

Patient and Family
GUIDE



The patient experience, ELEVATED.

MountainLakesMedicalCenter.com

Welcome to Mountain Lakes Medical Center.

Thank you for trusting us with your care.

The doctors, nurses and staff want to ensure you receive the highest quality, compassionate care in a world-class facility. Our focus is to remain truly person-centered—approaching patients, families, our community and employees with compassion—every day. Our new hospital represents a bold step into a new era of how we care for those in our community and beyond. Providing a unique, healing environment that embraces collaborative and person-centered care.

*It is truly the patient experience, **ELEVATED.***

PLEASE USE THIS GUIDE FOR INFORMATION ABOUT OUR HOSPITAL.
IF AFTER READING THIS YOU HAVE ANY QUESTIONS, PLEASE CONTACT
A MEMBER OF YOUR CARE TEAM. THEY ARE HERE TO MAKE YOUR STAY
MORE COMFORTABLE.



Patient and Guest Amenities

The Boardwalk | OPEN TO EVERYONE

An outdoor area on the main level, The Boardwalk is the perfect place for patients, family members and guests to visit, meditate, enjoy a meal or beverage from The Overlook Café and take in the stunning mountain views. An outdoor fireplace and comfortable seating provides a restful, welcoming environment.

The Overlook Café | OPEN TO EVERYONE

Monday-Saturday 9am to 7pm and Sunday 11am to 5pm

Located just off The Boardwalk on the main level of the hospital. Breakfast features an omelet station and a variety of freshly baked breads, muffins and biscuits, plus freshly brewed gourmet coffee, tea and frozen smoothies. The lunch and dinner menu includes freshly-made sandwiches, soups and salads.

If a doctor approves, patients may visit The Overlook Café for meals.

The Terrace | OPEN TO PATIENTS AND THEIR GUESTS

Offering an area of respite and regeneration, The Terrace is an outdoor area with seating for patients and their guests to enjoy fresh mountain air and views, yet remain close to the patient's room on the guest floor.

Nutrition Stations | OPEN TO PATIENTS AND THEIR GUESTS

Located throughout the hospital, providing beverages, fresh fruit and light snacks. Patients with dietary restrictions should speak to their care team first.

The Sky Lounge | OPEN TO PATIENTS ONLY

A peaceful space located on the guest level, The Sky Lounge is a spacious day-lit room for patient interaction that includes comfortable furnishings, flat-screen TVs and beautiful mountain views.



TV Channel Guide

CHANNEL	SERVICE	CHANNEL	SERVICE
23.1	WSB-ABC	27.9	WE
23.2	WYFF-NBC	27.10.	SPROUT
23.3	WAGA-FOX	28.1	LIFETIME
23.4	WGTV-PBS	28.2	FOOD
23.5	WGCL CBS	28.3	COMEDY
24.1	HALLMARK	28.4	SHOP NBC
24.2	NAT GEO	28.5	INSP
24.3	GSN	29.1	DISNEY
24.4	CNBC	29.2	USA
24.5	MSNBC	29.3	TBS
25.1	WUGA	29.4	NOT IN USE
25.2	TWC CLAYTON 1	29.5	ESPN CLASS
25.3	WPCH SD	30.1	SEC
26.1	CARTOON NET	31.1	DISNEY JR
26.2	HGTV	31.2	ANIMAL PLANET
26.3	A&E	31.3	SCIFI
26.4	HISTORY	31.4	E!
26.5	AXS	31.5	TOON DIS XD
26.6	TCM	31.6	BRAVO
26.7	FS1	31.7	OUTDOOR
26.8	HSN	32.1	WSB-METV
27.1	ESPN	32.2	WMYA-DT-MNT
27.2	ESPN2	32.3	ZAP2IT CLAYTON
27.3	TV1	32.4	LOCAL PUBLIC
27.4	FOXNEWS	33.1	CSPAN
27.5	NOT IN USE	33.2	TLC
27.6	FX	33.3	DISCOVERY
27.7	TNT	33.4	CNN HLN
27.8	CNN	33.5	MAVTV



Telephone Services

MAIN HOSPITAL NUMBER **706.782.3100**

SECURITY EXTENSION **404**

Telephone service is provided in all patient rooms.

To place a call

- FOR LOCAL CALLS, **DIAL 9** THEN THE NUMBER.
- FOR LONG DISTANCE CALLS, PLEASE CONTACT THE NURSING STAFF FOR ASSISTANCE.



Guest Wireless Internet Service

For our patients and visitors, internet service is available in all patient rooms and public areas including The Boardwalk and The Overlook Café

To connect your device

From your cell phone

- CLICK SETTINGS, THEN WIFI.
- CLICK ON GUEST NETWORK, THEN CONNECT.

From your laptop

- RIGHT CLICK ON THE WIRELESS ICON ON YOUR DEVICE AND VIEW CONNECTIONS.
- CLICK ON GUEST NETWORK AND THEN CLICK CONNECT.

For questions or assistance, please contact a member of your care team.



Patient Meals

Meals are ordered by your physician and prepared under the supervision of a registered dietitian. A nutritional assistant will visit you to inquire your food preferences—likes and dislikes. You can also call nutritional services if you have any questions about your meal.

You may order a meal between 7am and 4pm daily.

Guest meals are available for an additional fee of \$5. You may order a guest tray from the menu located in your room at least 1 hour prior to delivery. Please call your nurse for assistance.

If you miss a meal because of tests or treatment, your nurse can arrange for it to be delivered on your return.

**BREAKFAST
8AM**

**LUNCH
12 NOON**

**DINNER
5PM**

IF YOU LEAVE YOUR ROOM FOR ANYTHING OTHER THAN A TEST OR PROCEDURE, PLEASE LET THE NURSE KNOW WHERE YOU WILL BE.



Visiting Hours and Visitor Guidelines

7am - 8pm Daily

A designated family member, loved one or healthcare partner is welcome to stay with you 24 hours a day. If that person is staying overnight, please let your nurse know. Additional guests are welcome from 7am to 8pm. Children may visit if they are accompanied by an adult. Guests must not be ill with colds, flu or other contagious conditions, and must respect infection control policies.

We appreciate the important role your family and loved ones play in your care and the healing process. For the comfort of other patients, we ask that you limit the number of visitors.

Providing a quiet, restful and healing environment is paramount at Mountain Lakes Medical Center. We ask that your guests help us by speaking softly, placing phones on vibrate and minimizing the number of visitors.

For the safety and security of patients, visitors and staff, all entrances except the emergency room entrance are locked at 9pm.

Smoke-Free Campus

Mountain Lakes Medical Center is a smoke-free campus. Smoking is not allowed anywhere on the property.

Your Valuables

We ask that you leave your valuables at home or with a family member. If you arrive with valuables and cannot send them home with someone you trust, arrangements can be made to deposit your valuables with our Security Office.

Security Services

Mountain Lakes Medical Center provides security services 24 hours a day. We strive for safe and secure environments for patients, visitors and staff. Our security officers do random patrols of the facility, answer calls and questions regarding safety concerns, and escorts upon requests.

To call security, please dial ext. 404.

Patient Gifts

Visitors should check with a member of your care team before gifts and food are brought to the patient to assure that they are allowed per physician orders.

Hand Hygiene

Hand hygiene is a top priority at Mountain Lakes Medical Center. This means cleaning your hands by either washing them with soap and water or by using a hand sanitizing gel. This is the number one way to prevent the spread of germs and to prevent infections. For your safety and the safety of others, please ask your family and visitors to use proper hand hygiene.

Parking

Convenient surface parking is available to visitors just steps from the hospital entrance. Please remember lock your doors and place any valuables in the trunk, glove box or out of view.

PATIENTS, THEIR FAMILY MEMBERS OR VISITORS MAY NOT CONSUME ALCOHOL, ILLEGAL DRUGS OR SMOKE OR VAPE WHILE ON THE HOSPITAL CAMPUS.



Your Hospital Care Team

TO MEET ALL HEALTHCARE NEEDS OF OUR PATIENTS,
WE HAVE THE FOLLOWING STAFF

Hospitalist

These board-certified physicians manage your care if you do not have a primary care provider or if your provider prefers that a hospitalist handles your inpatient care. Services will be provided 24 hours a day, 7 days a week.

Nursing Staff

Nursing is provided 24 hours a day by registered nurses, licensed practical nurses and nursing assistants.

Case Management

Case management is available to help patients with financial, social and emotional needs that relate to their stay.

Dieticians

A Dietician is available to meet your dietary needs during your stay. Please notify your nursing staff if you have any questions or special requirements.

Inpatient Rehabilitation

Inpatient rehabilitation is located on the first floor of the hospital. There are physical, occupational and speech therapists that provide professional, compassionate care. Safe discharges are the focus of the therapy department in order to ensure the patient continues functional recovery.

Spiritual Care

Pastoral services are available to all patients and their families for emotional and spiritual support. To arrange a pastoral visit, ask your nurse for assistance.



Be An Informed Patient

We believe that the more you know about your condition, the more likely you are to take an active role your own care and recovery, so we strive to involve and educate you and your family throughout your hospital stay. Please feel free to ask questions as many times as you need to as you review your care plan and before signing any consent forms.

Our Privacy Practices

We are committed to protecting your health information. Our privacy practices are described in the Mountain Lakes Medical Center Notice of Privacy Practices that explains how this obligation will be followed by all healthcare professionals, trainees, staff, volunteers and business associates of our organization. To obtain a copy of the information, contact someone from your care team.

Preparing to Leave the Hospital

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

PREVENT FALLS BY GETTING UP SLOWLY. BEFORE RISING,
SIT ON THE EDGE OF YOUR BED FOR A FEW MINUTES.



Patient's Rights

Hospitals are required to inform each patient (or the patient's support person, where appropriate) of his/her visitation rights. A patient's "support person" does not necessarily have to be the same person as the patient's representative who is legally responsible for making medical decisions on the patient's behalf. A support person could be a family member, friend or other individual who supports the patient during the course of the patient's hospital stay. Not only may the support person visit the patient, but he or she may also exercise a patient's visitation rights on behalf of the patient with respect to other visitors when the patient is unable to do so. Hospitals must accept a patient's designation, orally or in writing, of an individual as the patient's support person.

When a patient is incapacitated or otherwise unable to communicate his or her wishes and an individual provides an advance directive designating an individual as the patient's support person (it is not necessary for the document to use this exact term), the hospital must accept this designation, provide the required notice of the patient's visitation rights and allow the individual to exercise the patient's visitation rights on the patient's behalf.

When a patient is incapacitated or otherwise unable to communicate his or her wishes, there is no advance directive designating a representative on file, and no one has presented an advance directive designating himself or herself as the patient's representative, but an individual asserts that he or she, as the patient's spouse, domestic partner (including a same-sex domestic partner), parent or other family member, friend, or otherwise, is the patient's support person, the hospital is expected to accept this assertion, without demanding supporting documentation, provide the required notice of the patient's visitation rights, and allow the individual to exercise the patient's visitation rights on the patient's behalf. However, if more than one individual claims to be the patient's support person, it would not be inappropriate for the hospital to ask each individual for documentation supporting his/her claims to be the patient's support person.

Hospitals are expected to adopt policies and procedures that facilitate expeditious and non-discriminatory resolution of disputes about whether an individual is the patient's support person, given the critical role of the support person in exercising the patient's visitation rights.

A refusal by the hospital of an individual's request to be treated as the patient's support person with respect to visitation rights must be documented in the patient's medical record, along with the specific basis for the refusal.

Advance Directives

End of life decisions are very important today due to the ability of medical technology to prolong life. The best method of controlling your medical treatment wishes is to record your wishes in advance. This is known as an Advanced Directive of Healthcare. The Advance Directive can also be known as:

A Living Will

This is a document that you can instruct your physician to withhold or withdraw any life sustaining methods if you are terminally ill, coma or vegetative state with no likelihood of recovering. It must be signed, dated and witnessed.

Durable Power of Attorney

This document names another person to make medical decisions if you are unable to make them. You can name the treatment you do or do not want. This relates to any medical condition, not just terminal illness. This is like a living will, that has to be signed, dated, and witnessed without assistance of attorney, but an attorney can be consult with either.

Where to Obtain Advance Directive Forms

Ask your nurse or case manager for blank forms or the Five Rights if you are interested in completing your Advance Directive of Healthcare.

After it is completed, you should give a current copy to someone else who you know if you become seriously ill. Also give a copy to your physician, family, minister or close friends. If you appoint someone to be your power of attorney, be sure to give them a copy.



*The patient experience, **ELEVATED.***

If you have issues or concerns please feel free to contact our Administrative Office at 706.782.0400.

Administration will work with management staff to resolve your concerns.

**IF WE DO NOT RESOLVE YOUR ISSUES PLEASE CONTACT
GEORGIA DEPARTMENT OF COMMUNITY HEALTH AT:**

Georgia Department of Community Health

2 Peachtree Street, NW

Atlanta, GA 30303

404.657.5700

We depend on you and your loved ones to tell us about how you're feeling. Ask questions as often as you need to. Write down concerns as you think of them.



162 Legacy Point, Clayton, Georgia | 706.782.3100

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