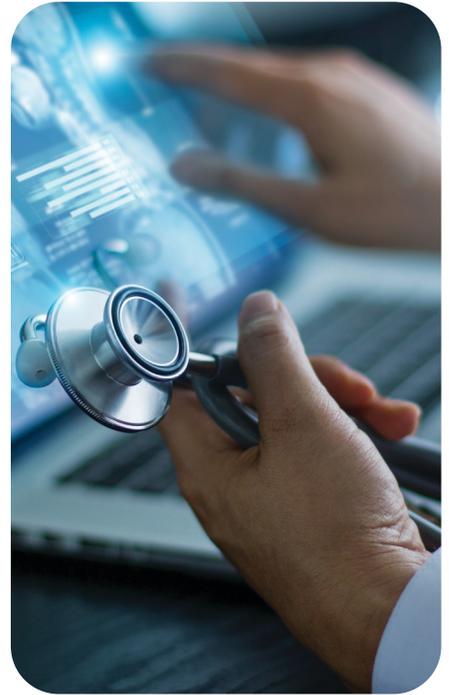


Welcome



Terrebonne

GENERAL HEALTH SYSTEM

tghealthsystem.com

Terrebonne General Health System
8166 Main St. | Houma, LA 70360

Welcome



THANK YOU FOR TRUSTING US WITH YOUR CARE

Welcome to Terrebonne General Health System. We appreciate that you have chosen Terrebonne General to be your healthcare provider. We are passionate about our commitment to your health and recovery, and we will work closely together as a team of physicians, nurses and support staff to provide you with the highest quality of care.

As the largest hospital in the region, Terrebonne General offers many comprehensive services. At Terrebonne General, we continuously strive to make your patient experience one that is filled with a caring, helpful team and world-class healthcare. Terrebonne General is nationally and internationally recognized for our outstanding dedication to our patients and community as well as for our innovative and state-of-the-art services.

Our skilled team of healthcare experts is here to care for you during your stay and will provide you with resources necessary to assist you in remaining healthy well after discharge. Preventative care is key to staying healthy and Terrebonne General offers many services through our Healthy Lifestyles program to help you live a healthier life.

We are honored that you have entrusted your care to our team, and we hope that your time with us exceeds your expectations. Our staff will be happy to answer any questions you may have and will assist you in getting as comfortable as possible. If we can do anything to serve you better at any time, please let us know.

Sincerely,

A handwritten signature in black ink that reads "Phyllis Peoples". The signature is fluid and cursive.

Phyllis Peoples
President and Chief Executive Officer

About Us

WHY WE ARE THE RIGHT CHOICE FOR YOUR HEALTHCARE

As our patient and guest, your comfort, safety and well-being are the main concern of our well-trained staff. Our goal is to provide you with the finest in medical, emotional and spiritual care so that your stay may be as free of concerns and as brief as possible.

In an effort to keep you informed, please review the following information.

- The lists of “Patient Rights” and “Patient Responsibilities” are especially valuable for helping you know what you can expect and what you should do. Below, we have briefly explained them for you.
- Ask questions – of your doctors, nurses, or any other staff members – when you don’t understand something.
- Involve your clergy. If he/she doesn’t know you are here, upon your or your family’s request a member of the staff will notify them. If you have no local church membership, you may ask for the hospital chaplain or for a referral to a local minister of your affiliation. The clergy can help you deal with your concerns and fears, pray with you, and help you contact hospital personnel who can assist you with your immediate needs.
- Request a conference with the hospital’s Patient Representative. He/she has the responsibility for helping you get the care and service you need, including helping you understand your treatment. You have the right to be involved in the decisions that affect treatment of your condition.
- If you are not satisfied with the responses or problems that have surfaced that you want solved, ask for a consultation with members of the hospital’s Ethics Committee. This group will be your advocate with doctors and hospital personnel should questions arise.
- You may receive a patient opinion survey in the mail from Press Ganey after you are discharged from the hospital. Your feedback on this survey is another way to help us provide you with exceptional healthcare.

Mission

Providing exceptional healthcare with compassion.

Vision

It is the vision of Terrebonne General Health System to be a leading medical provider by transforming healthcare delivery using innovative solutions that pave the way towards excellence.

Standards of Behavior

Terrebonne General team members follow Terrebonne General Health System's Standards of Behavior, also known as the iCare culture.

Integrity - Do the right thing at the right time for the right reason

Communication - Effective communication is the key to understanding one another.

Attitude - Create a great place for patients to receive care, staff to work, and physicians to practice medicine.

Respect - Treat every individual as a person of worth, dignity, and importance.

Etiquette - Convey concern and willingness to serve others by use of good manners and kind expressions.

Phone & Television

KEY NUMBERS

Main **873-4141** (dial 0 from your room phone)

Chaplain **873-4143**

TELEVISION CHANNELS

Channel	Net	Number	
 WGNO	ABC	2.1	
 TV Guide		3.1	*
 WWL	CBS	4.1	
 WNOL	CW	5.1	
 WDSU	NBC	6.1	
 ION	WPXL	7.1	
 WVUE	FOX	8.1	
 HTV	KFOL	10.1	*
 WLAE	PBS	12.1	
 CNN		11.1	
 HLN		11.2	
 Bloomberg	Bloomberg	11.3	
 FoxNews		11.4	
 ESPN	ESPN	11.5	
 ESPN2	ESPN2	11.6	
 ESPN U	ESPNU	11.7	
 ESPN NEWS	ESPNEWS	11.8	
 Newborn	English	14.1	
 Newborn	Spanish	14.2	*
 Heart		14.3	*
 Dietary		14.4	

	Visix	14.5
	MedSer	14.6
	Chapel	14.7
	AccuWeather	15.1
	Disney	15.2
	EWTN	15.3
	Animal	15.4
	Discovery	15.5
	NatGeo	15.6
	History	15.7
	TLC	15.8
	FX	16.1
	USA	16.2
	TNT	16.3
	TBS	16.4
	A&E	16.5
	FoodNet	16.6
	FreeForm	16.7
	Bet	16.8
	Univision	17.1
	TV Land	17.2
	Hallmark	17.3
	Lifetime	17.4
	FallTV	17.5
	Temp Surgery	17.7
	Wellnes	17.8
	Surgery	45.1

* - not on air yet

Guest Wireless Network

Terrebonne General has a guest wireless network available to patients and their visitors.

Accessing the network

Look for “TG-Health” in your device’s list of available wireless networks. This network is not secured and does not require a security password to connect.

Frequently Asked Questions

Can I connect to my company’s network from here?

If your company has implemented a VPN (virtual private network), and you can access it from home, you can probably connect to it from Terrebonne General.

Can I print out an email or article at Terrebonne General?

Unfortunately it is not possible to print from our public wireless network to one of Terrebonne General’s network printers. There is a resource room located in the Women’s Center which has public workstations and a printer.

If it doesn’t work, who can I call for help?

Our wireless signal is offered as a “free” service and Terrebonne General cannot support client connectivity issues. Ensure you have an 802.11 abgn wireless network adapter with the latest drivers installed. Also make sure the computer is virus/spyware free. If you continue to have trouble, please contact the person or company that normally services your equipment.

Disclaimer

You are to use the Terrebonne General Guest network at your own risk. As with other public Internet access, the wireless connection is not secure. Any information being sent or received could potentially be intercepted by another wireless user. Be cautious when transmitting credit card information, passwords, and any other sensitive personal information while using any wireless “hot spot”. Terrebonne General assumes no responsibility, for any loss of data to, damages to, or viruses that may infect your computer equipment or other property on account of your access to, use of, or browsing any website, or downloading any materials from the web.



MyChart

Terrebonne General MyChart gives you secure and convenient access to your healthcare information online – whenever, wherever. With just a press of a button, you can check test results, pay your bill and print records all in one centralized place. You can even view medical records for dependents and schedule telehealth visits.

Sign up today at [tghealthsystem.com](https://www.tghealthsystem.com).

Questions?

Call the Terrebonne General MyChart Help Desk
Monday – Friday: 7am – 3:30pm at 985-873-4091 option 1
or call 877-339-2637 Option 5 from 9am to 5pm.

Parking

Parking for patients and visitors is available in the lot directly across from the hospital main entrance, on the corner of Liberty and Main, and in the parking garage located off of Belanger Street. Parking is available 24 hours a day, seven days a week, and is free. Patients and visitors are asked not to park in reserved or certain designated areas. Please be sure to lock your vehicle. If you need assistance, call the Security Department at Ext. 0.

Personal Belongings

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Terrebonne General cannot be responsible for replacing personal belongings.

Safety & Security

For your safety and protection, security is available 24 hours of the day to escort you to your vehicle. We also provide shuttle bus service to the parking lots from 4:00 a.m. to 8:00 p.m. Monday through Friday. If you or your family needs shuttle service after these hours or during weekends, please dial 0 for assistance. Security officers also are available at all times to assist motorists with jump-starting vehicles.

Smoking & Vaping

All Terrebonne General campuses are completely smoke free!



Two of the major health effects of cigarette smoking and vaping are emphysema and cancer.

- Emphysema destroys the lung's ability to expand and contract which causes the heart to work harder.
- Lung cancer can hide for years; researchers are also finding smoking linked to cancers of the mouth, throat, pancreas, cervix, kidney and bladder.

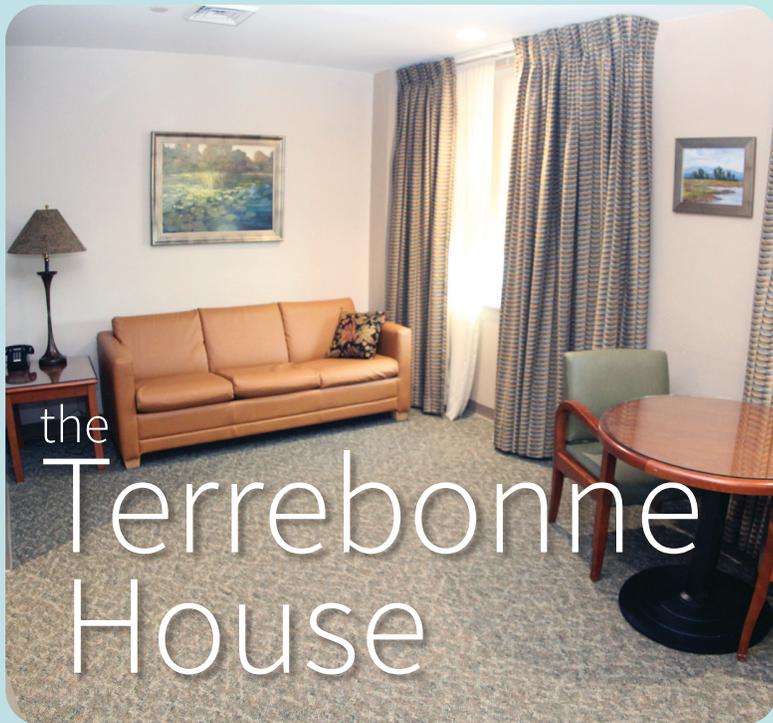
If You Don't Smoke, Don't Start. If You Do Smoke, Quit.

There are alternatives to assist you if you want to quit smoking, including:

Smoking Cessation Clinics
Prescription Zyban and Nicoret Gum
Nicotine Patches

Please speak with your physician for additional information on how to quit smoking.

A touch of home when you're away.



Hospital visits are not always planned which is why Terrebonne General offers the Terrebonne House for patients' families. Guests can unwind and enjoy the hotel accommodations while being near their loved ones.

The Terrebonne House, located on the campus of Terrebonne General, offers comfortable and convenient lodging. Guests can select from either suite or standard room options and are given access to our cafeteria, food court, gift shop and PJ's Coffee. They can also explore downtown Houma which is in walking distance and offers an array of restaurants, stores and sights.

To reserve a room, call **985-873-4006**. On-site check-in is available at the following campus locations:

Cashiers Office: Mon. – Fri. between 8am – 4pm

Admissions Office: Mon. – Fri. between 4pm - 6pm

Emergency Department: After hours and weekends

The Terrebonne House is located on the 3rd floor of Terrebonne General. Guests can access the hotel by taking elevator D, which is located on the hospital hallway across from Outpatient Rehabilitation.

Free parking is available in the parking garage and accessible via Belanger Street or Main Street.



Rights & Responsibilities

YOU HAVE THE RIGHT TO **THE BEST CARE**

Patient Rights

Your basic rights for independence of expression, decision, action and concern for personal dignity and human relationships are always of great importance. During sickness; however, the presence or absence of rights becomes vital, deciding survival and recovery. It is a prime responsibility for our hospital to assure your rights are preserved while you are our patient.

Purpose

To ensure patients, their families and/or designated representative(s) are provided information regarding their rights and responsibilities while receiving services in this facility. Policy It is the policy of Terrebonne General Health System to furnish all patients at the time of registration, hospital literature titled “Welcome to Terrebonne General Health System” covering Patient Rights and Responsibilities, hospital policies and hospital services.

Patient Rights

- The right to be informed, whenever possible, their rights and responsibilities in advance of furnishing or discontinuing care
- The right to care, treatment and services without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression, diagnosis, ability to pay or source of payment
- The right to have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital and MD/DO 24/7 on site presence
- The right to required disclosures which include Physician ownership in the hospital
- The right to be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment
- The right to be informed of hospital visitation policies
- The right to be informed of the names and functions of all physicians and other healthcare professionals who are providing direct care to patients. These people shall identify themselves by introduction and/or by wearing a name badge
- The right to receive, as soon as possible, the services of a translator or interpreter to facilitate effective communication between the patient and the hospital’s healthcare providers
- The right to participate in the development and implementation of his/her plan of care including discharge planning
- The right to make or have his/her representative make (as allowed by state law) an informed decision about his/her care

Patient Rights cont'd.

- The right to be informed of his/her health status, being involved in the care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand provision of treatment or services deemed medically unnecessary or inappropriate
- The right to a representative when a patient is unable to make decision about his/her care, treatment and services
- The right to be included in experimental research only when he or she gives informed, written consent to such participation or when a guardian provides such consent for an incompetent patient in accordance with appropriate laws and regulations. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices
- The right to be informed if the hospital has authorized other healthcare and/or educational institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment
- The right to formulate advanced directives and have hospital staff and practitioners who provide care in the hospital comply with these directives
- The right to assessment of pain and pain management
- The right to religious and other spiritual services
- The right to be informed by the attending physician and/or other healthcare services concerning any continuing health requirements after his/her discharge from the hospital and receive assistance from the physician and appropriate hospital staff in arranging for required follow up care after discharge
- The right to have his/her medical records, including all computerized medical information kept confidential
- The right to access information contained in his/her medical records within a reasonable timeframe
- The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff
- The right to receive care in a safe setting
- The right to be free from neglect; exploitation; verbal, mental physical and sexual abuse
- The right to examine and receive an explanation of the patient's hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital
- The right to be informed in writing about the hospital's policies and procedures for initiation, review and resolution to patient complaints, including the name, address and telephone number of where complaints can be filed with the department
- The right to be informed of his/her responsibility to comply with hospital rules, cooperate in the patient's own treatment, provide a complete medical history, be respectful of other patients, staff and property and provide required information regarding payment of charges
- The right to be in an environment that preserves personal dignity and contributes to positive self-image
- The right to access protective and advocacy services
- The right to information about hospital rules and regulations regarding patient visitation rights
- Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for the transfer, provisions for continuing care and acceptance by the receiving institution.

Patient Responsibilities

As a patient, you have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to the responsible physician.

- The responsibility to provide accurate and complete medical and other requested information by the hospital team
- The responsibility to report unexpected changes in his/her condition to a member of the healthcare team
- The responsibility for asking questions in order to verify understanding of the information and expectations explained
- The responsibility for following the treatment plan recommended by the healthcare team
- The responsibility for actions and/or consequences for refusing treatment
- The responsibility to respect the right and property of other patients and hospital personnel and for assisting in the control of noise and number of visitors at one time
- The responsibility for following instructions, rules, regulations and policies the hospital has in place to support quality care and a safe environment for all patients and individuals
- The responsibility for supporting mutual consideration and respect by maintaining civillanguage and conduct in interactions with staff and members of the healthcare team
- The responsibility for assuring his/her financial obligations are paid in a timely manner
- The responsibility for compliance with the discharge plan including medication, treatments, and appointments.



Commitment to Care

PATIENT SATISFACTION MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

After Your Stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern - such as a wish to refuse life-saving treatment or a disagreement over advance directives. Our Ethics Committee can help your team of support people make difficult decisions. For help, contact Case Management at 873-4080.

Complaints & Conflict Resolution

Your concern can be communicated verbally or in writing. You may also consider contacting the following directly:

Louisiana Department of Health and Hospitals

P.O. Box 629 Baton Rouge, LA 70821-3767
(225)342-9500

Joint Commission

Office of Quality and Patient Safety
(800)994-6610

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Your medical information is personal, and Terrebonne General Health System is committed to keeping this information confidential. This notice applies only to protected health information created or obtained in connection with medical care provided to you in this Organization. It does not apply to care provided to you in your physician's office or in the office of any other healthcare provider. When this notice refers to "we" or "us," it is referring to Terrebonne General Health System, the members of its Medical Staff (including your physician(s), and other healthcare providers affiliated with the Hospital). If you have not previously visited your physician's office, upon your next visit you should receive that physician's Notice of Privacy Practices as it relates to his or her own office practice.

This notice describes how we will use and disclose your health information in the Organization. The policies outlined in this notice apply to all of your health information generated by us in the Organization, whether recorded in your medical record, invoices, payment forms, electronic videos or other ways. Similarly, these policies apply to the health information gathered from other organizations by any healthcare professional, employee or volunteer who participates in your care.

Uses and Disclosures of Your Health Information

In some circumstances we are permitted or required to use or disclose your health information without obtaining your prior authorization and without offering you the opportunity to object. These circumstances include:

Uses or disclosures for purposes relating to treatment, payment, healthcare operations and benefits and services:

- 1. Treatment.** We may use or disclose your health information for the purpose of providing, or allowing others to provide, treatment to you or any other individual. An example would be if your primary care physician discloses your health information to another doctor for the purposes of a consultation. Also, we may contact you with appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.
- 2. Payment.** We may use and/or disclose your health information for the purpose of allowing us, as well as other entities, to secure payment for the healthcare services provided to you. For example, we may inform your health insurance company of your diagnosis and treatment in order to assist the insurer in processing our claim for the healthcare services provided to you.
- 3. Healthcare Operations.** We may use and/or disclose your information for the purposes of our day-to-day operations and functions. We may also disclose your information to another covered entity to allow it to perform its day-to-day functions, but only to the extent that we both have a relationship with you. For example, we may compile your health information, along with that of other patients, in order to allow a team of our healthcare professionals to review that information and make suggestions concerning how to improve the quality of care provided at this facility. Also, we may contact you as part of our fundraising efforts for this organization. All fundraising communications will include information about how you may opt-out of future fundraising communications.

4. Business Associates. Our organization may use and disclose your medical information to business associates who perform services on our behalf. The business associate must agree in writing to protect the confidentiality of the information. For example, we may share your health information with a company that bills for the services we provide.

5. Health-related Benefits and Services. Terrebonne General may use and disclose your medical information to tell you about health-related benefits or services that may be of interest to you.

We have agreed, as permitted by law, to share your protected health information among ourselves for purposes of treatment, payment or healthcare operations. This enables us to better address your healthcare needs.

- a. When required by law;
- b. For public health purposes;
- c. To disclose information about victims of abuse, neglect, or domestic violence;
- d. For health oversight activities, such as audits or civil, administrative or criminal investigations;
- e. For judicial or administrative proceedings;
- f. For law enforcement purposes;
- g. To assist coroners, medical examiners or funeral directors with their official duties;
- h. To facilitate organ, eye or tissue donation;
- i. For certain research projects that have been evaluated and approved through a research approval process that takes into account patients' need for privacy;
- j. To avert a serious threat to health or safety;
- k. For specialized governmental functions, such as military and veterans, national security, criminal corrections, medical suitability determinations or public benefit purposes;
- l. For workers' compensation purposes, as permitted by law.

We may also use or disclose health information created or obtained in connection with your care in the Hospital in the following circumstances. However, except in emergency situations, we will inform you of our intended action prior to making any such uses and disclosures and will, at that time, offer you the opportunity to object.

- a. **Directories.** In the Hospital, we may maintain a directory of patients that includes your name and location within the facility, your religious designation, and information about your condition in general terms that will not communicate specific medical information about you. Except for your religion, we may disclose this information to any person who asks for you by name. We may disclose all directory information to members of the clergy.
- b. **Notifications.** We may disclose to your relatives or close personal friends any health information that is directly related to that person's involvement in the provision of, or payment for, your care. We may also use and disclose your health information for the purpose of locating and notifying your relatives or close personal friends of your location and general condition or death, and to organizations that are involved in those tasks during disaster situations.

Except as described above, disclosures of your health information will be made only with your written authorization. You may revoke your authorization at any time, in writing, unless we have taken action in reliance upon your prior authorization, or if you signed the authorization as a condition or obtaining insurance coverage.

Terrebonne General requires your written authorization for the following:

- **Disclosure of Psychotherapy Notes.** Disclosure of Psychotherapy Notes will be done in accordance with Louisiana state law. In most cases this will require an authorization signed by you.
- **Sale of PHI.** Terrebonne General does not sell protected health information.
- **Marketing.** Terrebonne General may ask you to sign an authorization to use or disclose protected health information as part of a marketing effort. The authorization will state if Terrebonne General is receiving any direct or indirect financial remuneration for the marketing. The authorization is not necessary for face-to-face communications about a product or service and/or communications made: To describe health-related products or services that are provided by Terrebonne General for your treatment; or for case management or care coordination, or to direct or recommend alternative treatments, therapies, providers or settings of care.

Your Rights

- **To Request Restrictions.** You have the right to request restrictions on the use and disclosure of your health information for treatment, payment or healthcare operations purposes or notification purposes. We are not required to agree to your request. If we do agree to a restriction, we will abide by that restriction unless you are in need of emergency treatment and the restriction information is needed to provide that emergency treatment. To request a restriction, submit a written request to the contact listed on the final page of this notice.
- **To Limit Communications.** You have the right to receive confidential communications about your own health information by alternative means or at alternative locations. This means that you may, for example, designate that we contact you only via e-mail, or at work rather than home. To request communications via alternative means or at alternative locations, you must submit a written request to the contact listed on the final page of this notice. All reasonable requests will be granted.
- **To Access and Copy Health Information.** You have the right to inspect and copy any health information about you other than psychotherapy notes, information compiled in anticipation of or for use in civil, criminal or administrative proceedings, or certain information that is governed by the Clinical Laboratory Improvement Act. To arrange for access to your records, or to receive a copy of your records, you should submit a written request to the contact listed on the last page of this notice. If you request copies, you will be charged our regular fee for copying and mailing the requested information.

Despite your general right to access your protected health information, access may be denied in some limited circumstances. For example, access may be denied if you are an inmate at a correctional institution or if you are a participant in a research program that is still in progress. Access may be denied if the federal Privacy Act applies. Access to information that was obtained from someone other than a healthcare provider under a promise of confidentiality can be denied if allowing you access would reasonably be likely to reveal the source of the information. The decision to deny access under these circumstances is final and not subject to review.

In addition, access may be denied if (a) access to the information in question is reasonably likely to endanger the life and physical safety of you or anyone else, (b) the information makes reference to another person and your access would reasonably be likely to cause harm to that person, or (c) you are the personal representative of another individual and a licensed healthcare professional determines that your access to the information would cause substantial harm to the patient or another individual.

If access is denied for these reasons, you have the right to have the decision reviewed by a healthcare professional who did not participate in the original decision. If access is ultimately denied, the reasons for that denial will be provided to you in writing.

- **To Request Amendment.** You may request that your health information be amended. Your request may be denied if the information in question: was not created by us (unless you show that the original source of the information is no longer available to seek amendment form), is not part of our records, is not the type of information that would be available to you for inspection or copying (for example, psychotherapy notes), or is accurate and complete. If your request to amend your health information is denied, you may submit a written statement disagreeing with the denial, which we will keep on file and distribute with all future disclosures of the information to which it relates. Requests to amend health information must be submitted in writing to the contact listed on the final page of this notice.
- **To An Accounting of Disclosures.** You have the right to an accounting of any disclosure of your health information made during the six-year period preceding the date of your request. However, the following disclosures will not be accounted for:
 - a. disclosures made for the purpose of carrying out treatment, payment or healthcare operations,
 - b. disclosures made to you,
 - c. disclosures of information maintained in our patient directory, or disclosures made to persons involved in your care, or for the purpose of notifying your family or friends about your whereabouts,
 - d. disclosures for national security or intelligence purposes,
 - e. disclosures to correctional institutions or law enforcement officials who had you in custody at the time of disclosure,
 - f. disclosures that occurred prior to April 14, 2003,
 - g. disclosures made pursuant to an authorization signed by you,
 - h. disclosures that are part of a limited data set,
 - i. disclosures that are incidental to another permissible use or disclosure, or;
 - j. disclosures that are made to a health oversight agency or law enforcement official, but only if the agency or official asks us not to account to you for such disclosures and only for the limited period of time covered by that request. The accounting will include the date of each disclosure, the name of the entity or person who received information disclosed and the purpose of the disclosure. To request an accounting of disclosures, submit a written request to the contact listed on the final page of this notice.
- **To a Paper Copy of this Notice.** You have the right to obtain a paper copy of this notice upon request. You may also view this notice on our website at www.tghealthsystem.com.
- **Right to Notification of a Breach of Unsecured Protected Health Information.** Under certain circumstances, you have the right to or will receive notifications of breaches of your unsecured protected health information.

Our Duties

- We are required by law to maintain the privacy of your health information and to provide you with this notice of our legal duties and privacy practices.
- We are required to abide by the terms of this notice. We reserve the right to change the terms of this notice and to make those changes applicable to all health information that we maintain. Any changes to this notice will be posted on our website (if applicable) and at our facility, and will be available from us upon request.

Complaints & Feedback

If you believe your privacy rights have been violated you may contact the Terrebonne General Privacy/Compliance Officer and/or the Secretary of the Federal Department of Health and Human Services. To lodge a grievance with us, please file a written notice with the contact set forth below. This contact will also provide you with further information about our privacy policies upon request. No action will be taken against you for filing a complaint.

Designated Contact

Privacy Officer or Compliance Officer
8166 Main Street / P.O. Box 6037
Houma, LA 70361-6037
Phone: (985) 873-3539

Terrebonne General complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: Language translations services for this document are available to you, free of charge.

Patient Information & Safety

Be involved in your healthcare. The single most important way you can help to prevent errors is to be an active member of your healthcare team. That means taking part in every decision, be involved and ask specific questions. Inform your physician or your nurse, as accurately as possible, of your previous medical history.

1. Medicines

Make sure that all of your doctors know all the medications you are taking, this includes prescriptions as well as herbs, vitamins and over-the-counter drugs. Do not take any of these medicines while at the hospital.

2. Allergies and Adverse Reactions

Inform your physician or nurse of any medicine or any other allergy you may have, along with any adverse reactions you may have experienced in the past.

3. Hospital Stays

If you are brought medications, ask the nurse what the medicine is for and who ordered the medicine. Make sure your armband is checked prior to any tests, procedures or medications are administered.

4. Family Members/Significant Others

Even if you think you don't need help now, you might need it later, and you may want someone to stay with you or be present when you ask the physician questions regarding your condition.

5. Patient Visitation Rights

The Hospital embraces a philosophy of open and flexible visitation that welcomes and encourages the involvement of family and significant others in the patient's care. Accordingly, the Hospital has adopted this Statement on Patient Visitation Rights:

- a. **Patients may receive visitors of their choosing**, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend.
- b. **Patients may refuse to consent to a person visiting them, or may withdraw consent to see a visitor at any time.**
- c. **The Hospital will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.** Without limiting the previous sentence, the Hospital will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability, nor will it permit anyone else to do so.
- d. **Patients may designate a "Support Person" to exercise their visitation rights on their behalf.** Patients may designate a Support Person in any manner, including orally, in writing, or through non-verbal communications (such as pointing).
- e. **The Hospital can apply reasonable clinical restrictions and other limitations on patient visitation.** Reasonable restrictions may be based upon, but are not limited solely to, any of the following:
 - A court order limiting or restraining contact;
 - A visitor's behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment;
 - Visitor behavior that is disruptive to the functioning of the patient care unit involved;
 - The patient's risk of infection by the visitor;
 - The visitor's risk of infection by the patient;
 - A patient's need for privacy or rest;
 - The need for privacy or rest by another patient in the patient's shared room;
 - Any special restriction rules that apply to special patient care units (mental health/behavioral health, drug and alcohol, etc.); and
 - When visitation would otherwise interfere with the care of the patient and/or the care of other patients.

f. General Visiting Guidelines:

General Visiting Hours – 7:30 AM to 8:00 PM

- **Emergency Department** - The Emergency Department reserves the right to limit visitation based on operational and situational concerns. Families are encouraged to be with the Emergency Department patient when it is appropriate and beneficial to the patient. Children under the age of 12 shall not be allowed at the bedside unless approved by the Emergency Department Staff.
- **Hospice** - To the extent possible, visitors of Hospice patients shall be allowed unrestricted visiting privileges, including, but not limited to, children of all ages.
- **Intensive Care/Critical Care (ICU/CCW)** - Generally visitation is encouraged during the following hours; however, a more flexible visitation can be arranged.

8:30AM to 9:30 AM; 12:30PM-1:30PM
5:00 PM to 6:00 PM; 8:30 PM to 9:00 PM

Due to infection control concerns, it is preferred that children under the age of 12 not be allowed to visit; however, special considerations can be made based on patient status.

- **The Health & Rehabilitation Center** - Generally visitation is encouraged during the following hours; however a more flexible visitation can be arranged.

Monday through Friday - 4:00 PM to 9:00 PM

Saturday- 11:00 AM to 9:00 PM

Sunday- 8:00 AM to 9:00 PM

- **PACU** - Visiting shall not be permitted except in specific unusual circumstances, i.e.: inconsolable children, patients requiring long recovery periods or overnight stays.

- **Women's Services** - Visitors shall be limited to the mother's choice and must follow proper handwashing procedures. Visitors shall be asked to leave after 9:00 P.M. During the birthing phase, it's understandable that family and visitors may increase for immediate viewing after delivery. If the mother requires recovery from surgery, there will be a one-visit limit. In the event of an emergency C-section or epidural/spinal anesthesia administration, visitors shall be required to leave during the procedure.

g. Visiting Regulations:

- No plants or flowers shall be allowed in the Critical Care or Oncology unit.
- For safety and privacy reasons, when visiting a patient, guests must be in the patient's room and not in the hallways or doorways. If there are too many guests which may compromise the staff's ability to provide care to the patient, the guest may be directed to the waiting rooms provided in the patient care area.
- Visitors shall not be permitted to sleep in empty beds in semi-private rooms, in lobby/waiting areas or in the patient's bed.
- Children 12 years or older may stay overnight with an adult patient at the discretion of staff.
- Adults staying overnight with minors shall be parents, guardians or other adults authorized by the parent or guardian to stay with the minor.

For questions or concerns, please contact the Patient Experience Coordinator at 858-7578 or ask to speak to the Nurse Manager.

To prevent healthcare errors, patients are urged to SPEAK UP

Everyone has a role in making healthcare safe-physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the healthcare system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The “Speak Up” program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their healthcare are more likely to have better outcomes.

To help prevent healthcare errors, patients are urged to “Speak Up.” Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don’t understand something that your doctor, nurse or other healthcare professional tells you.
- Don’t be afraid to ask about safety. If you’re having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there’s no confusion in the operating room.
- Don’t be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don’t hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right healthcare professionals. Don’t assume anything.

- Tell your nurse or doctor if something doesn’t seem quite right.
- Expect healthcare workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don’t be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive medication. If it doesn’t happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don’t understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to "run out." Tell the nurse if it doesn't seem to be dripping properly (that it is too fast or too slow)
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by JCAHO.

- Ask about the healthcare organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check to find out whether your hospital or other healthcare organization is accredited.

Participate in all decisions about your treatment. You are the center of the healthcare team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your healthcare team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

Supportive Care Services

Supportive Care is specialized medical care for people with serious illnesses. The main focus is to provide patients with relief from symptoms, pain and stress of whatever serious illness they may have. The Supportive Care team consists of a combination of doctors, nurses, social workers, psychologists, counselors, chaplains, registered dietitians, pharmacists and rehabilitation specialists who work together as a team with a supportive care specialist to provide the best treatment for patients and also consults the family. The team offers support every step of the way by helping to control symptoms and help patients to understand their treatment options and goals.

Your doctor is able to provide a referral for this service. For more information, please call 873-4390.

Online Bill Pay

Pay your Terrebonne General bill online. Access the safe and secure site by visiting www.tghealthsystem.com and clicking on the "Pay My Bill" link on the top right corner of the homepage. Options available include the ability to view account information and pay a hospital bill all in a few clicks of a button.

Notice as Required by the Louisiana Department of Insurance

Healthcare services may be provided to you at a network healthcare facility by facility-based physicians who are not in your health plan. You may be responsible for payment amounts for all or part of the fees for those out-of-network services, in addition to applicable amounts due for co-payments, coinsurance, deductibles, and non-covered services.

Specific information about in-network and out-of-network facility based physicians can be found at the website address of your health plan or by calling the customer service telephone number of your health plan.

Identify Your Healthcare Team



NURSES



NURSING ASSISTANTS



HOUSEKEEPING



SECRETARIES
(Navy Blue)



CASE MANAGERS



SOCIAL WORKERS



HOSPITALITY ASSISTANT



TRANSPORTERS



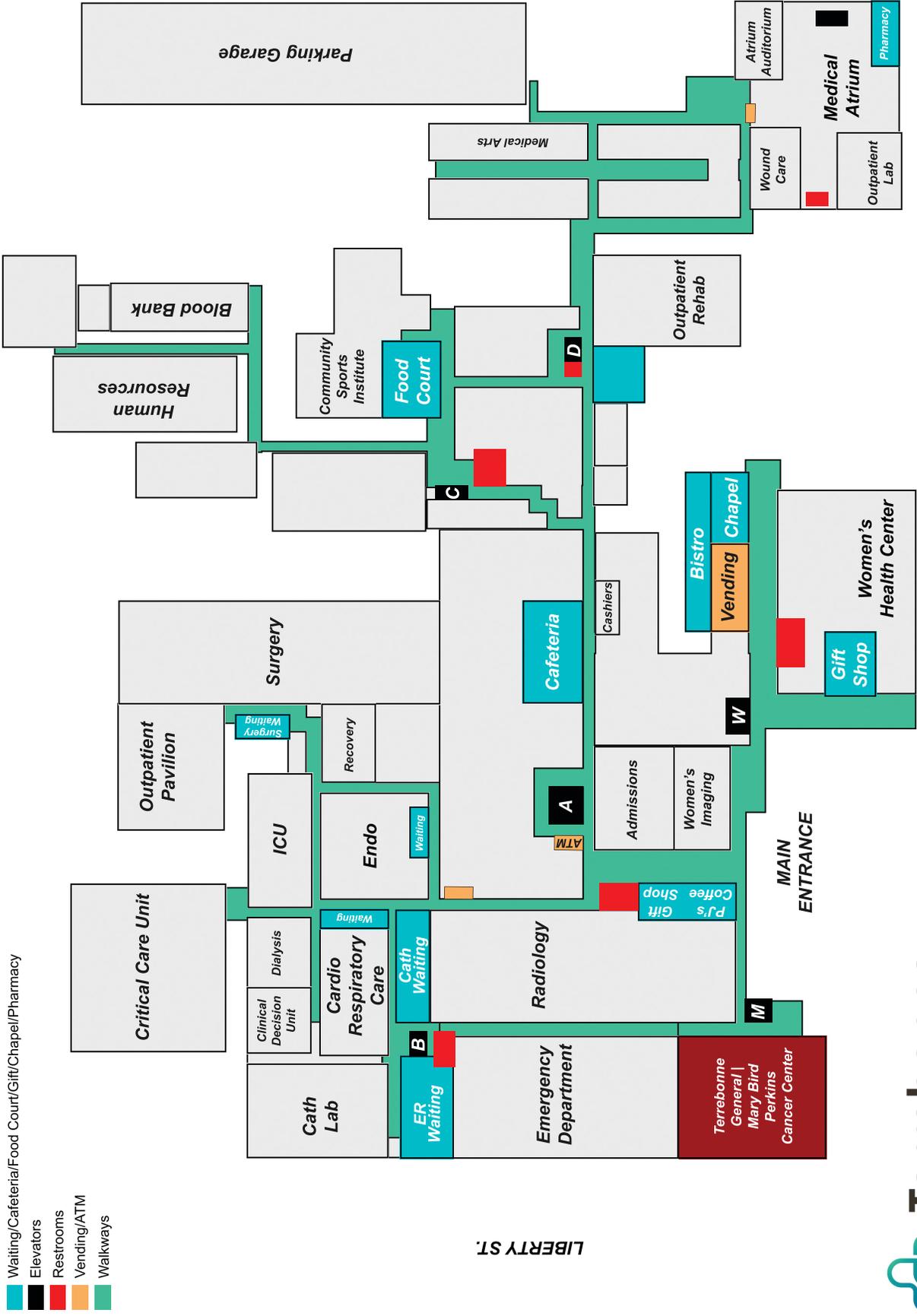
LAB



RESPIRATORY

Terrebonne General Health System - Main Campus Ground Floor

BELANGER ST.



- Waiting/Cafeteria/Food Court/Gift/Chapel/Pharmacy
- Elevators
- Restrooms
- Vending/ATM
- Walkways

LIBERTY ST.

MAIN ST.