



# Patient Information Guide



**HOUSTON  
HEALTHCARE**

Connecting People,  
Community and Care

# Welcome to Houston Healthcare

## Mission

**To improve the healthcare of the communities we serve by providing patient-focused, high-quality, cost-effective services while promoting health and wellness.**

## Vision

**“A caring health system dedicated to excellence – today and tomorrow.”**

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**Search Houston Healthcare on these social media sites or visit [hhc.org](http://hhc.org) for more health or organizational information.**

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We hope while you are a patient here, you will also feel like our guest. Please use this Patient Information Guide to help you feel at home and understand what may be involved in your care as our patient. It also contains information about the wide range of services available to you through Houston Healthcare.

The staff at Houston Healthcare works as a team to provide quality care and a Culture of Service Excellence. Our staff, physicians and generous volunteers hope to offer you the best possible care to speed your recovery so that you may return to your daily routine. We believe it is the personal touch we offer, in addition to our advanced technology, that will make a difference for you.

To personalize your care, you may be visited by one of our Patient Representatives who can discuss your patient experience with you. Our Patient Representatives are our liaisons for you and your family and are available to answer questions and obtain information for you during your stay.

We also like to recognize those employees who are mentioned specifically by our patients. If, at any point during your care, you have been impressed with someone on our staff, please let us know. If you would like to share any concerns regarding your care, please do not hesitate to let us know as well.

We are here to provide excellent care. Your thoughts and experiences help us tailor our performance improvement goals and ensure our hospital is a place you will want to return to for your health care. Your opinion about our service is important because, after all, you are the reason we are here.

Thank you for choosing Houston Healthcare as your healthcare provider.

Your Executive Leadership Team



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# General Patient Information



## Admissions

### **Valuables/Lost and Found**

For your protection, all jewelry and money (other than small change), should be left at home. If this is not possible, ask a member of our nursing staff to put them in the hospital safe for you.

If you wear dentures, removable bridges, hearing aids or contact lenses, please put them in protective containers when not in use. You may ask your nurse for a container, if needed.

The hospital is not responsible for the loss of money, valuables, jewelry or other articles kept in the patient's room. We do maintain a Lost and Found service in the Admissions Office. Found items will be kept for 90 days.

### **Identification Band**

The bracelet placed on your wrist during Admission is for your identification. Please leave it on throughout your hospital stay.

### **Medications**

Your doctor will prescribe the medications you may need during your hospital stay. Unless your doctor specifically asks you to bring any other medications with you, please leave them at home. Medications brought from home should be given to your family member or representative to be returned home. If they are unable to be returned home, ask your nurse about storing your medication in the hospital pharmacy. You or a family member should make sure to ask for them before you go home.

### **Mail/Flowers**

Any mail or flowers addressed to you will be delivered to your room. Live plants/flowers cannot be accepted on the Intensive Care Unit. Mail received after you have been discharged will be forwarded to your home address. Outgoing mail may be given to your caregiver to be mailed. Stamps may be purchased in the gift shops.

# Financial Arrangements

## Insurance and Billing

Each hospital insurance policy is different. Many insurance policies do not pay for all hospital services or some may only pay a percentage. If your hospitalization is not covered by insurance or if your insurance coverage is minimal, you may be asked to pay a deposit upon admission. If you would like to speak to a Financial Counselor, please call the Financial Counseling Office at (478) 329-3456.

Patient Financial Services will bill your insurance carrier for you. The hospital will also file multiple insurances for you if you have more than one policy. However, we do hold assignment of insurance benefits on all claims filed as long as you have an outstanding balance. This includes disability and supplemental types of insurance plans. Refunds of overpayments are sent to you after all account balances are paid in full. You will receive a monthly statement until your account is paid in full.

For your convenience, the hospital also honors VISA, Mastercard, American Express and the Discover Card.

Charges for services received at the end of your hospital stay may not have been available at the time your hospital bill was compiled. After you are discharged from the hospital, you will receive the final bill for your hospital stay. This statement will reflect any outstanding balance on your account. Upon your request, we will provide you with an itemized statement.

If you have any questions about your insurance or any statement that you receive from Houston Healthcare, please contact Patient Financial Services at (888) 263-9025. The office is located in the Roy H. "Sonny" Watson Health Pavilion at 233 North Houston Road, Suite 302, and is open from 8:30 a.m. until 5 p.m., Monday through Friday.

Your hospital bill does not include professional fees from your personal physician, Emergency Room Physicians, Surgeon, Anesthesiologist, Hospitalist, Pathologist or Radiologist. These physicians are independent contractors and you will receive a separate bill from them for their services.

## Medicare and Medicaid

If you are admitted under the Medicare plan, you will be responsible for the deductible, co-insurance and non-covered items.

If you are admitted under the Medicaid and Medicaid/CMO plans, you must present a valid Medicaid card.

## Indigent and Charity Care

Houston Healthcare provides care without charge to people who cannot afford to pay or whose financial condition qualifies them as indigent. We also participate in the Georgia Indigent Care Trust Fund. The Financial Counseling Office will help you determine if you are eligible for assistance with your care. If you are eligible for charity care, Houston Healthcare offers services at a discounted rate. For more information regarding this program, please call the Financial Counseling Office at (478) 329-3456.





# Patient and Visitor Information

## Patient Relations Representatives

In keeping with our commitment to quality care, Houston Healthcare has designed a patient relations program to help make your stay with us as comfortable as possible. Our Patient Relations Representatives serve as liaisons between patients and families and hospital staff. They are available to answer questions and obtain information to assist you during your stay. If you wish to speak with a Patient Relations Representative, please ask your nurse and he or she will contact them for you.

## Patient Meals

Our Food and Nutritional Services staff is here to serve you and your nutrition needs. Your physician will prescribe a particular diet for you, based on your individual needs. A member of our Food and Nutritional Services staff will be happy to explain and go over the specific requirements of your prescribed diet. Cafeteria staff are unable to sell food or drinks to patients since most patients are on special diets. Please let your nurse know if you would like to speak with one of our Registered Dietitians.

Nutritional support is a critical aspect of a patient's ability to heal and recover. Therefore, it is essential all patient meals be delivered and consumed in the patient's room. This allows the patient to stay on the correct diet and gives the healthcare provider information on amounts consumed by the patient. Patients should not acquire any food or

drinks from the cafeteria as this could be detrimental to the patient's health.

## Visitor Information

Each patient has the right, subject to his or her consent, to receive visitors whom he or she designates, and the right to withdraw or deny such consent at any time. This includes, but is not limited to:

- A spouse;
- A domestic partner, including a same-sex domestic partner;
- Another family member; or,
- A friend

The patient may designate a "support person" who supports the patient during the course of the hospital stay. The support person 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.

Children may visit based on the patient's consent or any restrictions/limitations identified on the nursing unit. Children under age 12 should be accompanied by an adult per hospital policy.

Proper clothing is required by all visitors and shoes must be worn at all times.

## Visiting Hours

Some patient areas may have restrictions or limitations on visitation based on clinically necessary or reasonable circumstances. Please check with the nursing unit to determine any restrictions/limitations.

## Visitor Meals

Cafeterias for employees, physicians and visitors are available at our hospitals. Breakfast, lunch and dinner are served each day, and the cafeterias are open for snacks at other times during the day.

Snack and vending areas are also available in our hospitals 24 hours a day and offers coffee, soft drinks, sandwiches, soups and/or snacks. For specific cafeteria hours at Houston Healthcare – Warner Robins or Houston Healthcare – Perry, please see their respective pages in this guide.

## Tobacco Free Environment

To protect our patients, visitors and staff from the harmful effects of secondhand smoke, smoking is not permitted on any Houston Healthcare property. All Houston Healthcare hospitals, facilities, and grounds – including parking lots – are tobacco free. Houston Healthcare has no designated smoking areas.

## Privacy and Confidentiality

Houston Healthcare is committed to protecting the privacy of patients and protecting the confidentiality of patient protected health information in accordance with the guidelines of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Your privacy rights and the obligations of the hospital regarding these rights are outlined in detail in the Notice of Privacy Practices, which describes how medical information about you may be used and disclosed and how you can get access to this information.

The Notice of Privacy Practices is available to patients at the time of admission/registration. If you have any questions regarding the Notice, please contact the Houston Healthcare Privacy Officer at (478) 922-4281.

For purposes of protecting and maintaining confidentiality of patients who receive care, Houston Healthcare prohibits photography, video and/or audio taping or recordings.



## Houston Healthcare Access

Houston Healthcare Access offers you a secure, private way to manage your personal health record at your convenience.

### You will be able to view:

- Medication list and additional instructions
- Preventative Care Information (flu & pneumonia vaccine dates, last documented Mammogram and Echocardiogram, etc.)
- Upcoming/scheduled appointments
- Any physicians seen during your hospitalization and their contact information
- Personal demographic information

### Who is eligible for an account?

- Patients who are 18 years of age or older and registered as observation or inpatient at Houston Healthcare – Warner Robins or Houston Healthcare – Perry.
- Proxies will be allowed for patients 18 years old and older, if necessary. Patients can give Proxy Access to their information by signing an Authorization for Proxy Access legal form in Medical Records. Requestor must provide a photo ID and appropriate legal documentation.

### How can I sign up?

- To create a Houston Healthcare Access account, visit our website at [www.hhc.org/hhcaccess](http://www.hhc.org/hhcaccess) and click on the “Register” button. You will need your medical record number and email address that you provided when registering at the hospital.
- Your medical record number can be found on your discharge paperwork.
- If you already have a Houston Healthcare Access account, you can log in by clicking on the “Sign In” button.

# Medical Services

## Physicians

Your doctor is primarily responsible for your treatment while you are here in our facility as a patient, but other physicians may participate in your care as well. Your doctor orders your tests, prescribes your medications, orders your diet and determines your treatment.

While you are a patient, you may be under the care of a hospitalist, which is a trained physician who specializes in caring for patients while they are in the hospital.

## Nursing Care

Houston Healthcare's nursing staff plays a vital role in your care. Together, our Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Patient Care Technicians (PCTs) and Critical Care Technicians (CCTs) work with your doctor to assist in meeting your healthcare needs. Please feel free to call them when you need them, using the Nurse Call System at your bedside. During the admission process, you will be asked about your condition, medical history and medications.

## Medical Records

The patient medical record is a confidential document. It is a record of care and treatment rendered to you and is maintained in our Health Information Management department. Your record is a document for collecting factual information and medical treatment regimen and is an important tool for communication among the professionals involved in your care.

The contents of your medical record are strictly confidential and the information it contains can only be released by your written authorization or as permitted by law. For a copy of your medical records, you must submit a written request. Third party requests for your medical records must also be made in writing.

Copies of your medical record are available to you for a fee to cover the cost of copying the file.

## Requesting Your Electronic Medical Record Information

You, the patient, can request your health information in an electronic format.

If you wish to receive a copy of your medical record information electronically, you need to go to the Health Information Management, or Medical Records, office at Houston Healthcare – Warner Robins. The office is open Monday through Friday, from 8 a.m. until 4:30 p.m.

• Houston Healthcare – Warner Robins Medical Records  
(478) 542-7748/542-7775

If requesting a complete copy of your medical record, there is a 30-day wait period after discharge to allow all the necessary information to be available.

You are required to bring a picture ID with you when making this request.

You will need to complete an Authorization for Use/Disclosure of Protected Health Information form. The Medical Records staff will then verify you have a medical record. The requested information will be copied to a CD and given to you at that time or you may have it loaded to the ShareFile then download at your convenience.

A charge will be collected to cover the cost of the processing. Fees will be charged in accordance with Official Code of Georgia O.C.G.A. 31-33-3. You can call the Medical Records offices at Houston Healthcare – Warner Robins at the number above to inquire about these fees.







# Volunteer Services

## Our Volunteer Auxiliaries

The helping hands of our Auxiliary members assist our patients and their families from admission to discharge. The Auxiliaries perform many extra services to make your hospital stay more pleasant and comfortable, including welcoming and escorting incoming patients to their rooms or treatment areas; assisting discharged patients in getting ready to go home and leaving the hospital; providing information and directions to visitors; sorting patient mail and forwarding mail to discharged patients; and performing other tasks that help the hospital's professional staff members do the work they are trained to do.

Our volunteers are a special group of people who share a common purpose – helping others by giving of themselves, their time and compassion. This group of dedicated volunteers devotes many hours of service to the hospital and funds various projects throughout the year. If you or a member of your family would like to consider joining Houston Healthcare's Auxiliary, please call the department of Volunteer Services at (478) 542-7753.

## Junior Volunteers

During the summer months and other holidays, the Auxiliary has younger members hard at work throughout the hospital as well. Called Volunteens, these teenage volunteers give many hours of their time assisting in various hospital departments and with our patients.

## Chaplaincy Program

A volunteer chaplaincy program is provided by members of the local professional clergy. Our chaplains are specially trained and qualified to address your spiritual needs while you are in the hospital. These ministers are on call seven days a week, 24 hours a day. If you wish to see a hospital chaplain, please ask your nurse and he/she will contact one for you.

## Gift Shops

Our Auxiliaries operate gift shops at our hospitals that offer gifts, cards, personal toiletry and other items you might need during your hospital stay.

- The Gift Connection at Houston Healthcare – Warner Robins is located in the Northwest Tower lobby, and is open Monday through Friday, 9 a.m. to 5 p.m. Hours are subject to change. For more information, call (478) 352-2460.
- The Pink Bowtique at Houston Healthcare – Perry is located in the Snack Shop by the Emergency Room, and is open Wednesday from 9am to 2pm, and Thursday to Friday from 10am to 2pm. The shop is closed Saturday and Sunday. Hours are subject to change. For more information, call (478) 218-1630.



# Patient Safety

We continually strive to provide a safe environment for the delivery of your healthcare needs. Please see the tips below for ways you can assist in supporting a safe environment.

## Patient Safety Tips

- Please ask for help before getting out of bed by yourself.
- Ask for help before getting out of a wheelchair.
- When floors are being cleaned, do not walk in the wet areas.
- Certain small appliances such as hair dryers, electric shavers and radios are permitted only after approval by hospital staff.

## Fire Drills

Houston Healthcare holds periodic fire drills, disaster drills and alarm tests in our facilities to assure the readiness of our hospital staff and the maximum safety for our patients in the event of an actual fire or disaster. Please do not be alarmed by a sudden burst of activity and doors closing on your nursing unit when the fire alarm sounds.

## Infection Prevention

Preventing infection during your hospital stay is very important to us. Houston Healthcare patients will be

treated with precautions for infection, or what we call Standard Precautions. This system requires the use of barrier precautions such as gloves, masks, etc., by healthcare workers when in contact with blood or body fluids.

Hand hygiene is the single most important thing we can all do to prevent the spread of infections. While healthcare workers understand the importance of cleaning their hands, we believe it is vital that you know when and how to practice hand hygiene. Please ask family and visitors to practice good hand hygiene while visiting the hospital. Hand hygiene involves:

- Washing your hands with soap and water when your hands are visibly soiled or dirty, after using the restroom and before eating.
- Make sure that you rub your palms, back of your hands, in between your fingers and fingernails thoroughly for at least 15 seconds.
- Using an alcohol-based hand sanitizer is also effective when your hands are not visibly dirty. Be sure to rub the hand sanitizer, until it dries, all over your hands, as well as in between your fingers and under your fingernails.

Practicing respiratory hygiene and cough etiquette will also prevent the spread of infections.

- Cover your cough by using tissues or your sleeve.
- Dispose of any used tissues into appropriate trash containers.
- Be sure to wash your hands.

## Fall Prevention

We recognize that the hospital can be an unfamiliar environment, so we have designed a “Fall Management Plan” to help minimize the risk of you having a fall while you are a patient with us.

Upon admission to one of our facilities, you and your family should expect to be oriented to the nursing unit and room where you will be receiving care. This orientation should include a demonstration of how to operate the bed, call light and lighting controls. We encourage you to use your call light to let us know when you need any assistance. Please let the staff know which side of the bed you would prefer that your call light and personal items be kept. It is also recommended that you wear non-skid footwear while you are a patient with us. If we need to provide these for you, please let us know.

During the admission process, your nurse will ask you and/or your family members several questions. The answers you give will help us determine your risk for falling. The questions will cover your fall history, current medications and the type of assistance you need with walking, getting out of bed and getting up from a chair.

If the Fall Assessment identifies you are at risk for falls, you will be placed on a “fall precaution,” which means that our staff will implement our “fall risk protocol” to help us support a safe environment. Fall precaution protocols include: door open, slip resistant socks and call for assistance.

As a fall risk patient, you have the option to be evaluated by our Physical Therapy Department to help you decrease your risk for falls. If you would like an evaluation, please speak with your provider about ordering an evaluation from Physical Therapy.

## The Role of the Family/Significant Other

Family members play a key role in caring for the hospitalized patient. Patients enjoy visits from different family members and friends. If your loved one becomes confused or combative while hospitalized, you will be asked to come and assist with the patient or send someone else to do so in your place. This person must be 18 years of age and considered a mentally capable adult.

## Smoking Cessation



All Houston Healthcare facilities are tobacco-free campuses. Patients and visitors are not allowed to smoke on hospital grounds.

## Georgia Tobacco Quit Line

The Georgia Tobacco Quit Line (GTQL) is a FREE public health service available to help Georgians quit smoking, vaping and to stop using all forms of tobacco products. Tobacco use is a major cause of lung cancer and other types of cancer, heart disease and chronic obstructive pulmonary disease (COPD), including chronic bronchitis and emphysema. It also contributes to asthma, diabetes and pregnancy complications. Tobacco cessation assistance is provided by highly trained coaches via telephone, text, or web. The services are available at no cost to Georgia adults, pregnant women and teens (ages 13 and older). This service follows the United States Public Health Service Treating Tobacco Use And Dependence Clinical Practice Guidelines. To learn more about the Georgia Tobacco Quit Line, please call the toll-free number or visit the website: <https://dph.georgia.gov/readytoquit>

We care about you! Ask one of our Respiratory Therapists to talk with you about Smoking Cessation education.

- 1-877-270-7867 (English)
- 1-877-266-3863 (Spanish)
- For Hearing Impaired:  
TTY services: 1-877-777-6534

## Mental Health Awareness

Just like checking your blood pressure, heart rate and temperature, assessing your mental health is a vital sign that should be evaluated on a regular basis. It is important to consult your doctor to rule out a physical cause for your feelings or behaviors. If the problem persists and/or interferes with your normal daily activity, then it is a concern you should discuss with someone. Your physician can assist you in determining a plan of care that will meet your specific physical and mental health needs.

If you are feeling emotionally unwell, support and resources through Houston Healthcare and other community sources are available to help you. If you need help immediately, dial **988** to be connected with a trained counselor at the National Suicide and Crisis Lifeline.



## If You Have a Concern

Houston Healthcare strives to provide excellent healthcare to those we serve. Please talk with the nurse in charge of your area if you have any concerns. Patient Relations Representatives are also available to talk with you about any concerns you may have during your hospital stay. Below is a list of additional resources available to you:

### **Houston Healthcare – Warner Robins**

- Patient Relations Representative  
(478) 542-7841
- Patient Care Services  
(478) 322-4887
- Administration  
(478) 542-7740

### **Houston Healthcare – Perry**

- Patient Relations Representative  
(478) 218-1626
- Patient Care Services  
(478) 218-1892
- Administration  
(478) 218-1627

If your concerns cannot be resolved through the hospital, you may contact DNV Healthcare USA, Inc., to report any concerns or register complaints by either calling 1(866) 496-9647 or complete the Patient Complaint Report online at <https://www.dnvhealthcareportal.com/patient-complaint-report>. Alternatively, you may also fax the information to 1(281) 870-4818.

In addition, you may contact the Healthcare Facility Regulation Department (HFRD), a division of the Georgia Department of Community Health, by calling (404) 657-5700 or online at <https://dch.georgia.gov/divisionsoffices/hfrd/facility-licensure/hfrd-file-complaint>.

### **Hospital Ethics Committee**

Houston Healthcare's Ethics Committee is a group of clinical and nonclinical personnel including nursing staff, medical staff, patient relations representatives, social workers, management staff, hospital chaplains and lay members who meet on a regular basis. The Ethics Committee offers confidential consultations to patients and their families on matters which may involve ethical concerns, such as end-of-life care, consent for medical interventions when the patient is unable to participate in the discussion, or decisions to discontinue treatment. The Ethics Committee does not make decisions for you, but rather assists you in evaluating individual circumstances and alternative choices. Their role is to advise and help clarify medical situations with uncertainty or conflict, societal values, and moral or legal issues.

Any patient, family member or caregiver may request a consultation with the Ethics Committee by asking a hospital nurse, physician, chaplain or social worker or by calling the Patient Relations Representative. This service is available to our patients and families at no charge.

- Houston Healthcare – Warner Robins  
(478) 542-7841
- Houston Healthcare – Perry  
(478) 218-1626



# Health and Wellness Education

Research shows that persons who receive more education and support for illnesses and practice wellness have decreased medical costs and improved health. EduCare, a service of Houston Healthcare, offers programs designed to help you learn and manage your illness and promote wellness. Below is a list of programs offered by EduCare. Classes are available on a number of these topics on a regular basis. Most classes are free to attend. For a more complete listing or further information, please call Houston Healthcare's HealthSource at (478) 923-9771 or visit [www.hhc.org/calendar](http://www.hhc.org/calendar).

Please note that these programs do not take the place of a personal physician, but are designed to enhance care through education.

- Alzheimer's Education and Support
- Asthma Education
- Breastfeeding
- Cardiac/Heart/Stroke Education
- Cardiac and Pulmonary Education
- Care Management for High Risk Pregnancy
- Congestive Heart Failure Program
- Cooking Classes
- Critical Conditions/Advance Directives Education
- Diabetes Education and Management
- Healthy Living
- Hypertension Management
- Mammogram Assistance Program
- Matter of Balance
- Multiple Sclerosis Support Group
- National Diabetes Prevention Program
- Nutrition Classes and Special Diet Instruction
- Pregnancy and Childbirth Preparation Classes
- SeniorCare Programs
- Total Joint Replacement Bootcamp
- Walk With Ease

# Advance Directives



## **Advance Directives for End-of Life Care**

You find yourself in a situation where you are unable to voice your needs or desires, who will be making your decisions and will they know what your preferences are? If the answer is “No,” consider developing an Advanced Directive which will direct the healthcare team in the development of your plan of care. The best way to remain in control of your medical care is to record your preferences in advance.

## **What are Advance Directives?**

Advance Directives are documents written in advance of serious illness which state your choices about medical treatment or name someone to make choices for you, if you become unable to make decisions. Through advance directives, such as Living Wills and Durable Power of Attorney for Health Care, you can make legally valid decisions about future medical treatment. Through preparation of an Advance Directive, you formally state your preferences for the medical treatments you do or do not want to receive. For more information, contact a member of the Houston Healthcare Life Choices Team at the numbers below:

- Houston Healthcare – Warner Robins  
(478) 975-5346
- Houston Healthcare – Perry  
(478) 218-1626

## **What does Georgia law say about Advance Directives?**

Generally, you have the right to refuse any medical or surgical treatment you do not wish to receive. Georgia law allows you to sign Advance Directives so that your wishes will be followed, even if you become unable to communicate them to your healthcare provider.

## **After I complete an Advance Directive, what do I do with it?**

Copies of an Advance Directive should be given to someone who would know if you became seriously ill. You should also give a copy to your physician and you may want to consider giving a copy to your minister, family members or close friends. Of course, if you appoint an agent to make healthcare decisions for you, then you should give a copy of your Advance Directive to the agent. Finally, you should consider carrying a card in your wallet stating that you have signed an Advance Directive and where it can be located. Do not place your copy in a safe deposit box that cannot be accessed by others when needed. In order for a hospital, nursing facility, home health agency or hospice program to honor your Advance Directive, you must provide a copy of the document to someone at the hospital, nursing facility, home health agency or hospice program – a physician, nurse, social worker or chaplain – so a copy of it can be included in your medical record.

## **Does Houston Healthcare have a policy about Advance Directives?**

Yes, it is the policy of Houston Healthcare to honor a patient's Advance Directive, if it meets the requirements of state law. We also recognize and respect the right of patients to accept or reject offered medical or surgical treatment, to the extent permitted by law. The provision of care at Houston Healthcare is not conditional on the existence of an Advance Directive.

## **Where can I get forms for Advance Directives?**

To obtain a copy, contact a member of our Life Choices Team at Houston Healthcare – Warner Robins, (478) 975-5346 or at Houston Healthcare – Perry, (478) 218-1626. Information is also available on the Houston Healthcare website at [www.hhc.org/advancedirectives](http://www.hhc.org/advancedirectives).

## **What is a POLST (Physician's Order for Life Sustaining Treatment)?**

The POLST is a document completed by a patient that has a frail condition or terminal illness. The POLST travels with the patient to assure that the patient and family members' wishes regarding healthcare are honored at all times.

Houston Healthcare is an active participant in the POLST initiative that was endorsed by the Georgia Legislature in 2015. For more information, call the Life Choices Team at Houston Healthcare – Warner Robins, (478) 975-5346 or at Houston Healthcare – Perry, (478) 218-1626.



# Houston Healthcare – Warner Robins

Houston Healthcare – Warner Robins strives to be compliant with the Health Insurance Portability and Accountability Act of 1996, or HIPAA, and all subsequent Rules promulgated under this Act.

Houston Healthcare – Warner Robins voluntarily strives to meet requirements to be recognized as excellent in areas including our services, facilities, medical staff, personnel, patient care and technology. A regular process of review and inspection is conducted within all levels of our organization, as well as by local, state and national authorities.

Houston Healthcare – Warner Robins is a member of:

- The American Hospital Association
- The Georgia Hospital Association
- Shared Services for Southern Hospitals
- Vizient MidSouth

Houston Healthcare – Warner Robins is licensed by:

- The Georgia State Board of Pharmacy and Drug Enforcement Administration
- The Georgia Department of Community Health

Houston Healthcare – Warner Robins is certified by:

- The United States Department of Health and Human Services for participation in the Medicare program
- The Georgia Department of Community Health for participation in the Medicaid program
- DNV Healthcare USA, Inc. for ISO 9001, Primary Stroke Center, and Total Hip and Knee Replacements
- American Association of Cardiovascular and Pulmonary Rehabilitation

Houston Healthcare – Warner Robins is accredited by:

- DNV Healthcare USA, Inc.
- The College of American Pathologists
- The American Association of Blood Banks
- American College of Radiology – CT, MRI, Nuclear Medicine, and PET/CT
- American College of Radiology and FDA – Mammography
- American College of Radiology Designated Comprehensive Breast Imaging Center
- American College of Radiology Designated Lung Cancer Screening Center
- The American Association for Respiratory Care as a Quality Respiratory Care Provider
- Accreditation for Cardiovascular Excellence

Houston Healthcare – Warner Robins partners in education with:

- Central Georgia Technical College
- Georgia College and State University
- Georgia State University
- Middle Georgia State University
- Philadelphia College of Osteopathic Medicine – Georgia Campus
- Trinity School of Medicine



## Cafeteria Hours/Snacks/Vending

Café 1601 is a cafeteria for employees, physicians and visitors located on the first floor of the Northwest Tower. Breakfast, lunch and dinner are served each day, and the cafeteria is open for snacks at other times during the day.

- Breakfast: 6 – 9:30 a.m.
- Lunch: 11 a.m. – 2 p.m.
- Dinner: 4 – 7:30 p.m.
- Grab-n-Go and snack items: 6 a.m. – 7:30 p.m.

The CARE MORE Café is a vending area, centrally located on the first floor. Open 24 hours day, the area offers coffee, soft drinks, sandwiches, soups and snacks.

## Nursing Units

Main Tower:

- 2 Main – Acute Medical
- 3 Main – Pulmonary
- 4 Main – Cardiovascular
- Behavioral Health
- Pediatrics
- The Women’s Center – Labor and Delivery
- Dialysis Unit

Northwest Tower:

- 2 North – General Surgical
- 2 West – Postpartum and Nursery
- 4 North – Intermediate Care
- 4 West – Critical Care
- 5 North and West – General Surgical and Orthopedic Joint Destination Center of Excellence

## The Gift Connection

Operated by our Auxiliary members, The Gift Connection offers gifts, cards, personal items, puzzle books and other items you might need during your hospital stay. Located in the Northwest Tower lobby, The Gift Connection is open Monday through Friday, 9 a.m. to 5 p.m. Hours are subject to change.

## Security

Houston Healthcare – Warner Robins provides a security service that routinely patrols the hospital grounds for the safety of our patients, employees and visitors. If you need the assistance of a security guard for any reason, call your nurse or the hospital operator (dial 0).



## Important Phone Numbers

• Houston Healthcare – Warner Robins  
(478) 922-4281

• Admissions  
(478) 542-7723

• Financial Counselors  
(478) 329-3456

• The Gift Connection Gift Shop  
(478) 352-2460

• HealthSource Physician Referral/EduCare  
(478) 923-9771

• Hospital Operator  
0

• Life Choices Team (Assists with Advance Directives)  
(478) 975-5346

• Medical Records  
(478) 542-7748

• Patient Financial Services (to make a payment)  
(478) 975-5550; (888) 263-9025

• Patient Information Desk  
(478) 542-7700

• Patient Representative  
(478) 542-7841

• Social Services  
(478) 542-7757

• Volunteer Services  
(478) 542-7753

If you would like to call a patient’s room, please dial (478) 975-6999 and enter the three or four digit room number when prompted.

To call patients on 3 East, dial (478) 329-334 plus the room number (labeled 3E1-3E8). For example, if the patient is in room 3E1, the phone number will be (478) 329-3341

To dial outside, dial “9” before the number.

# Houston Healthcare – Perry

Houston Healthcare – Perry strives to be compliant with the Health Insurance Portability and Accountability Act of 1996, or HIPAA, and all subsequent Rules promulgated under this Act.

Houston Healthcare – Perry voluntarily strives to meet requirements to be recognized as excellent in areas including our services, facilities, medical staff, personnel, patient care and technology. A regular process of review and inspection is conducted within all levels of our organization, as well as by local, state and national authorities.

Houston Healthcare – Perry is a member of:

- The American Hospital Association
- The Georgia Hospital Association
- Shared Services for Southern Hospitals
- Vizient MidSouth

Houston Healthcare – Perry is licensed by:

- The Georgia State Board of Pharmacy and Drug Enforcement Administration
- The Georgia Department of Community Health

Houston Healthcare – Perry is certified by:

- The United States Department of Health and Human Services for participation in the Medicare program
- The Georgia Department of Community Health for participation in the Medicaid program
- DNV Healthcare USA, Inc. for ISO 9001, Acute Stroke Ready Center, and Total Hip and Knee Replacements

Houston Healthcare – Perry is accredited by:

- DNV Healthcare USA, Inc.
- The College of American Pathologists
- The American Association of Blood Banks
- American College of Radiology – MRI and CT
- American College of Radiology Designated Lung Cancer Screening Center
- American College of Radiology Designated Comprehensive Breast Imaging Center
- American College of Radiology and FDA – Mammography

Houston Healthcare – Perry partners in education with:

- Central Georgia Technical College
- Georgia College and State University
- Georgia State University
- Middle Georgia State University
- Trinity School of Medicine

## Cafeteria Hours/Snacks/Vending

The cafeteria is open to employees, physicians, and visitors, and offers complete, well-balanced meals. Breakfast and lunch are served each day, and the cafeteria is open for grab-and-go snacks at other times during the day.

- Breakfast: 7:30 – 10 a.m.
- Lunch: 11:30 a.m. – 2 p.m.
- Grab-and-Go Snacks: 2 – 4 p.m.

For snacks and refreshments between meal serving times, vending services are available in the main lobby and in the Snack Shop by the Emergency Room.

## Pink Bowtique Gift Shop

Operated by our Auxiliary members, the Pink Bowtique offers gifts, cards, personal items, puzzle books and other items you might need during your hospital stay. Located in the Snack Shop by the Emergency Room, the Pink Bowtique is open Wednesday from 9am to 2pm, and Thursday to Friday from 10am to 2pm. The shop is closed on Saturday and Sunday. Hours are subject to change.

## Visitor Information

Houston Healthcare – Perry's Intensive Care Unit (ICU) is open to visitors, except for the times listed below to allow for

shift change. Please call the ICU Waiting Room at (478) 218-1673 to speak to a patient's family member during the following hours:

- 6:30 – 7:30 a.m.
- 6:30 – 7:30 p.m.

Overnight guest privileges are permitted for our visitors. Sleep chairs are available in each patient room, and linens, pillows and blankets are provided upon request.

Children as patients under the age of 12 are required to have an adult stay with them overnight.

Visitors may purchase meals in the cafeteria during normal serving hours listed above. Complimentary meals will be provided to the adult staying with patients under 12 years of age.



## Important Phone Numbers

- Houston Healthcare – Perry  
(478) 987-3600
- Admissions  
(478) 218-1731
- HealthSource Physician Referral/EduCare  
(478) 923-9771
- Hospital Operator  
0
- Life Choices Team (Assists with Advance Directives)  
(478) 218-1626
- Medical Records  
(478) 542-7748
- Patient Financial Services (to make a payment)  
(478) 975-5550; (888) 263-9025
- Patient Representative  
(478) 218-1626
- The Pink Bowtique Gift Shop  
(478) 218-1630

To dial an extension or patient room from outside Houston Healthcare – Perry, dial 218 plus the room number. For example, if you are in room number 1501, the telephone number is (478) 218-1501. To dial outside, dial "9" before the number.

# Patient Rights and Responsibilities



A hospital serves many purposes. Hospitals work to improve people's health; treat people with injury or disease; educate doctors, health professionals, patients and community members; and improve understanding of health and disease.

We consider you a partner in your hospital care. When you are well-informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. This hospital encourages respect for the personal preferences and values of each individual.

While you are a patient in the hospital, your rights include the following:

- You have the right to be notified of your rights in advance of furnishing or discontinuing care. You shall be accorded impartial access to treatment and accommodations regardless of age, race, ethnicity, religion, culture or language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- You have the right to get important information about your care in your preferred language.
- You have the right to get information in a manner that meets your needs, if you have vision, speech, hearing or mental impairments.
- You have the right to know when something goes wrong with your care.
- You have the right to considerate and respectful care.
- You have the right to have the person of your choice and your family physician notified of your admission to the hospital.
- You have the right to be well informed about your illness, possible treatments – and likely outcome, and to discuss this information with your doctor.
- You have the right to know the names and roles of people treating you.
- You have the right to safe, considerate, respectful care at all times and under all circumstances with recognition of your personal dignity. You also have the right to be free from all forms of abuse and harassment.
- You have the right to make decisions about the plan of care and to consent to or refuse a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will receive other needed and available care.

- You have the right to receive information about pain and pain relief measures, a concerned staff committed to pain prevention, and health professionals who respond quickly to reports of pain and “state-of-the-art” pain management.
- You have the right to have an Advance Directive, such as a Living Will or health care proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written Advance Directive, you should provide a copy to the hospital, your family and your doctor.
- You have the right to privacy. The hospital, your doctor and others caring for you will protect your privacy as much as possible.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.
- You have the right to review your medical records and to have the information explained, except when restricted by law.
- You have the right to expect that the hospital will give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives. You will not be transferred until the other institution agrees to accept you.
- You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
- You have the right to be told of realistic care alternatives when hospital care is no longer appropriate.
- You have the right to know about hospital rules that affect you and your treatment and about charges and payment methods, including your eligibility for reimbursement by any third party payer.
- You have the right to know about hospital resources, such as patient representatives, grievance procedures or ethics committees, that can help you resolve problems and questions about your hospital stay and care.
- You have the right to the freedom from restraints used in the provision of medical and surgical care, unless clinically necessary.
- You have the right to freedom from seclusion and restraints used in behavioral management, unless clinically necessary.

While you are a patient in the hospital, your responsibilities include the following:

- You are responsible for providing information about your health, including past illnesses, hospital stays and use of medicine, including those used for pain relief.
- You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through your treatment, you are responsible for telling your doctor.
- You will be expected to discuss pain relief options with your health professionals and how to measure your pain. You will be expected to ask for pain relief when pain first begins and to report whether your pain has been relieved.
- You and your visitors are responsible for being considerate of the needs of other patients, staff and the hospital.
- You are responsible for providing information for insurance and for working with the hospital to arrange payment when needed.
- You are responsible for recognizing the effect of lifestyle on your personal health. Your health depends not on just your hospital care, but, in the long term, on the decisions you make in your daily life.



# Notice of Nondiscrimination

Houston Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Houston Healthcare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

## **Houston Healthcare:**

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Director of Corporate Compliance/Privacy Officer.

If you believe that Houston Healthcare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Director of Corporate Compliance/Privacy Officer  
1601 Watson Boulevard  
Warner Robins, Georgia 31093  
Phone: (478) 922-4281  
Fax: (478) 542-7955

You can file a grievance in person, by mail, or fax. If you need help filing a grievance, the Director of Corporate Compliance/Privacy Officer is available to help you.

You can also file a civil rights complaint electronically with the U.S. Department of Health and Human Services, Office for Civil Rights through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at:

Centralized Case Management Operations  
U.S. Department of  
Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

## Language Assistance Services

**ATTENTION:** Language assistance services, free of charge, are available to you. Call 478-975-5662 (Houston Healthcare – Warner Robins) or 478-218-1635 (Houston Healthcare – Perry).

**Spanish:** ATENCIÓN: hay servicios gratis de asistencia de idiomas. Llame al 478-975-5662 (Centro Médico de Houston – Warner Robins) o al 478-218-1635 (Centro Médico de Houston – Perry).

**Korean:** 참고: 한국어 지원 서비스를 무료로 이용하실 수 있습니다. 478-975-5662 (휴스턴 헬스케어 – 워너 로빈스) 또는 478-218-1635 (휴스턴 헬스케어 - 페리)로 전화해 주십시오.

**Vietnamese:** CHÚ Ý: Dịch vụ hỗ trợ ngôn ngữ được cung cấp miễn phí cho quý vị. Gọi số 478-975-5662 (Chăm sóc Sức khỏe Houston – Warner Robins) hoặc 478-218-1635 (Chăm sóc Sức khỏe Houston – Perry).

**French:** Attention: Veuillez noter que des services d'assistance linguistique gratuits sont à votre disposition. Appelez le 478 975 5662 (Soins de santé de Houston – Warner Robins) ou le 478 218 1635 (Soins de santé de Houston – Perry).

**Chinese:** 注意：您可以免費獲得語言援助服務。請致電 478-975-5662 (休斯頓醫療保健 – 沃納羅賓斯) 或 478-218-1635 (休斯頓醫療保健 – 佩里)。

**German:** ACHTUNG: Wir bieten Ihnen einen kostenlosen Sprachassistenzservice an. Sie erreichen den Service telefonisch unter 478-975-5662 (Medizinisches Versorgungszentrum Houston – Warner Robins) oder 478-218-1635 (Medizinisches Versorgungszentrum Houston – Perry).

**Hindi:** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 478-975-5662 (ह्यूस्टन हेल्थकेयर – वार्नर रॉबिन्स) या 478-218-1635 (ह्यूस्टन हेल्थकेयर - पेरी) पर कॉल करें।

**Kru/Ibo/Yoruba:** AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 478-975-5662 (Itọjùlẹra Houston – Warner Robins) tabi 478-218-1635 (Itọjùlẹra Houston – Perry).

**Gujarati:** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 478-975-5662 (હ્યુસ્ટન હેલ્થકેર – વોર્નર રોબિન્સ) અથવા 478-218-1635 (હ્યુસ્ટન હેલ્થકેર - પેરી).

**Haitian Creole:** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 478-975-5662 (Sant Swen Sante Houston – Warner Robins) oswa 478-218-1635 (Sant Swen Sante Houston – Perry).

**Arabic:** ملاحظة: خدمات المساعدة اللغوية، مجاناً، ومتوفرة لك. اتصل على الرقم 478-975-5662 (مركز هيوستن للرعاية الصحية – وارنر روبينز) أو الرقم 478-218-1635 (مركز هيوستن للرعاية الصحية – بيرى).

**Russian:** ВНИМАНИЕ! Для вас доступны бесплатные услуги переводчика. Позвоните по номеру 478-975-5662 (Медицинский центр Хьюстона – Уорнер Робинс) или 478-218-1635 (Медицинский центр Хьюстона – Перри)

**Amharic:** ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ አገልግሎቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 478-975-5662 (ሂስተን የጤና አጠባበቅ – ዋርነር ሮቢንስ) ወይም 478-218-1635 (ሂስተን የጤና አጠባበቅ -- ፔሪ)።

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 478-975-5662 (Pangangalagang Pangkalusugan ng Houston – Warner Robins), 478-218-1635 (Pangangalagang Pangkalusugan ng Houston – Perry).

**Portuguese:** ATENÇÃO: Serviços de assistência linguística gratuitos estão disponíveis para você. Ligue para 478-975-5662 (Assistência Médica de Houston – Warner Robins) ou 478-218-1635 (Assistência Médica de Houston – Perry)

# Other Hospital Services



- Surgical Services for inpatient and outpatient procedures
- Laboratory and Blood Bank
- Pharmacy
- Imaging Services, including diagnostic X-rays, magnetic resonance imaging (MRI), CT scans, digital mammography, ultrasound and digital vascular imaging (VI)
- Cardiovascular Services, including electrocardiogram (EKG), cardiac stress testing, cardiac catheterization and angioplasty
- Outpatient IV Therapy
- Respiratory and Pulmonary Care, including inpatient and outpatient testing
- Neurology Laboratory for the diagnosis of neurological disorders
- Emergency Care, including emergency departments staffed 24 hours a day, seven days a week, and ambulance service
- Social Services & Care Management specializing in discharge planning for patients to assist with needs after leaving the hospital
- Wound Care for education, consultation and care on an inpatient and outpatient basis
- Patient Education on a variety of patient-specific information to enhance the patient's and their family's knowledge of an illness or condition and to help speed the patient's recovery
- Same Day Services for outpatient testing and procedures
- Sleep Medicine Laboratories, including a Neuro-Sleep Center, Epilepsy Monitoring Unit and long-term EEG monitoring
- Rehabilitation Services, including inpatient and outpatient for cardiac and pulmonary, speech therapy, sports medicine and orthopedic procedures
- Orthopedic Services, including an accredited Joint Center of Excellence for total knee and hip replacements
- Electronic Intensive Care Units
- Pain Management Services offering a multi-disciplinary approach to the treatment of chronic pain
- Palliative Care Services focusing on care for people with life-limiting illnesses, providing relief from the symptoms, pain, physical, and mental stress at any stage of illness





### **Discharge Planning and Going Home**

When your doctor determines you can go home, he or she will issue a discharge order on your medical record and discuss your release and follow-up treatment with you.

Before leaving the hospital:

- Talk to your doctor about post-hospital care, diet, medication, bathing, exercise and your follow-up office visit.
- Ensure you keep your physician appointment after you are discharged from the hospital. This is a key piece to promote good health.
- Check drawers, closets and your bedside table for any personal belongings.
- If you placed money or valuables in the hospital safe, please remember to pick those items up before you leave.
- If you brought your medications from home, please remember to ask for them prior to leaving.
- Please inform us of any special needs or concerns you have about your discharge.

When you are ready to leave and all of your discharge arrangements have been made, a Volunteer or member of the nursing staff will escort you to your car.

When you get home, pay close attention to your recovery. If you have any questions or if your condition does not improve, please contact your doctor.

### **Patient Survey**

At Houston Healthcare, we are committed to continuously improving the care we provide to our patients and families. It is very important we understand how we are meeting your expectations. Following your discharge from the hospital, you may receive a survey asking specific questions about your experience at our facility. Please take a few minutes to complete the survey questions. We value your feedback and use it to improve our delivery of care. We want to ensure our hospital is a place where you will feel comfortable if you have to return.

If there are any employees or physicians whom you feel should be especially recognized for their excellent service, please place their names on the survey or share them with the staff while you are here. Recognizing their good work encourages them and others to continue to improve. Additionally, we hope you will advise us of areas that need improvement. Your opinion is important because you are the reason we are here.

#### **Houston Healthcare – Warner Robins**

1601 Watson Boulevard  
Warner Robins, Georgia 31093  
(478) 922-4281

#### **Houston Healthcare – Perry**

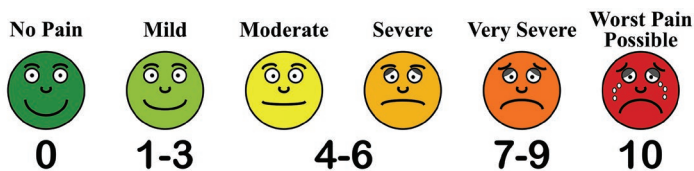
1120 Morningside Drive  
Perry, Georgia 31069  
(478) 987-3600

## Pain Management

You may have pain after surgery or a procedure, after delivering a baby, after an injury or with an illness such as pneumonia, blood clots or cancer. Be sure to tell your doctors and nurses when you have pain and where your pain is located. It is also important to tell your doctors and nurses what has worked in the past to control your pain. They will also need to know about other medicines you take because mixing some drugs with pain medications can cause problems. It is our goal to assist you in managing your pain.

Your healthcare provider will ask you to rate your pain on a pain scale. This rating, provided by you, will help to determine what pain management adjustments are necessary to keep your pain under control. It is your right as a patient to have your pain assessed and managed. Frequent communication with your healthcare team regarding your pain level is essential for optimum pain relief results.

### Pain Measurement Scale



Successful pain management involves a partnership between you and your healthcare providers. This partnership involves responsibilities for both parties. Your healthcare providers' responsibilities include keeping you as comfortable as possible with minimal side effects and responding to your pain management needs in a timely manner. Your responsibilities as a patient include setting realistic goals for your pain management and maintaining open communication with your healthcare providers. Well-controlled pain will enable you to do those activities, like walking and breathing exercises, which help you regain your strength and improve your overall recovery.

Not all pain can be relieved completely, but providers will work closely with you to alleviate your discomfort as much as possible.

## Medication Management

Medication management is a critical aspect of your care. It simply means we are monitoring your medications while you are in the hospital. This includes what medications you are taking, what they treat, the side effects of each medication, the times to take them, and identifying when you are having a problem due to the medications prescribed by your physician. Below is a checklist to review for each medicine you are taking.

- Know the name of the medicine, what it treats, and when it will begin to work.
- Know the side effects of the medicine and what to do if they occur.
- Know how and when to take your medicine, and for how long.
- Ensure your physician/pharmacist knows of other medications you are taking.
- Know what foods, drinks, other medicines, supplements or activities one should avoid while taking the medicine.
- Inform your doctor if you feel you are having a reaction to the medicines you are taking.
- Know your medication cards.

Tell your physician/healthcare provider if you cannot afford your medications.



# Houston Healthcare Facilities, Addresses and Contact Numbers

## Houston Healthcare – Warner Robins

1601 Watson Boulevard  
Warner Robins, Georgia 31093  
(478) 922-4281

## Houston Healthcare – Perry

1120 Morningside Drive  
Perry, Georgia 31069  
(478) 987-3600

## Bonaire Med-Stop an Outpatient Department of Houston Healthcare

520 Georgia Highway 247 South, Suite 501  
Bonaire, Georgia 31005  
(478) 352-7110

## Houston Heart Institute

1601 Watson Boulevard  
Warner Robins, Georgia 31093  
(478) 542-7811

## Lake Joy Med-Stop an Outpatient Department of Houston Healthcare

1118 Highway 96 West  
Kathleen, Georgia 31047  
(478) 975-6890

## Pavilion Med-Stop an Outpatient Department of Houston Healthcare

233 North Houston Road, Suite 140A, E1 Entrance  
Warner Robins, Georgia 31093  
(478) 975-6720

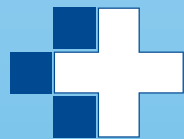
## Pavilion Rehabilitation Center

233 North Houston Road, Suite 140B, S1 Entrance  
Warner Robins, Georgia 31093  
(478) 975-6740  
Scheduling Line: (478) 329-3200

## The Surgery Center

1659 Watson Boulevard  
Warner Robins, Georgia 31093  
(478) 329-3100

[www.hhc.org](http://www.hhc.org)



HOUSTON HEALTHCARE

[www.hhc.org](http://www.hhc.org)