. 5250

Should you have a concern or complaint related to your privacy, contact the Privacy Officer.

Dietitians Ext. 6325 (M.E.A.L.)

A registered dietitian is available to review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow upon discharge.

Inpatient Physical Therapy Services Ext. 5355

During your hospital stay, physical therapists, occupational therapists, and speech pathologists will work with you, your family, and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Chaplain Ext. 1923

The hospital chaplain and a group of volunteer ministers are available to all patients and their families. A prayer ministry is available for sharing prayer with staff members. Please contact your nurse to request these services. A chapel is located on the first floor.

Environmental Services Ext. 1393

Our Environmental Services Department is committed to ensuring our hospital is always clean for our patients, families, and staff. Patient rooms are cleaned every day to support healing. The department is available 24/7 for service requests.

Lactation Consultants Ext. 7770

Our lactation consultants are available to help with breastfeeding.

Fast Facts About Your Stay

A Guide to the Most Frequently Asked Questions

ATM

An ATM is located in the hallway across from the gift shop.

Cafeteria

Location:

Our Courtyard Café is located on the first floor.

Hours:

Café Grab & Go (self-checkout)

7 a.m. – 8:30 p.m.

Café Hotline

Weekdays:

- Breakfast: 7 a.m. – 9:30 a.m.
- Lunch: 10:45 a.m. – 1:30 p.m.

Café Grill

- Breakfast: 7 a.m. – 10:30 a.m.
- Lunch: 10:45 a.m. – 2:30 p.m.
- Dinner: 5:30 p.m. – 8:30 p.m.



Scan for pickup
and delivery
orders.

Fire Safety

Fire drills are conducted on a regular basis as part of the hospital's safety education program. If you hear fire bells, remain calm. Our staff will provide you with instructions and assistance in the event of an actual fire.

Foam & Cleanse Is a Better Bath

Your skin, cleanliness, and comfort are very important to us at Springhill Medical Center. That's why we use Foam & Cleanse. Each Foam & Cleanse self-foaming cloth is pH balanced, hypoallergenic, and fragrance free. These disposable cloths eliminate the need for basins, soaps, linens and and lotions. Simply add water for a refreshing, gentle cleansing bath. These cloths are great for your skin, leaving you feeling clean and refreshed.

Gift Shop

Our gift shop is located on the first floor in the main lobby. It is staffed by a manager and volunteers. Part-time employees staff the shop in the evenings and on weekends. All proceeds go toward SMH Auxiliary's community service activities, such as a nursing scholarship fund and art supplies for schoolchildren. The gift shop features a variety of merchandise, including gifts, flowers, snacks, toiletries, and cards.

Hours:

- Weekdays: 8:30 a.m. – 4 p.m.
- Saturday: 10 a.m. – 2 p.m.
- Sunday: Closed
- Phone: 251.460.5261



Fast Facts About Your Stay *continued*

Leave Your Valuables at Home

A locker/cabinet is provided in the room for each patient to store clothing and other personal articles. 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. Contact lenses, eyeglasses, hearing aids, and dentures should be stored in protective containers when not in use. Please don't put them on your bed or food tray — they may be damaged or lost. Springhill cannot be responsible for replacement of personal belongings.

Valuables

If valuables cannot be sent home, the hospital safe may be used to safeguard these items.

Lost and Found

If you should misplace any items, please notify your nurse immediately, or call Environmental Services at ext. 1393.

Linen Service

Your nursing staff will gladly take care of your linen needs. We change bed sheets and pillowcases every Monday, Wednesday, and Friday. Linens are also changed after every patient discharge. Bed changes can be performed more frequently at your request. Soiled bed linens are changed as often as needed. We also provide a clean towel, washcloth, and patient gown each day, or more often if you wish. Please inform our nursing staff about your linen needs.

Making Sense of Scents!

Scents associated with products such as lotions, perfumes, shampoo, hairspray, and tobacco smoke have been blamed for adversely affecting a person's health.

Please do not wear anything with a heavy fragrance while visiting the hospital.

Parking

Parking is located in four lots surrounding the hospital. Our security personnel patrol the lots and can take you to any of the hospital buildings on the complex.

Pastoral Care

An interfaith chapel, located on the first floor, is open to everyone at any time for prayer and meditation. Your nurse will be happy to contact your minister or someone representing your faith. You or your nurse may page or call the chaplain at ext. 1923.

Patient Meals

Springhill is dedicated to providing you with nutritious, appetizing meals. Numerous menu items are available for your enjoyment. Diets are ordered by your physician and prepared under the supervision of the Chef.

We are proud to offer you "Expressly for You" dining. Dietary staff will call or visit patients to take meal orders. Meals can be ordered in advance for upcoming meal periods. Meals are delivered between these times:

- Breakfast: 6:40 a.m. – 9 a.m.
- Lunch: 11:30 a.m. – 1:15 p.m.
- Dinner: 4:30 p.m. – 6:35 p.m.

Registered dietitians assess your nutritional needs and are available for individual counseling. If you are on a restricted diet, please check with a dietitian or your nurse before eating any food that is not served by our Dietary Services Department.

If you have a family member staying with you, they are also welcome to order from the Room Service Dining menu. The cost is \$12. Please purchase a guest tray ticket in the Courtyard Café on the first floor, or call MEAL (6325) to pay or place your meal order.

Rapid Response Team

The Rapid Response Team (RRT) is a program that is designed to improve the safety of hospitalized patients. The team consists of healthcare providers who respond to patients in non-intensive care areas if their condition is deteriorating quickly. The aim is to prevent respiratory or cardiac arrest. The team can be activated from anywhere in the hospital by anyone, including a family member, by dialing 0 for the hospital operator and requesting the Rapid Response Team.

Room Maintenance

If maintenance or a repair is needed on any item in your room, please contact your nurse, who will notify the appropriate department.

Security

To ensure the well-being of patients and employees, Springhill has security officers on duty 24 hours a day. If you have any concerns, please report them to your nurse, or call the Security Department at ext. 5458.

Smoking

Springhill Medical Center is a tobacco-free facility. Smoking/vaping is not allowed in any patient room or public area of the hospital. Our no-smoking/vaping policy is intended to provide a healthy environment for our patients, staff, and visitors. Your cooperation is appreciated.

Telephone

Press the on/off button only if the in-use indicator light is on when the phone is removed from the wall rail mount. This ensures the phone is ready for operation.

- **To Receive a Call:** Incoming calls can be made directly to your room by dialing 461 + your four-digit room number.
- **To End a Call:** When you have finished your conversation, press the on/off button on the back of the phone.

- **To Make a Call:** Press the button on the back of the phone, check for a dial tone, then dial the number you are calling. To make an outside call, press 9 before dialing the number. To make a long-distance call, dial 0 for the hospital operator to access one of the following long-distance carriers — AT&T or MCI. Long-distance phone calls cannot be added to your hospital bill.
- **To Adjust Receiver Volume:** The slide volume control on the side of the phone allows continuous adjustment from a normal to a boosted volume level. If a hearing-impaired patient needs a TDD phone, please ask the unit nurse or contact Patient Care Services at ext. 5373.

Visiting Hours

Intensive Care Unit and Cardiovascular Care Unit visitors are welcome to visit anytime from:

- 9 a.m. – 11 a.m.
- 3 p.m. – 5 p.m.
- 9 p.m. – 10 p.m.

Visiting Guidelines:

- Two visitors at a time.
- No children under the age of 13 years old.

Visitation will be limited to 30 minutes per visitor during each time slot.

We reserve the right to restrict visitation at any time in order to protect and maintain the health and safety of our patients, visitors, and employees.

Wi-Fi

The Springhill Medical Center campus offers free Wi-Fi. The Wi-Fi network (SSID) name is: **SMC_AH_Guest**.

Fast Facts About Your Stay *continued*

TV Channel Listings

TV Channel Listings		
2 WEIG (PBS)	28 Cartoon Network	56 JTV
3 WEAR (ABC)	29 Nickelodeon	57 Bravo
4 UTV44	30 A&E	58 OWN
5 WKRG (CBS)	31 Discovery Channel	59 Travel Channel
6 Local	32 TLC	60 UPtv
7 WHBR TALK	33 Lifetime	61 ESPN2
8 TBN	34 AMC	62 HGTV
9 HLN	38 ESPN	63 TV Land
10 WALA (FOX)	39 FS1	65 EWTN
11 WPMI (NBC)	40 Fox Sports South	67 TV One
12 WFNA (The CW)	41 BET	68 History
13 WGN America	42 truTV	69 Comedy Central
19 WFGX-SD	43 E!	70 TNT
20 HSN	44 C-SPAN	71 Freeform
21 QVC	46 FX	72 Syfy
22 HSN	48 FOX	73 TBS
23 USA	49 MSNBC	77 Fox Sports
24 VH1	50 Food Network	99 SEC
25 MTV	51 CNBC	
26 The Weather Channel	54 Animal Planet	
27 CNN	55 Golf Channel	

Take Charge of Your Care

You're in Charge

You are the center of your healthcare team. Know what's happening every step of the way to get the best results from your hospital stay.



Check IDs

Pay attention to staff IDs so you know who's caring for you. Help staff confirm who you are by stating your name and birthday before you are treated or transported.



Know Your Medications

Learn what they treat, why you need them, and how to take them.



Speak Up

Don't hesitate to ask for help. Keep your nurse call button within reach. It's your body, and you have every right to voice your questions and concerns.



Find a Support Person

Pick a close family member or friend to help speak up for your care during your stay.



Educate Yourself

Learn about your condition, tests, and treatment options to make informed decisions and feel confident in your care.



Check Before You Go

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Scan the QR code or go to **qualitycheck.org** to learn more.



Prevent Hospital Infections

Reduce Your Risk During Your Stay

According to the Centers for Disease Control and Prevention (CDC), 1 in 31 patients picks up an infection during their hospital stay. Your healthcare team will work hard to prevent infections, but there are also steps you can take to protect yourself.



Prevent Pneumonia

Scan the code for more detailed information on keeping your lungs healthy.



Urinary Tract Infections

Scan the code for more detailed information on protecting urinary health.

Type	How It Starts
Catheter-Associated Urinary Tract Infection (UTI)	Germѕ enter your urinary tract through a tube used to drain urine
Surgical Site Infection	Germѕ affect the site of your surgery — either on your skin or internally
Central Line-Associated Bloodstream Infection	Germѕ enter your bloodstream through a large tube that’s inserted in a vein near your neck, chest, or groin
Ventilator-Associated Pneumonia	Germѕ enter your lungs through a tube in your mouth, nose, or neck used to help you breathe



Superbugs

A superbug is a germ that causes a bacterial, viral, or fungal infection and doesn't respond to standard treatments. These germs make you sicker longer and increase your risk of serious complications.

Symptoms		Prevention	
	<ul style="list-style-type: none">• Fever• Burning or pain in lower belly• Bloody or frequent urination		<ul style="list-style-type: none">• Clean hands before touching area• Keep urine bag below level of bladder to prevent backflow, and ask for it to be emptied regularly• Don't pull, twist, or bend tube• Secure catheter to your leg, and ask every day if it's still needed
	<ul style="list-style-type: none">• Redness• Pain• Drainage of cloudy fluid• Fever		<ul style="list-style-type: none">• Clean hands before touching area• Do not shave surgery site yourself (irritation increases risk of infection)• Don't let visitors touch or dress your wound• Ask your nurse to show you how to care for your wound
	<ul style="list-style-type: none">• Red skin and soreness at site• Fever• Chills		<ul style="list-style-type: none">• Clean hands before touching area• Speak up if your bandage looks or feels loose, wet, or dirty, or if your skin looks red or feels sore• Avoid touching tube or letting visitors touch tube• Ask when tube can be removed
	<ul style="list-style-type: none">• Cough with mucus• Nausea and vomiting• Fever and chills• Chest pain• Shortness of breath		<ul style="list-style-type: none">• Clean hands before touching area• Ask if it's safe to raise the head of the bed• Know the plan for cleaning the inside of your mouth and speak up if needed to stay on track• Ask when tube can be removed

Rights & Responsibilities

You Have the Right to the Best Care



As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right To:

- Be informed of the hospital's rules and regulations as they apply to your conduct.
- Expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- Receive considerate, respectful care at all times and under all circumstances.
- Expect prompt and reasonable responses to your questions.
- Know who is responsible for authorizing and performing your procedures or treatments.
- Know the identity and professional status of your caregivers.
- Know what patient support services are available, including access to an interpreter if language is a problem.
- Have access to your medical records according to hospital policy.
- Be informed of the nature of your condition, proposed treatment or procedure, risks, benefits, and prognosis, and any continuing healthcare requirements after your discharge in terms you can understand.
- Be informed of medical alternatives for care or treatment.
- Refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
- Receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap, or sources of payment.

Notice of Nondiscrimination

This facility and its affiliates comply with applicable federal civil rights laws and do not discriminate; exclude people; or treat them differently on the basis of race, color, national origin, age, disability, religion, sex, sexual orientation, marital status, pregnancy, gender, gender identity, or gender expression.



You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, on their complaint portal. Visit ocrportal.hhs.gov/ocr/smartscreen/main.jsf or scan the QR code.

- Know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- Participate in the decision-making process related to the plan of your care.
- Have access to professionals to assist you with emotional and/or spiritual care.
- Exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- Participate in the discussion of ethical issues that may arise.
- Express concerns regarding any of these rights in accordance with the grievance process.
- Formulate advance directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law.
- Be transferred to another facility, if recommended. A transfer will be made only after the patient has received complete information and explanation.
- Access protective services, such as guardianship and advocacy services, conservatorship, child or adult protective services, etc.

You Are Responsible For:

- Providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- Reporting unexpected changes in your condition to your healthcare providers.
- Informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- Following the treatment plan recommended by your healthcare providers.
- Keeping appointments and, if you cannot, notifying the proper person.
- Knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers' instructions.
- Being considerate of the rights of other patients and hospital personnel, and for following hospital policy and regulations regarding care and conduct.
- Assuring that the financial obligation of your healthcare is fulfilled as promptly as possible.
- Recognizing the impact of lifestyle on your personal health.

Rights & Responsibilities *continued*

You Also Have the Right To:

Make your concerns known. If you have any concerns, please let the staff know, or you may call the Patient Satisfaction coordinator at 251.340.7946, Monday through Friday, from 8 a.m. to 4:30 p.m. During the evening or weekends, please contact the nursing supervisor or call the hospital operator by dialing 0.

Regarding Problem Resolution, You Have the Right To:

Express your concerns about patient care and safety to facility personnel and/or management without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, and to be informed of the resolution process for your concerns. If your concerns and questions cannot be resolved at this level, contact the accrediting agency indicated below:

The Joint Commission

Phone: 800.994.6610

Mail: The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

You Also Have the Right To:

Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions, or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO).

Quality Improvement Organization

Phone: 888.317.0751

Mail: 5201 West Kennedy Blvd, Suite 900
Tampa, FL 33609

If You Have a Medicare or Medicaid Complaint, You May Contact:

Alabama Department of Public Health

ACCComplaints@adph.state.al.us

Complaint Hotline: 800.356.9596

Mail: Alabama Department of Public Health,
201 Monroe Street, Suite 700,
Montgomery, AL 36130-3017



Advance Directives

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. Without an advance directive, your loved ones may disagree about what you'd want. Creating these plans can give both you and your family peace of mind by making your wishes clear. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. If you spend a lot of time in another state, you may want to fill out that state's documents, as well. Check with your admissions department or nurse if you have any questions. Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney for Healthcare

This is a legal document that names your healthcare proxy — someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care and other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes, and make sure the person agrees to represent you in this role.

For finances: You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both or choose different people to represent you.

Fill Out Your Forms

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact 251.344.9630.





Your Privacy Matters

Privacy and Health Information

You have privacy rights under a federal law that protect your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other healthcare providers and their vendors
- Health plans, including health insurance companies, HMOs, company health plans, and certain government programs that pay for healthcare, such as Medicare and Medicaid
- Healthcare Clearinghouses
- Business associates of covered entities follow parts of the HIPAA regulations

What information is protected?

- Information your doctors, nurses, and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- Request that those who must follow this law restrict how they use or share your health information
- File a complaint
- Get a report on when and why your health information was shared for certain purposes.

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends, or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions



Patient Access

A Powerful Tool in Care Management

Your Medical Record Access

Having access to your health records is a powerful tool in managing your care.

Patient Portal

Springhill's Patient Portal is powered by FollowMyHealth®, a secure online portal that will allow anytime/anywhere access to view portions of your electronic medical record at no cost.

Springhill offers FollowMyHealth® to encourage patients to be involved in your health and recovery and enhance the relationship between you and your care providers. You can view, print, and share your information with those involved in your care.

New or existing users can sign up or login, by visiting our website at **springhillmedicalcenter.com**, or at **springhillmedicalcenter.followmyhealth.com**.

Here's how to get started:

1. Make sure you provided your email address when you registered, or request your email address be added before your discharge.
2. A registration link will be sent to your email address on file upon discharge from noreply@followmyhealth.com.
3. Create your portal login using a unique username and password.
4. Enter the invitation code provided. Then, follow the on-screen prompts to complete your account.

Already have a FollowMyHealth account with another care provider?

Click the link in your invitation email, or login and select "Sign-in and add this connection." This will add your health information created at Springhill to your existing account, to consolidate your health information in one place.

Additional Medical Record Assistance

For your convenience, you may request your medical records electronically from the Medical Records section of our website (fees may apply) at **springhillmedicalcenter.com**.

Before You Leave the Hospital

Checklist for Discharge

Discharge Summary

This includes:

- Why you were in the hospital
- Who cared for you
- Your treatments, including any procedures and medications



Records & Results

Your medical records and test results should be available through the hospital's patient portal. Ask staff how to sign up for access. You can also request copies from the health information department.



Medication List

This may be part of your discharge summary. It should include new and existing prescriptions, over-the-counter medications, vitamins, and supplements. Ask if there are any medications you can stop taking or that are not safe to take together. Also make sure you know why, how, and when to take each one. Check that your pharmacy has your new prescriptions, and make sure you have a plan to get them filled and picked up.



After-Hospital Services

Know if you'll need support in these areas and make a plan for getting it:

- **Personal care:** bathing, eating, dressing, toileting
- **Healthcare:** follow-up doctor's appointments, physical therapy, wound care, medications, injections, medical equipment
- **Home care:** cooking, cleaning, laundry, shopping



Follow-Up Care Instructions

Beyond medication, these can include information about additional tests you may need, recovery activities, and diet changes.



Local Resources

Ask your discharge planner for help finding local organizations or programs that provide any medical or non-medical services you may need.



After-Hospital Care

Quick Guide to Options for After Your Stay



Home Healthcare

Healthcare can be provided by medical professionals in a patient's home to maintain or restore health. This option includes a range of skilled and nonskilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning and meal preparation. Medicare defines home healthcare as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment (DME)

Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs, and hospital beds. DME is paid for under Medicare Part B and Part A for home health services.

Independent Living

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, social outings, and events are provided.

Assisted Living

An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on-site. Most facilities have social activities and provide transportation to doctor's appointments, shopping, etc.

Insurance Tip

Contact your insurance provider, Medicare, or Medicaid to find out what care and services are covered for you and to get help with costs.

After-Hospital Care

Quick Guide to Options for After Your Stay

Inpatient Rehabilitation Center

This program is for medically complex patients who require and will benefit from daily access to physicians (who can frequently modify the plan of care based on individual needs) and low nurse-to-patient ratios of six patients to one nurse. The focus is to maximize recovery through intensive daily rehabilitation using multiple disciplines, with an ultimate goal of attaining the prior level of function, minimizing re-hospitalizations, and discharging patients back to their homes. Patients receive and must be able to participate in a minimum of three hours of therapy per day, up to six days a week to qualify. Springhill Inpatient Rehab is located on the second floor in Unit 2400. The unit features a contemporary and modern look and offers 18 private rooms, fully equipped gym with an area for daily activities practice, and patient dining spaces. Prospective patients/family members may visit Inpatient Rehab (Unit 2400), call ext. 3919 for more information, or speak to your case manager.

Outpatient Rehabilitation

Since 1975 Springhill Medical Center Rehabilitation has successfully helped more than 50,000 patients recover from injury or illness and find relief from nagging joint and spinal pain. Springhill Rehabilitation features the latest technology and is staffed by top-ranked physical, occupational, speech, and pediatric therapists who understand that our patients' success is, and has always been, our success.

Skilled Nursing (SNF)

Skilled nursing care is a high level of medical care that must be provided by trained individuals, such as registered nurses and physical, speech, and occupational therapists. These services can be necessary over the short-term for rehabilitation from an illness or injury. Examples of skilled nursing services include wound care, intravenous (IV) therapy, injections, physical therapy, and monitoring of vital signs and medical equipment. Springhill Rehabilitation and Senior Residence is a 24-hour skilled nursing facility located on our campus, dedicated to providing quality short-term rehabilitation while fostering a homelike social environment. Please call 251.343.0909, or speak to your case manager for more information.

Hospice

A licensed or certified program that provides care for people who are terminally ill and their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Also referred to as palliative care, hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial, and legal needs of the patient and their family.

Respite Care

Respite care provides a temporary break for caregivers. Patients spend time in programs, such as adult daycare or in week-long or month-long stays in a care facility.

Caregiver Support

How to Help Your Loved One's Recovery



We encourage patients to pick a key person to support them during their hospital stay. This person can ask questions the patient might not think of and take notes. If the patient becomes unable to make or communicate healthcare decisions, the support person can help make sure they get the care they would want.

Whether you are that primary support person or just one of many people caring for and supporting your loved one, you can play an important role in making sure they get the safest and best care.

Caregivers Need Care, Too

If you feel like you need a break or help, reach out to friends and family. You can also find resources from these organizations:

- **Administration for Community Living:** Caregiver resources from the Administration for Community **www.acl.gov**
- **Caregiver Action Network:** Support for caregivers of chronically ill, aged, or disabled love ones. **855.227.3640, caregiveraction.org**
- **Eldercare Locator:** Help with locating aging services throughout the U.S. **800.677.1116, eldercare.acl.gov**
- **Family Caregiver Alliance:** **caregiver.org**
- **Medicare:** Official U.S. government resource for people with Medicare. **800.MEDICARE (633.4227), medicare.gov**
- **National Alliance for Caregiving:** Support for family caregivers and the professionals that serve them. **202.918.1013, caregiving.org**
- **National Respite Network and Resource Center:** **archrespite.org**

Understanding Your Bill

Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care, and medications. The bill will also show charges for any special services, such as X-rays and lab tests. You may receive bills for doctors, surgeons, and specialists separately from the hospital.

What's on a bill?

- **Total charges:** The total price of the services you received.
- **Allowed amount:** The amount that your health plan will pay for a service. In some situations, you may have to pay the difference between the allowed and total charges. This is called "balance billing."
- **Insurance payment:** The amount your insurance has paid or will pay after you pay your portion.
- **Patient payment:** An amount you may have already paid, such as a copay.
- **Patient responsibility/balance due:** The amount remaining that you need to pay.

Medicare

If you have Medicare, you will be required to complete an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself. Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- The amount your doctor(s) charged
- The amount Medicare approved and paid
- The amount you owe
- Your current deductible status



Commonly Confused Terms:

- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Copayment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80% of a bill, while you have to pay the remaining 20%.

Keeping Track

One of the key ways to feel well informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

Understanding Your Bill *continued*



Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will send a claim to them. Later, you will receive an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- The amount billed by your doctor or hospital
- How much of that cost is covered by your insurance
- How much you may owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

For Self-Pay Patients

The Patient Accounts Department will send statements for payment of self-pay accounts. You will receive up to three statements over a 90-day period and may be contacted by phone, as well. If you need assistance paying your bills, please contact the Patient Accounts Department at 251.460.5245 to discuss payment options. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement, you can obtain one by calling our Patient Accounts Department at 251.460.5245. The Patient Accounts Department is open Monday through Friday, from 8 a.m. until 4:30 p.m. Online bill payment is available at springhillmedicalcenter.com.

Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are covered by each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. Check with your insurance provider about their rules for COBs, primary payers, and forms to fill out.

Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

Hospital Resources

Find Out More About Our Hospital's Offerings

Support Groups

All support groups meet in the Gerald Wallace Conference Center, 3715 Dauphin Street, (Building 2, fourth floor).

Breastfeeding Support Group

Lactation staff are available to answer questions, help with breastfeeding or do a weight check for your baby.

Phone: 251.340.7769

Stroke Survivor Support Group

Meets quarterly from noon – 1:30 p.m.

Provides resources and other information to people who have survived a stroke or their loved ones.

Phone: 251.340.7891

Long-Term Care

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or

all of their daily living activities, such as bathing, dressing, and toileting. Long-term care facilities provide 24-hour care. Some facilities have a separate unit for residents with Alzheimer's disease or memory loss. Springhill Rehabilitation and Senior Residence, located on our campus, may be able to provide this type of service. Please call 251.343.0909, or speak to your case manager for more information.

Volunteer Services

There are many rewarding opportunities to serve patients and staff – from greeting, to escorting, to assisting in various departments as a volunteer at Springhill Medical Center. The upbeat attitude and can-do approach of Springhill Medical Center's volunteers are the perfect medicine for patients and family members. For more information on how to become a Springhill Medical Center volunteer, call 251.460.5223.



Medication Tracker

Know Your Medications

Keep track of all the new medications you are prescribed while in the hospital plus any other medications you already take, including over-the-counter medications, vitamins, and supplements. Ask about the best way to get rid of medications your doctor has discontinued.

	Medication Name & Dose	What It Treats	How & When to Take It (Time, Food, etc.)	Notes (Side effects, prescribing doctor, foods & activities to avoid, etc.)
Medication 1				
Medication 2				
Medication 3				
Medication 4				
Medication 5				
Discontinued Medications				

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

Appointments

Write down information about your follow-up appointments, such as the date, time, location, reason for appointment, questions to ask, etc.

[illegible]

SPRINGHILL MEDICAL CENTER

3719 Dauphin Street • Mobile, Alabama 36608
www.springhillmedicalcenter.com • (251) 344-9630

