Welcome to Atrium Health Floyd

Your orientation to Atrium Health Floyd includes meetings with designated resource people, facility tours and written materials. The resource people and your assigned orientation facilitator are available to answer any questions you may have.

You will be introduced to staff members and will become familiar with areas of the facility where you will be providing care and services. Clinical managers, clinical supervisors and staff of each area are available to assist you as you become familiar with our facilities.

References to policies and guidelines may be found in the attached Appendix section at the end of this orientation file.

At the end of the online portion of this orientation, you will be asked to verify that you have reviewed the information provided.

Atrium Health
Floyd

About Atrium Health Floyd

Atrium Health Floyd is a leading medical provider and economic force in northwest Georgia and northeast Alabama.

Atrium Health Floyd is part of Advocate Health, which is headquartered in Charlotte, North Carolina, and is the third largest nonprofit integrated health system in the United States, created from the combination of Atrium Health and Advocate Aurora Health.

Atrium Health Floyd employs more than 3,500 teammates who provide care in over 40 medical specialties in locations throughout our service area:

- Atrium Health Floyd Medical Center, Rome, Georgia, is a 304-bed full service, acute care hospital and regional referral center

- Atrium Health Floyd Cherokee Medical Center, Centre, Alabama

- Atrium Health Floyd Polk Medical Center, Cedartown, Georgia

- Atrium Health Floyd Medical Center Behavioral Health, a freestanding 53-bed behavioral health facility, also in Rome

- A primary care and urgent care network with locations throughout the service area of northwest Georgia and northeast Alabama.
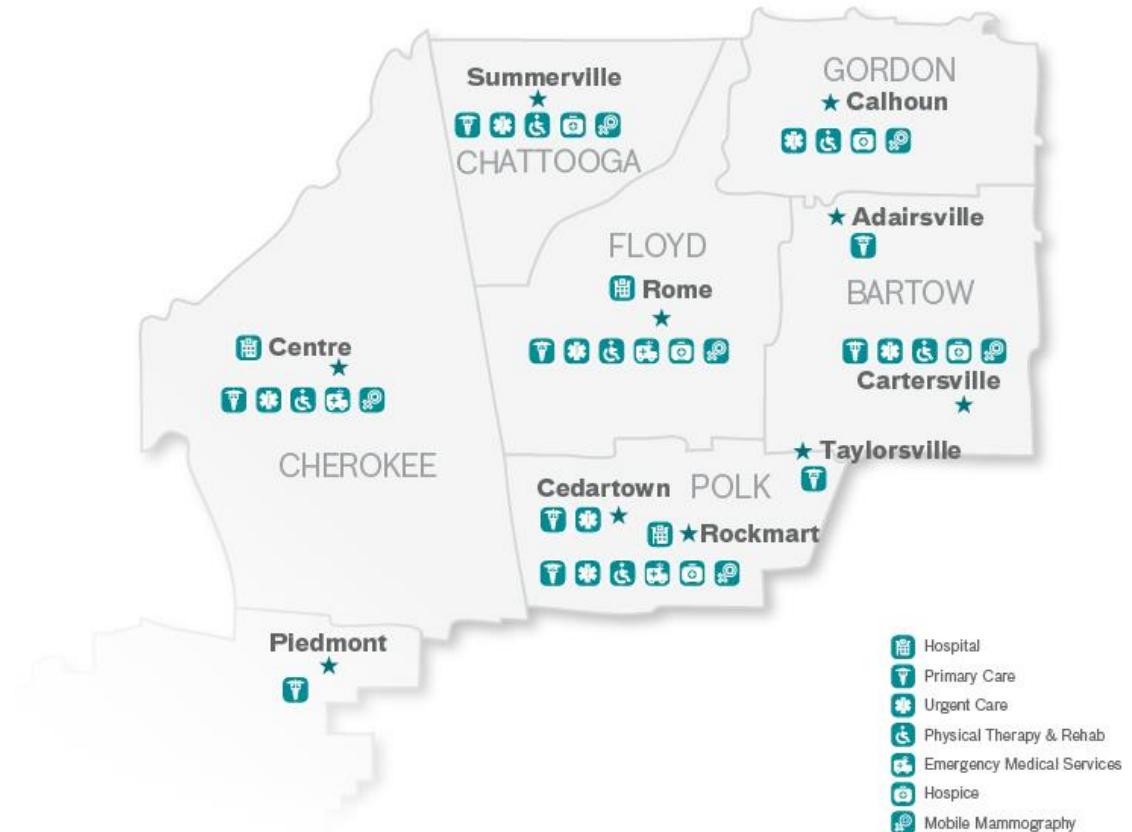
Atrium Health Floyd Service Area Map

Atrium Health Floyd serves a seven-county area in northwest Georgia and northeast Alabama.

In addition to our three hospitals, we also have a Behavioral Health Center.

Atrium Health Floyd has several additional services including hospice, The Breast Center, outpatient physical therapy and mobile mammography.

Atrium Health Floyd Medical Center has the area's only Level II Trauma Center and Neonatal Intensive Care Unit (NICU).

Legend:
- Hospital
- Primary Care
- Urgent Care
- Physical Therapy & Rehab
- Emergency Medical Services
- Hospice
- Mobile Mammography

Senior Leadership

The Executive Leadership Team at Atrium Health Floyd oversees the daily operations of the organization, develops strategy for future growth, establishes and maintains quality health care services, and provides a people-centered work and care environment in alignment with the Atrium Health Floyd mission.

[Learn more about our Executive Leadership Team on Floyd.org.](#)

Atrium Health Floyd Administration: 706-509-6900

Atrium Health
Floyd

Culture Commitments

This is our Mission Statement. This is what we do everyday, for every patient, and our communities.

TO IMPROVE **HEALTH**

ELEVATE **HOPE**

AND ADVANCE **HEALING**

- FOR ALL

Our Culture Commitments

Culture: *(noun)* The shared values, typical practices, and goals of an organization.

At Atrium Health Floyd, these statements define our culture.

Teammates demonstrate Culture Commitments by our behavior.

Next, you will learn the behaviors we associate with each Commitment.

We create a space where all **BELONG**

We work as one **TEAM** to make great things happen

We earn **TRUST** in all we do

We **INNOVATE** to better the now and create the future

We drive for **EXCELLENCE** - always

Atrium Health
Floyd

We create a space where all BELONG.

WE...

care for one another like family and with kindness.

are first to treat each other with respect.

represent those without a voice.

We WORK AS ONE TEAM to make great things happen.

WE…

do what's best for the greater good.

use all teammates' talents to achieve more together.

connect and collaborate with everyone we work with.

We earn TRUST in all we do.

WE...

keep our word.

build trust to go further faster.

act with integrity.

We INNOVATE to better the now and create the future.

WE...

are open to great ideas from anywhere across our enterprise.

learn something new daily and put it into action.

work to make us better every single day, in big and small ways.

We drive for EXCELLENCE – always.

WE…

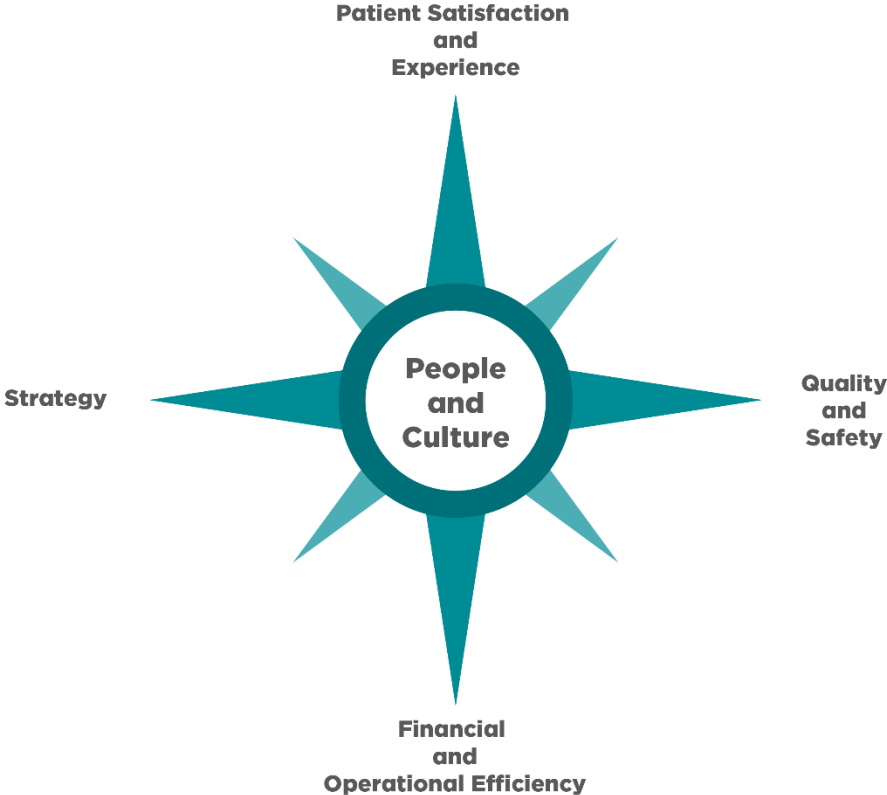aspire to lead in everything we do.

inspire each other to be great.

make every experience matter for everyone.

Organizational Overview: Quality Leads to Success

Atrium Health Floyd seeks to be in the **top 10%** in the nation in all we do. The **Value Compass** provides guidance and a way to measure our progress toward our 10% goal.

People and Culture are at the core. A professional employee base, and our strong culture are at the center of everything we do.

A **successful strategy** is measured by the other parts of the Value Compass.


Patient Satisfaction and Experience

Strategy

People and Culture

Quality and Safety

Financial and Operational Efficiency

Organizational Overview: Quality Leads to Success

Financial and Operational Efficiency are key to our long-term success.

Plainly put, Atrium Health Floyd must be financially sound in order to continue meeting its mission and vision.

We succeed in this compass point through revenue and conducting our organization as efficiently as possible.


Patient Satisfaction and Experience

Strategy

People and Culture

Quality and Safety

Financial and Operational Efficiency
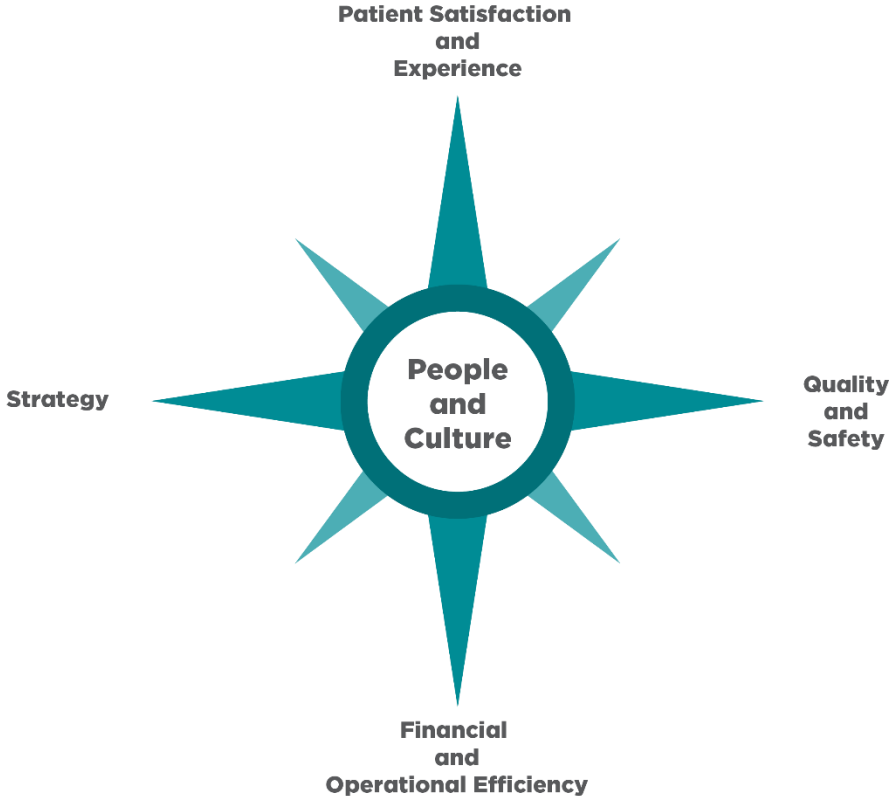
Organizational Overview: Quality Leads to Success

Quality and Safety are critical as we strive for **Zero Harm**.

Harm can be physical and/or and emotional.

Quality and Safety include following policies and procedures, hourly rounding on patients, bedside shift reports.

It can be summed up as *caring* enough to do our best for every patient, every day.
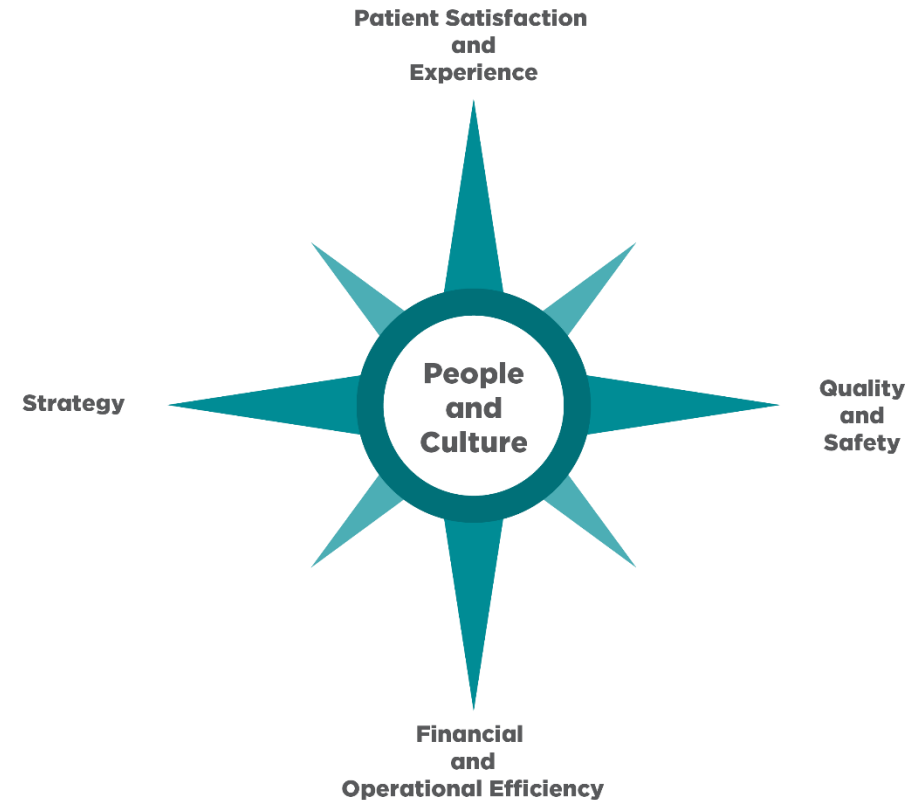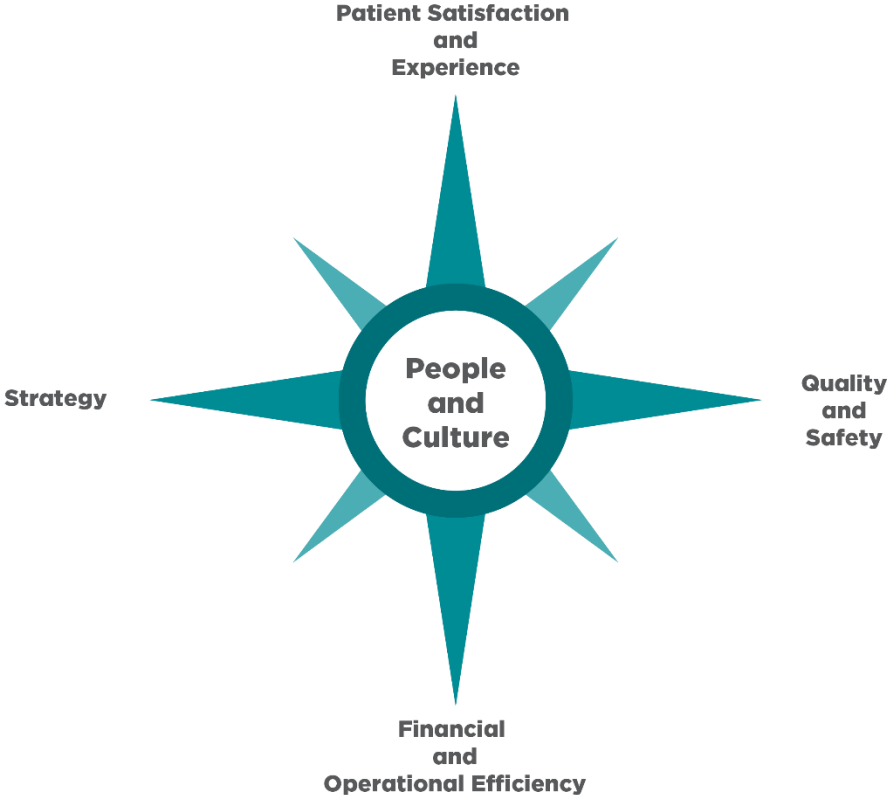
Organizational Overview: Quality Leads to Success

The **Patient Experience** encompasses the patient's experience with Atrium Health Floyd from scheduling through bill payment.

An **exceptional experience**, which results in our patients feeling so positive about their Atrium Health Floyd experience that they refer Floyd to others, is what we want.

Most importantly, research indicates an exceptional patient experience correlates with **high-quality care**.

Patient Satisfaction and Experience

Strategy

People and Culture

Quality and Safety

Financial and Operational Efficiency

Organizational Overview

Service Standards/Patient Satisfaction

All customers, while in the care of Atrium Health Floyd, will be treated with dignity and respect throughout all stages of their life and death regardless of their mental status. In all our words and actions, we strive to do unto others as we would have them do unto us and our families. We use the term "customer" in the broadest sense to include patients, families, visitors, members of the community, physicians, vendors and, certainly, co-workers.

Medical Services and Treatment

Atrium Health Floyd Medical Center

Bariatrics

Behavioral Health, Inpatient and Outpatient

Breast Health

Cancer Care

Cardiology

Corporate Health

Diabetes Care

Emergency Care, Level II Trauma Center

Emergency Medical Services (EMS)

Hospice

Hyperbarics

Imaging

Infusion Therapy

Intensive Care Unit

Laboratory Services

Maternity

Neonatal Intensive Care Unit (NICU), Level III

Neurology

Oncology

Orthopedics

Palliative Care

Pediatrics and Pediatric Intensive Care Unit (PICU)

Pharmacy

Primary Care

Pulmonary Rehabilitation

Rehabilitation, Inpatient and Outpatient

Sleep Disorders

Spine Surgery

Sports Medicine

Stroke Care

Surgery

Urgent Care

Wound Care

Medical Services and Treatment

Atrium Health Floyd Polk Medical Center

Breast Health

Cardiology

Corporate Health

Diabetes Care

Emergency Care

Hospice

Imaging

Infusion Therapy

Laboratory Services

Rehabilitation, Outpatient

Pediatrics

Primary Care

Pulmonary Rehabilitation

Subacute Rehabilitation

Urgent Care

Wound Care

Atrium Health Floyd Cherokee Medical Center

Diabetes Care

Emergency Care

EMS (Emergency Medical Services)

Imaging

Laboratory

Medical Detox

Pharmacy

Rural Health Clinics (primary and urgent care)

Respiratory Therapy

Sleep Center

Surgery

Corporate Compliance

Our system Corporate Compliance Plan helps ensure that licensing, accrediting, regulatory and legal requirements are met on an ongoing basis. You are encouraged to express your concerns and opinions on any issue regarding potential violations of laws, regulations, ethics, policies and/or procedures.

Any questions or concerns regarding compliance should be reported by:

- calling the Compliance Hotline at 1-844-587-0825; Calls to a hotline are not traced or taped. Persons who call a hotline may remain anonymous, and confidentiality is maintained to the limit of the law

- online at atriumhealth.ethicspoint.com

- on your mobile device at atriumhealth.navexone.com

While practicing at an Atrium Health Floyd facility, providers will follow all HIPAA guidelines for protecting patient health information. More information on our Corporate Compliance Program is available by request from our:

- Corporate Compliance Officer, 706-509-3283

- Director of Privacy, 706-509-5197

Corporate Compliance

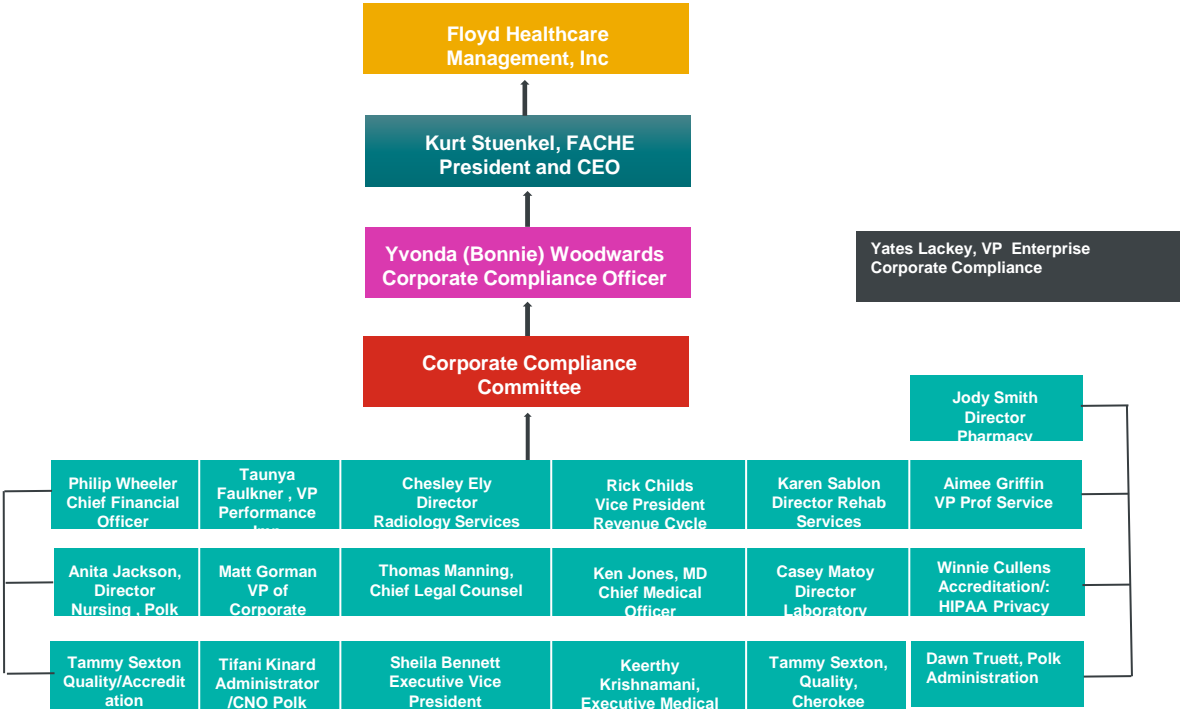Our organization's responsibilities include:

- Documentation of care provided

- Charging only for necessary services provided

- Delivering care designed to meet the patient's needs

Any employee, physician or other individual who provides care, treatment or services and who has concerns about the safety or quality of care provided in the organization may report these concerns to The Joint Commission.

Corporate Compliance Committee

Floyd Healthcare Management, Inc

Kurt Stuenkel, FACHE President and CEO

Yvonda (Bonnie) Woodwards Corporate Compliance Officer

Yates Lackey, VP Enterprise Corporate Compliance

Corporate Compliance Committee

Jody Smith Director Pharmacy

Philip Wheeler Chief Financial Officer	**Taunya Faulkner , VP Performance Imp**	**Chesley Ely Director Radiology Services**	**Rick Childs Vice President Revenue Cycle**	**Karen Sablon Director Rehab Services**	**Aimee Griffin VP Prof Service**
Anita Jackson, Director Nursing , Polk	**Matt Gorman VP of Corporate**	**Thomas Manning, Chief Legal Counsel**	**Ken Jones, MD Chief Medical Officer**	**Casey Matoy Director Laboratory**	**Winnie Cullens Accreditation/: HIPAA Privacy**
Tammy Sexton Quality/Accredit ation	**Tifani Kinard Administrator /CNO Polk**	**Sheila Bennett Executive Vice President**	**Keerthy Krishnamani, Executive Medical**	**Tammy Sexton, Quality, Cherokee**	**Dawn Truett, Polk Administration**

March 2023

Ad Hoc
Sandra Landschoot, Enterprise Internal Audit
Erin Rydell, Enterprise Internal Audit
Heather Cote, Enterprise Laboratory Compliance
Carrie Cavanaugh, Enterprise Post Acute Care Compliance
Ruth Wilson, Enterprise Rehabilitation Service Compliance

Fraud and Abuse Law

False Claims Act: Knowingly submitting a false or fraudulent claim to the government

Anti-Kickback Statute: Prohibits knowingly and willfully offering, paying, soliciting or receiving any remuneration to include referrals of service reimbursable by a federal government health care program

Physician Self-Referral: Prohibits physicians from referring Medicare beneficiaries for certain designated health services to an entity in which the physician or their immediate family member has an ownership/investment interest

Areas of Government Concern:

- Quality of Care

- Access to Care

- Patient's Freedom of Choice

- Competition

- Medical Necessity for Care

- Improper Payments

Code of Conduct

The Code of Conduct is a guideline for ethical operations at all Atrium Health locations. It covers such topics as quality of care and services, fair treatment, compliance, protecting confidential information, conflicts of interest, protection of property, safety, communication and coding, billing and collection practices.

View the Atrium Health Code of Conduct

Contacts:

Phone: 844-844-587-0825
Email: compliance@atriumhealth.org

Safety/Emergency Management

Our Emergency Management policies and information can be found on our intranet, People Connect (accessible through the Atrium Health Floyd network) > Facilities > Atrium Health Floyd > Compliance Toolbox > Emergency Preparedness.

The on-call Emergency Management number for all three hospitals is: 706-509-5125.

Emergencies

In emergency situations, rapid communication is crucial.

At Atrium Health Floyd Medical Center, dial 1 2 3.

At Atrium Health Floyd Polk Medical Center, dial 7 8 9.

In outlying areas, including Atrium Health Floyd Cherokee Medical Center, dial 911.

Emergency Codes

Atrium Health Floyd uses Plain Language Codes, which are divided into four (4) alert categories: Weather, Security, Facility and Medical.

ATRIUM Health Floyd ~ Emergency Codes

		Plain Language Code
WEATHER Alerts		
Severe Weather Alert		Attention Please + Weather Alert + Severe Thunderstorm Warning + instructions
Tornado Watch		Attention Please + Weather Alert + Tornado Watch + instructions
Tornado Warning		Attention Please + Weather Alert + Tornado Warning + instructions
SECURITY Alerts		
Missing Infant/Child		Attention Please + Security Alert + Missing Infant + description
Missing Adult		Attention Please + Security Alert + Missing Person + description
Code Silver/Active Shooter		Attention Please + Security Alert + Active Threat + location + description
Hostage Situation		Attention Please + Security Alert + Hostage Situation + location
Patient Elopement		Attention Please + Security Alert + Patient Elopement + location
Combative Patient		Attention Please + Security Alert + Security Assistance REQUESTED + Location
Bomb Threat		Attention Please + Security Alert + Security THREAT + location
FACILITY Alerts		
Fire ~ Code Red		Attention Please + Facility Alert + Code Red + location
Hazardous Chemical Spill		Attention Please + Facility Alert+ Decon Team + location
		Attention Please + Facility Alert + Radioactive Incident + location
Mass Casualty		Attention Please + Facility Alert + Code Triage + Internal or External
Code Triage Standby		Attention Please + Facility Alert Triage Standby + Internal or External
MEDICAL Alerts		
Cardiac Arrest		Attention Please + Medical Alert + Code Blue + Location
Medical Assistance Needed (patient)		Attention Please + Medical Alert + Rapid Response + Location
Patient Fall		Attention Please + Medical Alert + Falls Team + Location
Medical Assistance Needed (visitor or employee)		Attention Please + Medical Alert +Medical Assistance Needed + Location
Flight in Progress (Polk)		Attention Please + Flight in Progress + Helipad

Code Red – Fire | Fire Response: RACE

Fire Extinguishers

Alarm pull stations are located near exits. Remember the acronym **PASS** for guidance in using a fire extinguisher:

P — **Pull** the pin

A — **Aim** the nozzle at the base of the fire

S — **Squeeze** the handle

S — **Sweep** the extinguisher nozzle side-to-side

Fire Response

Knowing what to do in the event of a fire can save lives. Remember the **RACE** acronym to use as guidance in the event of a fire.

R — **Rescue** anyone in danger

A — **Alert** others and pull the fire alarm

C — **Confine** the fire by closing doors

E — **Extinguish** the fire or evacuate the premises

If your clothing is on fire, remember to **Stop**, **Drop** and **Roll**.

Emergency Preparedness

The Medical Staff President will be notified by the Incident Commander of the facility to activate the call roster of the medical staff.

Medical staff members will be contacted and told where to report.

Hazardous Materials

Be aware of any products you work with that may be hazardous.

Emergency information is included on product labels.

Hard copies of Material Safety Data Sheets (MSDS) are available throughout the organization. These are also available on our intranet (People Connect) by going to the Clinical Toolbox and selecting Product Safety.

Risk Management

Unusual Occurrences

Atrium Health Floyd has a single, automated system for the reporting and follow-up of unusual occurrences. Please alert the unit nursing staff of any occurrence, and they will initiate the required incident reporting. If you have questions about incidents, reporting or follow up, please contact the Director of Risk Management.

Policies:

- [Patient Incident Reporting Using rL DATIX](#)

- [Visitor and Employee Incident Reporting rL DATIX](#)

Risk Management

Our Director of Risk Management is available to assist physicians/providers with legal questions, identifying individuals able to give consents, end-of-life issues, potential suit situations or events that legal counsel may need to be made aware.

Contact: Contact the leadership at your facility. For additional assistance, contact the Atrium Health Floyd Risk Manager at 706-509-6455.

Atrium Health
Floyd

Risk Management

Sentinel Events

A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof, occurring at or associated with services provided at any of our facilities.

We are committed to improving the quality of patient care. In response to an identified sentinel event or near miss, we will conduct a timely, thorough and credible root cause analysis and will develop, implement and monitor the effectiveness of an appropriate plan of action, which is designed to reduce the risk of the occurrence of similar events in the future.

Review the [Adverse Events/Sentinel Events Policy](#).

Secure Access Areas

Access to some areas in our facilities is security controlled, and access is only allowed by authorized badge holders.

For occasional access, use the intercoms adjacent to the locked doors.

If you will be seeing patients in a security-controlled area regularly, the clinical manager for the area will request ID badge access for you. Once activated, swipe your Atrium Health Floyd-issued ID through the scanner adjacent to the locked doors.

A few areas are accessed by a numeric code. You will be given a numeric code during orientation for areas with keypad access.

Best Practices for Reducing Length of Stay (LOS)

Best Practices for Reducing LOS and Direct Patient Costs of Care

Admission

Know the patient's history:

- Conduct comprehensive patient interviews.
- Review medical records.
- Speak with prior treating physicians/providers, including specialist(s).
- Focus on acute problem.

Medication Reconciliation:

- Review home medication records carefully

Use disease/condition specific order sets:

- Routinely review order sets to ensure compliance with most recent evidence-based practice.

Best Practices for Reducing Length of Stay (LOS)

Use consultations judiciously:

- Document specific reason why the specialist is being consulted.
- Communicate with consulting physicians/providers frequently and call directly for urgent consults.

Active Treatment

Engage the patient in treatment and discharge planning.

Practice evidence-based medicine to avoid unnecessary variation and to standardize care.

Ensure a strong handoff to covering providers.

Discharge

Start discharge planning on admission to identify barriers to discharge:

- Notify nurse and social services as soon as possible of any discharge needs (e.g. placement or durable medical equipment needs).

Best Practices for Reducing Length of Stay (LOS)

Discharge Process:

- Round on discharges as a priority.
- Revisit patient's readiness for discharge at least daily.
- Consider transitioning procedures to outpatient as appropriate.
- Notify consultants of plan to discharge and ask for any recommendations for post-hospital care.
- Ensure a strong handoff to covering providers

Infection Prevention/Bloodborne Pathogens/Hand Hygiene

The National Patient Safety Goals (NPSG) identify infection prevention elements in place at our hospital facilities. A written plan for these [elements is available from The Joint Commission](#). They include:

- Identify patients correctly. Use at least two ways to identify patients.

- Improve staff communication. Get test results to the right staff person on time.

- Use medications safely.

- Use alarms safely.

- Infection Prevention has specific guidelines regarding infection prevention and [hand hygiene](#).

- Identify patient safety risks.

- Prevent mistakes in surgery.

Contact

The Infection Prevention team is a resource for infection prevention issues and physician health requirements. Contact them at 706-509-5740.

Anticoagulation Education for Providers

The National Patient Safety Goals, as published by The Joint Commission, require our hospital facilities to provide specific education regarding anticoagulation therapy to all providers.

Review the [research-based education](#) and facility [Anticoagulation policy](#).

1. Anticoagulation policy
2. Warfarin Nomogram
3. Antithrombotic therapy for VTE
4. Antithrombotic therapy for Atrial Fib

Quality

Atrium Health Floyd is committed to providing quality care by combining evidence-based science, quality initiatives, clinical guidelines and best practices. The following are major inpatient populations that we are currently monitoring for adherence to these best practices to reduce variation:

Atrium Health Floyd Medical Center

- Stroke (The Joint Commission, American Stroke-Heart Associations Get with the Guidelines)

- Chest Pain-Acute Coronary Syndrome and Myocardial Infarction (American College of Cardiology)

- Heart Failure (The Joint Commission, American Heart Association Get With The Guidelines)

- Atrial Fibrillation (American Heart Association Get With The Guidelines)

- Venous Thromboembolism (Centers for Medicare and Medicaid Services)

- Total Hip and Knee Replacement (The Joint Commission)

- Hip Fracture

- Vascular Surgery (Society for Vascular Surgery, Vascular Quality Initiative)

- Spine Surgery (The Joint Commission)

Quality

- Perinatal Care (Centers for Medicare and Medicaid Services, The Joint Commission)

- Neonatal Intensive Care (Vermont Oxford Network)

- Blood Utilization (Blood Assurance)

- Inpatient Diabetes (The Joint Commission, American Diabetes Association)

- Inpatient Psychiatric Patients at Floyd Behavioral Health (Centers for Medicare and Medicaid Services)

- Palliative Care (The Joint Commission)

- Cancer (American Cancer Society)

- Trauma (American College of Surgeons)

Atrium Health Floyd

Quality

Atrium Health Floyd Polk Medical Center

- Chest Pain-Acute Coronary Syndrome and Myocardial Infarction (American College of Cardiology)

- Heart Failure (The Joint Commission, American Heart Association Get With The Guidelines)

- Level IV Trauma

Contact

Director of Quality Management, 706-509-5196

Pain Management

Pain Management

Pain is population-specific, varying with factors such as age, cultural diversity and cognitive impairments. All providers should be knowledgeable about how to assess and manage pain in their patients. Clinical staff can provide details on the pain management scales used at the individual facilities.

Review the [Pain Assessment/Management Policy](#).

Restraints and Abuse/Neglect

Restraints

Physicians who solely order restraints must be aware of and have read the [Restraints policy](#).

Physicians who apply restraints must show competency in the application of the restraint.

Abuse and Neglect

The Floyd Health System's [Abused and Neglected Victim Assessment and Reporting policy](#) was developed to assist with identifying those patient characteristics that are indicative of having been abused or neglected. The policy provides a protocol for patient identification and assessment and describes characteristic findings and signs of high-risk situations. It also defines the procedures for reporting abuse and neglect.

Cultural Sensitivity and Diversity

Atrium Health Floyd's patient population reflects diversity in race, ethnic origin, religion and age. Providers should treat each patient as an individual, identifying any special needs related to culture, and meeting those needs in a sensitive manner. Atrium Health Floyd teammates are trained not to treat the patient as they, the teammate, would want to be treated but instead to use communication skills to find out how the patient prefers to be treated. We recommend: When in doubt, ask.

Spiritual Concerns

The Floyd Chaplain is available as a resource for managing religious and spiritual concerns with patients.

Chaplain: 706-509-5199

Cultural Sensitivity and Diversity

Language Services and Support for Patient Care

All LEP (limited English proficient) and deaf or hard-of-hearing individuals have the right to an interpreter. Using methods other than those noted below is a violation of their rights. Bilingual staff (not medical interpreters) and family members are not allowed to interpret.

[View our Language Assistance Plan policy, AHF AD-04-003](#)

Spoken Language

We have a phone tree that facilitates reaching an interpreter. Call 706-509-5555 (101-5555).

- Option 1 – Language Line with 240+ languages available systemwide 24/7.

- Option 2 – Floyd Medical Center (main campus) on-site Spanish interpreter (7 a.m. - Midnight).

- Option 3 – On-site Spanish interpreter at the Residency Clinic in the Medical Arts Building.

Atrium Health
Floyd

Cultural Sensitivity and Diversity

Deaf or Hard of Hearing

VRI (Video Remote Interpreter) devices are available throughout Floyd Medical Center, 330 Physician's Building, The Breast Center, Rome Urgent Care, Cedartown Urgent Care, Polk Medical Center and Cherokee Medical Center.

When VRI devices do not meet the need, all ASL Interpreter requests must made through our intranet using PeopleConnect. All requests will be reviewed, and the most appropriate modality will be used. If the patient is visually impaired other arrangements will be made through our vendor Language Line. If the requesting facility does not have a VRI, one will be provided for the specified appointment.

- PeopleConnect > Tools > Language Access > Under How to Connect with Language Access > Interpreting Requests > To submit a request, Click Here > Fill out the form under Floyd Facilities and pick your location. Provide the details requested. The form must be filled out in its entirety.

Patient Rights and Patient Satisfaction

Patient Rights/Ethical Issues
Atrium Health Floyd has an Ethics Committee available for consultations. Consultations may be requested by physicians, staff, patients or their families. The Ethics Committee reviews pertinent information and may make recommendations to providers. The ethics consult process can be activated by contacting the Chaplain or Executive VP; Chief of Patient Services. View the Ethics Consult Policy.

Contact

Jason Jordan, Chaplain, Director of Pastoral Services, 706-509-5199

Sheila Bennett, Executive VP; Chief of Patient Services, 706-509-6900

Floyd Medical Center Switchboard, 706-509-5000

Patient Satisfaction
Our mission is to: Improve health, Elevate hope and Advance healing for all. This is what we do everyday, for every patient, and our communities. To help achieve that, we continually seek feedback from patients and use their experiences to improve service where needed and to recognize those cited when service is exemplary. Patients may respond to questions about the care received from their physician. You can receive details about your satisfaction ratings by contacting the Patient Experience Liaison.

Contact: Patient Experience Liaison, 706-509-5195.

Pharmacy

Details about our formulary and policies and procedures related to medications are available on People Connect, our intranet, which is accessible only through an Atrium Health Floyd computer. Facility-specific information regarding antimicrobial stewardship, drug shortages, high alert medications, sound alike-look alike medications, and prohibited abbreviations may also be found on People Connect or our daily huddle reports.

Atrium Health Floyd Medical Center Pharmacy Services
The Pharmacy is open for inpatient orders 24/7.

Clinical pharmacists are available to serve as a resource to providers and to provide Total Parenteral Nutrition (TPN) services, aminoglycoside and vancomycin dosing, renal dosage adjustments, and anticoagulation dosing and monitoring.

Contact the Atrium Health Floyd Medical Center Pharmacy at 706-509-5910 for assistance with pharmacy-related services or questions.

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Floyd

Pharmacy

Atrium Health Floyd Polk Medical Center Pharmacy Services

The Pharmacy is open Monday-Friday 8:00 a.m. until 6:30 p.m. and Saturday-Sunday 8:00 a.m. until 2:00 p.m. When Polk Medical Center's Pharmacy is closed, after-hours service is provided by Floyd Medical Center's Pharmacy. There is an on-call Polk pharmacist available 24/7.

Pharmacists at Polk Medical Center provide clinical services such as pharmacokinetic dosing and monitoring, renal dosage adjustments and monitoring, and anticoagulation dosing and monitoring.

Contact the Polk Pharmacy at 770-749-4130 for assistance with pharmacy-related services or questions.

Pharmacy

Atrium Health Floyd Cherokee Medical Center

The Pharmacy at Floyd Cherokee Medical Center is open Monday-Friday 8:00 a.m. until 4:30 p.m. and Saturday-Sunday 8:00 a.m. until 2:00 p.m. There is an on-call Cherokee pharmacist 24/7.

Pharmacists at Cherokee provide clinical services such as renal dosage adjustment and monitoring, pharmacokinetic dosing and monitoring, anticoagulation dosing and monitoring, and antimicrobial stewardship regimen review.

Contact the Cherokee Pharmacy at 256-927-1371 for assistance with pharmacy-related services or questions.

Health Information

Medical Records (Health Information Management) will provide a personal dictation number and instructions for dictating.

Atrium Health Floyd complies with the ***Repeat/verify verbal order requirement***, GA Rules/Regs for Hospitals 111-8-40-18. Review the [Verbal/Telephone Orders policy](#).

Atrium Health Floyd's electronic medical record (EMR) software, Epic is used to provide you with access to patient information, reports and results. You will be trained in the use of portal and related secured access requirements by a member of the Clinical Informatics staff.

History and Physical

A **complete medical history and physical examination** must be **performed and documented in the patient's medical record within 24 hours after admission or registration** (but in all cases prior to surgery or an invasive procedure requiring anesthesia services) by an individual who has been granted privileges by the Hospital to perform histories and physicals.

Any history and physical performed more than 30 days prior to an admission or registration is invalid and may not be entered into the medical record.

If a medical history and physical examination has been completed within the 30-day period prior to admission or registration, a durable, legible copy of this report may be used in the patient's medical record. However, in these circumstances, the patient must also be evaluated within 24 hours after the time of admission/registration but prior to surgery/invasive procedure, whichever comes first, and an update recorded in the medical record.

History and Physical

The update of the history and physical examination shall be based upon an examination of the patient and the following elements documented:

- The history and physical were reviewed;

- The patient was examined; and either:
  - There were no changes that would influence the performance of the planned procedure, or
  - The following changes were noted followed by a description of those changes

The history and physical must (1) reflect any changes in the patient's condition since the date of the original history and physical that might be significant for the planned course of treatment or (2) state that there have been no changes in the patient's condition.

Medical Records Deficiency and Delinquency

The purpose of this policy (MS-02-006) is to ensure the timely completion of medical records by physicians and advance practice providers to:

- ensure quality patient care and continuity of care

- demonstrate compliance with Medical Staff and other rules and regulations

- allow timely and accurate billing for patient care/services

Medical Records Deficiency and Delinquency

A medical record delinquency occurs when the required contents of the medical record have not been completed within a specified timeframe resulting in an incomplete medical record.

Incomplete medical records may:

- cause you to lose your license

- contribute to inaccurate quality and care information

- cause lost revenue/reimbursement

- result in poor patient care by other health care team members

- result in inappropriate billing leading to charges of fraud

- interfere with patient-related studies

Please review MS-02-006 for Atrium Health Floyd's expectations regarding completion of medical records and the consequences of not completing medical records in the established timeframe.

Special Services

Special Services

Courtesy Discount Policy
Atrium Health Floyd Health offers a courtesy discount for health care in accordance with specific terms, conditions and exceptions as outlined in our Professional Courtesy Discount policy. A copy of this policy can be requested from Administration.

Atrium Health Floyd Medical Center

Parking
Physician parking is located on Turner McCall Boulevard in front of the 330 Physicians Center. Use your Atrium Health Floyd ID badge at the gate for access. Limited and restricted physician parking is also available at the main entrance to the Emergency Care Center (ECC) for physicians coming in on-call.

Dining
A private Dining Room for physicians is located adjacent to the cafeteria. Access is by Atrium Health Floyd ID badge. A complimentary buffet lunch is provided Monday – Friday from 11:15 a.m. – 1:30 p.m. You may get additional items from the cafeteria serving line or stations. Please let the cashier know that you are a member of the Medical Staff.

Special Services

Atrium Health Floyd Polk Medical Center

Parking
Physician parking for the main hospital building is located in the rear of the facility in the reserved parking area for Surgeons/Physicians. Physician parking for the medical office building is located in the east end of the employee parking area in designated spots.

Dining
Physicians may go through the cafeteria line.

Atrium Health Floyd Cherokee Medical Center

Between the hours of 8 p.m. – 6 a.m., physicians must use their Atrium Health Floyd-issued ID to open the door leading from the physician parking area to the hospital.

Dining
Physicians may go through the cafeteria line.

Atrium Health Floyd

Policies and Documents Referenced in Orientation

- [Code of Conduct](#)

- [Disaster Management Physician Responsibilities and Physician Response Directive](#)

- [Patient Incident Reporting Using rL Datix](#)

- [Visitor and Employee Incident Reporting Using rL Datix](#)

- [Adverse Events/Sentinel Events](#)

- [Hand Hygiene](#)

- [Anticoagulation research-based education](#) and [Anticoagulation policy](#)

- [Pain Assessment/Management](#)

- [Restraints policy](#) and [Abuse and Neglect Reporting policy](#)

- [Ethics Consult policy](#)

- [Verbal/Telephone Orders policy](#)

- [Medical Records Deficiency and Delinquency](#)

Atrium Health
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Additional Policies

Medical Staff Bylaws
Bylaws are available by request from Administration by calling 706-509-6900.

Patient Safety

- Rapid Response Team

- Universal Protocol for Prevention of Wrong Site Surgery

- Standard and Transmission Based Precautions

Emergency Preparedness

- Disaster/Mass Casualty Response Plan

- Disaster Privileging

Additional Policies

Pharmacy

- Dosage Adjustment for Renal Insufficiency

- IV to PO Interchange by a Pharmacist

- IV Potassium Guidelines

- Range of Orders for Medications

- Therapeutic Interchange

- Medication Order Policy

- High Alert Medications

- Look Alike, Sound Alike Drugs

- Moderate/Deep Sedation Rapid Sequence Intubation (Adult)

- Pediatric Sedation/Rapid Sequence Intubation

- Antimicrobial Stewardship

- De-Escalation of Broad Spectrum Antibiotics

- Restricted Antimicrobials

Atrium Health Floyd

Resources

Resources

E-Library Resources for Searching Medical Literature

Medical/Health Care Sites

- **PubMed:** www.ncbi.nlm.nih.gov/pubmed
  Most extensive resource for searching medical literature; can be limited to just Nursing journals; some full-text articles available directly from PubMed

- **National Guidelines Clearing House (AHRQ):** www.guideline.gov
  Evidence-based clinical practice guidelines; use for "best practices" for patient care

- **U.S. Food & Drug Administration (FDA):** www.fda.gov
  Unbiased information about drugs and medications

- **Merck Manual:** www.merck.com/mmpe/index.html
  Unbiased information about diagnosis, therapy, drugs and medications

- **Centers for Disease Control and Prevention (CDC):** www.cdc.gov
  Health-related data and statistics, diseases and conditions

Resources

Other Resources:

Up To Date: Physicians may access to Up To Date through Cerner when they are practicing at Atrium Health Floyd.

Georgia Regents University Medical Library: Any providers who are preceptors or adjunct/clinical faculty for Georgia Regent's University may have access to all of the GRU online library resources. Contact the local campus of GRU Medical School for details.

Resources

Phone Directory

A list of phone numbers for clinical and nonclinical departments within each hospital is located on our intranet (People Connect), which is accessible from an Atrium Health Floyd computer under Directories.

Annual Report
Annual reports for Atrium Health Floyd Health are available on floyd.org.

Verification

To verify your review of the Medical Staff Orientation for Atrium Health Floyd, complete this short form.

Once completed, a member of our Medical Staff office will be in touch within one to two business days.

If you have questions, contact our Medical Staff off at 706-509-6915 or email us at MedStaffFloyd@atriumhealth.org.