

North Mississippi Medical Center is committed to making your transition to the next stage of your recovery as smooth as possible.

- Your physician will determine when you are able to be discharged.
- Your physician, case manager, nurse and other members of the healthcare team will work with you and your family to plan your discharge.
- NMMC strives to have a majority of our patients, whether going home or to another setting, discharged by 11 a.m. each day.
- We need your help in arranging for someone to be available to take you home when you are discharged.

Find out about your follow-up care:

- Ask for directions about physical exercises you may need to do.
- If you have a wound, ask for directions on how you should take care of it.
- If you need special equipment, make sure you know how to use it.
- Ask your doctor or nurse about any follow-up appointments or tests.

- Review your insurance to find out what costs are covered and not covered after you are discharged (like medicines and equipment).
- If you need to receive home care services or you need to be sent to a nursing home or assisted living center for follow-up care, make sure that the facility or service is covered by your insurance, Medicare, or other health plan; and that it is licensed or accredited.

Find out about your condition:

- Ask about your condition and how soon you should feel better.
- Find out about any special instructions for daily activities. For example, most patients should use the shower instead of the bathtub.
- Find out how much help you will need during your recovery. For example, if someone should be with you 24 hours a day.
- Ask about any signs and symptoms that you should watch for. Find out what you should do if you have these signs or symptoms.
- Write down your questions and ask them before you leave the hospital. If needed, ask a family member or friend to help.
- Call your doctor's office for any problems you may have after leaving the hospital.

- If you are not confident about how to care for yourself after leaving the hospital or if you have any doubts about getting the care you need at home, Speak Up! Ask your doctor or your case manager if you could be referred to a home health agency.



You have the right to express concerns about care and safety while in the hospital. Inside the hospital, you may call Careline (Dial C.A.R.E. [2273]). Outside NMMC, call (662) 377-2273 or visit www.nmhs.net/contact_us.

If concerns cannot be resolved through the hospital, you may contact The Joint Commission at 1-800-994-6610 or by e-mailing complaint@jointcommission.org. and/or if you are a beneficiary of Medicare covered services, you may report any concerns you have to the Quality Improvement Organization (QIO) Information and Quality Healthcare 1-866-775-5897.

For more information

Centers for Medicare & Medicaid Services' Care Planner

Baltimore, Maryland

www.careplanner.org • 877-267-2323

The Joint Commission

www.quality-check.org

National Alliance for Caregiving

Bethesda, Maryland

www.caregiving.org • 301-718-8444