



Caverna Memorial Hospital exists to heal the sick and improve the health of our community. We offer a wide variety of services and well-trained staff who are dedicated to providing you with excellent health care. Please ask our staff any questions you may have. Your satisfaction is our goal.

EMERGENCY CARE

Emergency care provides treatment for any individual who has a medical emergency or is in labor, within the capabilities of the hospital staff and facility.

Emergency medical care includes

- ❖ An appropriate medical screening exam (Triage)
- ❖ Necessary stabilizing treatment
- ❖ An appropriate transfer to another facility, if necessary

PLEASE BE AWARE THAT PATIENTS ARE TREATED IN THE EMERGENCY DEPARTMENT ACCORDING TO THE SEVERITY OF THEIR INJURY OR ILLNESS, NOT THE ORDER IN WHICH THEY ARRIVE.

OBSERVATION / ACUTE CARE

Your physician may place you in Observation (usually less than 24 hours) after Emergency treatment. This means that your physician believes you should continue to receive clinical care for a brief time at the hospital. Or, you may be admitted to the hospital if your physician believes you need clinical care for a period longer than 24 hours.

SECURITY

For your protection and safety, all doors are locked at the hospital from 8:00 PM until 6:00 AM. Visitors will be able to enter through the Main Entrance or the Emergency Entrance during these secure hours. To have further access to the hospital please see someone in Registration or the Emergency Department.

SMOKING is not allowed.

Caverna Memorial Hospital is a SMOKE FREE CAMPUS. No person is to smoke on the property of the hospital. You may smoke in your personal vehicle.

ADVANCE DIRECTIVES

Caverna Memorial Hospital encourages you to form an Advanced Directive. This is a written document where you can express your preference in the provision of your medical care if you are not able to make those decisions for yourself. An Advance Directive form is available at the hospital from the registration desk or you may ask your nurse. An Advance Directive can be changed any time you wish. We encourage you to have conversations with your physician, family, pastor and others when designating health care preferences.

Caverna Memorial Hospital will take no position concerning your choices.

PATIENT RIGHTS and RESPONSIBILITIES

We support the rights of each patient and are committed to ensuring the protection of those rights in the provision of care, treatment and services. In the event of a minor or an incompetent patient, the patient's legal guardian assumes these rights and responsibilities.

As a patient:

- You have the right to be informed or your patient rights prior to treatment whenever possible.
- You have the right to receive reasonable, considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.
- You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- You have the right to have a family or person of your choice and your own doctor notified promptly of your admission to the hospital.
- You have the right to receive visitors of your choice, to deny visitors of your choice and to withdraw or deny such consent at any time.
- You have the right to be told the names of your doctors, nurses, and all health care team members directing and/or providing your care and to expect that your will be continuously evaluated and reviewed.
- You, and family and friends with your permission, have the right to participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments.

- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- You have the right to make an advance directive.
- You can expect that all communication and records about your care are confidential, unless law permits disclosure. You have the right to see or get a copy of your medical records. You may add information to your medical record by contacting the Medical Records Department. You have the right to request a list of people to whom your personal health information was disclosed.
- You have the right to communication you can understand. The hospital will supply a foreign language interpreter as needed at no cost. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing and/or other impairments, the hospital will make a best effort to ensure your care needs are met.
- You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including expected outcomes.
- You have the right to have your pain assessed and to be involved in decisions about treating your pain.
- You have the right to not be subject to any procedure without informed consent, except in emergency situations.
- You have the right to consult with another physician at your own request and expense.
- You have the right to receive a complete explanation of the need for a transfer to another facility.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- You have the right to receive detailed information about your hospital and physician charges.
- You, or a family member, have the right to discuss any ethical issues that may arise in the provision of your care. Contact your nurse and they will relay your request to the Chief Nursing Officer.
- You have the right to present complaints concerning your quality of care or safety, to be informed of the mechanism to do so and expect corrective action be taken when indicated.
- You have the right to access protective services (guardianship, advocacy, child or adult). Requests for these may be made to the Department for Permanency & Protection at 877-KY SAFE1 (877-597-2331)
- You have the right to voice your concerns about the care that you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a department manager. You may also contact the CEO (ext.22), the Chief Nursing Officer (ext. 29), Risk Management Coordinator (ext. 49) or the Compliance Officer (ext. 41). You may FAX a complaint to 270-786-1557 or send a written complaint to:

Caverna Memorial Hospital
Attn: Risk Management
 1501 South Dixie Street
 Horse Cave, KY 42749

YOUR RESPONSIBILITIES

- You are expected to provide complete and accurate information, including your full name, address, home telephone number or cell number, date of birth, Social Security number, insurance carrier and employer, when it is required.
- You should provide the hospital or your doctor with a copy of your advance directive if you have one.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, allergies, hospital stays, medicines, vitamins, herbal products, and other matters that pertain to your health, including perceived safety risks.
- You are expected to ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor.
- You are responsible for outcomes if you do not follow the care, treatment and services plan.
- Please leave valuables at home and only bring necessary items for your hospital stay. If you brought valuables with you, please send them home with a trusted person of your choice.
- You are expected to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.
- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- You have the responsibility to keep appointments, be on time, and call your health care provider if you cannot keep your appointments.

HIV (AIDS) Information

AIDS (Acquired Immune Deficiency Syndrome) is a serious illness that makes the body unable to fight infection. A virus causes AIDS. Early diagnosis is important. Free anonymous and confidential testing and counseling is available at every health department in Kentucky.

AIDS can be spread by sexual contact, sharing contaminated syringes, needles, cotton, cookers and other IDU equipment with someone who is infected, childbirth, or a sharps injury in a health care setting.

You cannot get HIV through casual contact such as sharing food, utensils or plates, touching an infected person, hugging or shaking hands or using public restrooms.

You can greatly reduce the chance of infection by not sharing needles or syringes and not having sexual contact with infected persons. At minimum you should use latex condoms and educate yourself about these risks.

You should be tested if you have had sex with someone who has HIV or any sexually transmitted disease, have shared needles or syringes, have had sex through prostitution, with injecting drug users or had multiple sex partners.

For Free Materials, Phone the CDC National Prevention Information Network at 1-800-458-5231. For Free treatment information, call the AIDS Treatment Information Service at 1-800-HIV-0440.

MRSA

MRSA, methicillin-resistant Staphylococcus aureus, is a potentially dangerous type of staph bacteria that is resistant to certain antibiotics and may cause skin and other infections. As with all regular staph infections, recognizing the signs and receiving treatment for MRSA skin infections in the early stages reduces the chances of the infections becoming severe.

MRSA is spread by:

- Having direct contact with another person's infection
- Sharing personal items, such as towels or razors, that have touched infected skin
- Touching surfaces or items, such as used bandages, contaminated with MRSA

What are the signs & symptoms?

Most staph skin infections, including MRSA, appear as a bump or infected area on the skin that may be:

- Red
- Swollen
- Painful

- Warm to the touch
- Full of pus or other drainage
- Accompanied by a fever

What if I suspect a MRSA skin infection?

Cover the area with a bandage and contact your healthcare professional. It is especially important to contact your healthcare professional if signs and symptoms of an MRSA skin infection are accompanied by a fever.

How are MRSA skin infections treated?

Treatment for MRSA skin infections may include having a healthcare professional drain the infection and, in some cases, taking prescribed antibiotics. Do not attempt to drain the infection yourself – doing so could worsen or spread it to others. If you are given an antibiotic, be sure to take all of the doses (even if the infection is getting better), unless your healthcare professional tells you to stop taking it.

How can I protect my family from MRSA skin infections?

- Know the signs of MRSA skin infections and get treated early
- Keep cuts and scrapes clean and covered
- Encourage good hygiene such as cleaning hands regularly
- Discourage sharing of personal items such as towels and razors

FUNDING FOR THE UNINSURED

A prompt pay discount of 20% is available on balances of \$50 to \$1000 if paid within 30 days.

You may qualify for financial assistance if you have no health insurance. Here is a list of programs, which may help uninsured people. You must personally make the contact. Caverna Memorial Hospital does not contact these agencies for you.

- **Health, Kentucky, Inc.** is a non-profit organization that provides free or reduce-fee health care for individuals who meet eligibility requirements. Call 1-800-633-8100 for more information.
- **Kentucky Access** is a state authorized health plan that offers medical coverage to Kentuckians who find it difficult to obtain health insurance through a private plan. Call 1-866-405-6145 for information.
- **Medicaid** is the largest public health program in the country and is also the primary source of health care for low-income families, children, the elderly and the disabled whose income and resources are within the established guidelines. An application for Medicaid may be filed at the local Dept. for Social Insurance office in Munfordville. Call 270-524-7211.
- **KCHIP** is an extension of Medicaid, which covers health care services for children and low-income families. An application may be filed at the local

Dept. for Social Insurance. For more information call 1-877-524-4718 or log onto <http://chs.state.ky.us/kchip>.

- **Disproportionate Share Hospital Program (DSH).** If you do not qualify for Medicare or KCHIP, you may apply for aid with this program. Ask for an application from the hospital Business Office, Monday through Friday 8am to 4pm.

YOUR BILL

Caverna Memorial Hospital will file your bill with your insurance carrier. Non-covered portions of your medical bill are your responsibility. A prompt pay discount of 20% is available on balances or \$50 or greater if paid within 30 days of receiving services. No insurance, including Medicare, covers 100% of medical bills. The business office staff will work to provide a reasonable payment schedule for you. The business office is open to assist you Monday through Friday from 8AM to 4PM.

The Telephone Consumer Protection Act requires us to notify you that in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any e-mail address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or us of an automatic dialing device, as applicable.

You may receive a separate bill for services provided to you by medical professionals that are not included in the bill from Caverna Memorial Hospital. Examples include (but are not limited to) a bill from the Radiologist who reads your x-rays, Pathology Services for examination of tissues or blood tests which are sent to LabCorp. **THESE CHARGES ARE YOUR RESPONSIBILITY.**

NOTICE OF PRIVACY PRACTICES

This notice describes, in summary, how medical information about you may be used and disclosed and how you can gain access to your personal health information.

We may use and disclose medical information about you in the following ways.

- For treatment, payment or health care operations.
- To remind you of appointments with us.
- To assist in disaster relief efforts.
- When required by law.
- For public health activities and purposes.

- To a government authority authorized by law to receive reports of abuse, neglect, or domestic violence if we believe you are a victim of any of these treatments. This will occur to the extent the disclosure is (a) required by law (b) agreed to by you or (c) authorized by law and we believe the disclosure is necessary to prevent serious harm to you or to other potential victims of if you are incapacitated.
- To a health oversight agency for activities authorized by law such as audits, inspections or licensure.
- In response to an order of the court, administrative tribunal, subpoena, discovery request, or other legal process, but only if efforts have been made to tell you about the request or to obtain an order protecting the information to be disclosed.
- For law enforcement purposes.
- To a coroner, medical examiner or funeral director as necessary.
- To organ procurement organizations to facilitate organ, eye or tissue donation and transplantation.
- For research, to the military or for security clearances, as necessary.
- To avert serious threat to health or safety of a person or the public.
- To a correctional institution or law enforcement official having custody of you, as necessary.
- For Workers Compensation
- We may contact you by telephone or by mail at your home or workplace unless you notify us otherwise, in writing.
- We may include your name, your location in our facility, your condition described in general terms and your religious affiliation in our directory while you are a patient in our facility.
- Other uses and disclosures will be made only with your written authorization, which may be revoked at any time by contacting the Privacy Officer in writing at:

Caverna Memorial Hospital
Attn: Privacy Officer
1501 South Dixie Street
Horse Cave, KY 42749

YOUR RIGHTS WITH RESPECT TO MEDICAL INFORMATION ABOUT YOU

- You have the right to request we restrict the uses of disclosures of medical information about you.
- You have the right to request we communicate medical information about you in a certain way and at a certain location.
- You have the right to inspect and obtain a copy of medical information about you.

- You have the right to amend medical information about you for so long as we maintain the information.
- You have the right to an accounting of disclosures made by us of medical information about you.
- You have the right to obtain a paper copy of this Notice in its entirety.

OUR DUTIES

- Caverna Memorial Hospital has a duty to maintain the privacy of your medical information.
- To provide notice of our legal duties and abide by the terms of our Notice of Privacy Practices in effect at the time. The Notice is posted in our lobby.
- If you believe your privacy rights have been violated by us, you may complain to the United States Secretary of Health and Human Services, Office for Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue SW, Washington, D.C. 20201. You will not be retaliated against for filing a complaint.

EMERGENCY ROOM PHYSICIANS PRESCRIPTION PAIN MEDICATION POLICY

In an effort to curb the ever-increasing problem of prescription drug abuse in our area, the Emergency Physicians have adopted the following policy with regard to the prescribing of narcotic and sedating medications.

1. When patients present with acute medical conditions for which the emergency physician feels appropriate to administer or prescribe a narcotic or sedating medication, the physician will do so in very limited quantities. These quantities will be sufficient to last only until the patient can be seen by their primary care physician. Any patient who returns to the Emergency Department seeking a refill of the medication will likely be given only a non-narcotic, non-sedating medication.
2. Patients who have frequent or multiple visits to the Emergency Department seeking relief from chronic, painful conditions such as migraine headaches, neck and back pain, dental pain, pelvic or ovarian pain, kidney stones, neuropathy and fibromyalgia may be prescribed only non-narcotic pain medications.
3. In the event of an acute medical condition for which the Emergency Physician feels it is appropriate that the patient be given a narcotic or sedating medication, a responsible adult driver must be physically present in the room before the medication is given.

4. Prescriptions for narcotic or sedating medications that have been lost, stolen or expired will not be rewritten. Patients who have chronic pain may receive non-narcotic pain medications as interim treatment. It is every patient's personal responsibility to maintain active prescriptions with his or her primary care physician or specialist.

5. The Emergency Department or Social Services can provide a listing of all the locally available resources to assist patients in obtaining primary care follow-up of their medical conditions.

6. In the event that the provider chooses to prescribe a narcotic or sedating medicine, all patient names will first be checked through the Kentucky All Schedule Prescription Electronic Reporting System (KASPER). This database provides a retained record of every controlled medicine prescription that the patient has received, thus eliminating the dangerous practice of obtaining multiple prescriptions from different providers.

FOOD

Visitors may dine in the Caverna Memorial Hospital cafeteria. A daily menu is posted. Operation hours are:

Breakfast	7:30 to 9:00 AM
Lunch	10:30 AM to 1:00 PM
Supper	4:30 PM to 5:30 PM

Vending Machines are located in the vending area next door to the cafeteria. Guest trays are available, inquire in the cafeteria, the cost is \$3.00 each.