

PATIENT HANDBOOK



Thank you for choosing ContinueCARE Hospital. To help you understand what to expect while you are in the hospital and prepare for your discharge, this folder contains important information about your care.

Welcome to ContinueCARE Hospital

We are affiliated with Community Hospital Corporation based in Plano, Texas and we are a proud partner with Prisma Health. We are ContinueCARE Hospital at Palmetto Health Baptist.

While you are our patient, we want to assure you of our commitment to making your hospital stay a positive experience. Each day, our dedicated, experienced team of nurses, therapists, physicians and other support staff endeavor to make our vision a reality through our dedication to providing compassion, respect and excellent care.

This guide to our services will assist you and your family in answering questions you might have about the hospital and our services. Most importantly, it should make you feel comfortable about our hospital and your health care. If you have any questions we have not addressed, please feel free to ask any of our staff for assistance.

Our interdisciplinary team meets weekly to discuss the plan of care and goals for each patient. We invite your active participation working with the nurses and other professionals in the development of your plan of care.

Should questions or concerns arise anytime during your stay, please feel free to share these opportunities to improve our care with any of our staff members.

Sincerely,

Your ContinueCARE Team

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Our Mission

Our Mission is to serve the medical needs of the critically and chronically ill in South Carolina through quality care as well as focused, evidence based best practices that yield the best possible outcomes for our patients.

Our Values

Respect

Valuing each person's worth as a human being

Integrity

Approaching each individual with trust, fairness and honesty

Stewardship

Providing healthcare within the highest ethical standards

Excellence

Striving for the highest level of service and quality care

Covid 19 Information

We recognize these are stressful times and they are made more stressful when you or your loved one is hospitalized. We want to assure you all precautions are taken to ensure we keep everyone safe. We follow the CDC guidelines as they relate to the admission and care of patients to our hospital environment. All hospital staff are screened daily before coming onto the patient unit. All staff are required to wear masks that cover their nose and mouth at all times while in the delivery of care.

Additionally, visiting hours are restricted during the pandemic. Patient Visiting hours are daily from 2:00 pm to 6:00 pm. Each patient may have one visitor daily. No visitors under the age of 18 are permitted except for special circumstances as approved by the attending physician and hospital administration.

Your Room

Accommodations

ContinueCARE Hospital at Palmetto Health Baptist makes every effort to honor your choice of accommodations, depending on room availability at the time of your admission. Please understand that we must consider all patient needs and other situations, therefore, it may not be possible to meet your room request immediately. In that event, we will work to change accommodations as soon as another room is available.

Nurse Call Button/Bed Control

The nurse call button is located on your bed rail. To call a nurse, press the button marked “Nurse,” then release. A nurse will be with you shortly. If you are unable to press the button, other devices may be available for your use. Please notify your nurse if another device is needed. Your nurse can show you how to use the nurse call feature. In addition, there is an emergency call button in every bathroom.

Room Temperature

You may regulate the thermostat and the fan speed of the equipment in your room so that the temperature is comfortable for you. If you need assistance with your room temperature, please ask any staff member.

At Your Request –Room Service Dining

At Your Request-Room Service Dining allows you to order from a bedside menu within your prescribed diet. You may order any of your meals between the hours of 6:30 a.m. and 6:30 p.m. by dialing extension 6-3663 using your room phone (or 803-296-3663 from outside the hospital) and one of our team members will take your order.

Your order will be verified for diet compliance and prepared according to your specifications. Your meal will be delivered to your bedside within 45 minutes. If you need assistance setting up your bed table or opening any containers, just ask your host/hostess. If you need assistance eating, our nursing staff will assist you.

Your physician or dietitian may prescribe between-meal snacks. These will be automatically delivered to your room at the appropriate time.



Special Services

Flower Delivery/Mail Service

Mail is delivered daily. We ask that loved ones ask before sending flowers as it may be contraindicated in the care of the patient.

ContinueCARE Hospital at Palmetto Health Baptist
7th floor
Taylor at Marion Street (patient name and room number)
Columbia, SC 29220

Stamps can be purchased in the gift shop. Mail drops are located beside elevators A and B on each floor. If you are unable to access a mailbox, your nurse will be happy to mail outgoing letters for you.

Newspapers/Magazines

Newspapers can be purchased from paper boxes located outside the first-floor Taylor Street lobby, the Sumter Street lobby entrance, and the third-floor crosswalk at Sumter Street. Magazines are available in the gift shop, located on the first-floor of the Taylor Street Entrance of Palmetto Health Baptist Hospital.

Hand Hygiene

Part of ContinueCare's commitment to provide high quality patient care includes protecting patients from getting an infection while in the hospital. One of the best ways to prevent the spread of infection is to kill the germs that may be on the hands of people who are caring for you or visiting you in the hospital. This is called hand hygiene.

Please take an active role in your care. Whenever caregivers come into your room to examine, treat, test or touch you, you may ask if they have washed or disinfected their hands before entering your room. Also, please ask your family and friends to wash their hands using the waterless soap located on the wall in your room before visiting you and when they leave your room.

Flu Shots

Influenza (flu) is a contagious disease, which can be spread by coughing, sneezing or nasal secretions. Anyone can get the flu, but infection rates are highest among children. Symptoms include fever and/or chills, sore throat, cough, muscle aches, headache, runny or stuffy nose and

fatigue. Children, people 65 and older, pregnant women and people with certain health conditions such as heart, lung or kidney disease, or a compromised immune system can get much sicker. Everyone six months of age and older should be vaccinated against the flu. By getting a flu vaccination you can protect yourself and help avoid spreading the illness to others. Your nurse will be providing you this important information on admission.

Interpreters

We have adapted our Hospital and services to address the needs of all patients, regardless of language barriers. We are available to assist you with the following:

- Foreign language interpreter
- Sign language interpreter
- Telephone device for the hearing impaired

Visitor Information

Visitation

ContinueCARE Hospital recognizes the importance of patients having visitors. In order to maintain a healing environment that is safe and secure we recommend the following guidelines.

- Please do not visit if you are sick.
- Children must be accompanied by an adult other than the patient. Visits by children of any age should always be coordinated with the Charge Nurse.
- We have provided hand sanitizer throughout the hospital to protect you and your loved ones from the spread of infection. Rub your hands with hand sanitizer for at least 15 seconds until dry before entering and leaving a patient's room.

- Please keep your cell phones on “vibrate” while visiting.
- While visiting a patient, remain inside that patient’s room.
- Because of space limitations and the patient’s condition, staying with the patient overnight in the room is not always possible and would need to be arranged with the Charge Nurse.
- In order to promote patient healing and uninterrupted sleep, we encourage visitors to leave and rest between the hours of 10 p.m. and 6 a.m.
- Patients can choose to approve/limit visitors.
- Visitors may be asked to leave if care needs to be provided to the patient.
- Visitors may be limited or prohibited if there is a medical or legal reason.
- Visitors should not touch or adjust medical equipment at any time.

Physicians and team members will give condition updates, but we are always bound by patient privacy laws. We ask that there be one spokesperson who receives updates and communicates to other concerned parties.

Parking

Parking is free for patients and visitors in the garage at 1501 Sumter Street. Security officers are available to escort visitors to their cars in the Hospital parking lots. Officers also can help with minor emergencies like dead car batteries. For assistance, call Security at 803- 296-8000.

No Smoking or Tobacco Products

Because ContinueCARE Hospital is concerned about the health of its patients, visitors, and employees there is no smoking or use of tobacco products allowed in the hospital building or on

the Prisma Health campus. We appreciate the cooperation of all patients and visitors with this policy for the health of our community.

Drugs and Alcohol

Recreational drugs and alcohol are absolutely prohibited and may conflict with your medical management. Use of these substances by patients or visitors will result in discharge from ContinueCARE.

Weapons

Weapons of any kind are strictly prohibited on the premises unless carried by a duly authorized law enforcement officer.

Your Stay

Wireless Internet Access

For your convenience, connectivity is available throughout the hospital by clicking on your browser and agreeing to the terms and conditions.

Telephone

Local Calls: Dial 9+ seven-digit number. There is no charge for local calls.

Long Distance Dial 9-0, then the area code and number of the person you are trying to reach. Long distance calls must be charged to your home phone, placed collect, or charged to a telephone credit card. No calls may be charged to your room. To dial a toll free number, dial 9, then 1-800- and the number.

Valuables

Please protect your personal property-including laptop and tablet computers, mobile phones, jewelry, wallets/purses, eyeglasses, hearing aids and other items while visiting ContinueCARE Hospital. Please leave your valuables at home or arrange to send them home for safekeeping. ContinueCARE Hospital is not responsible for any loss or damage to your belongings.

Electrical Safety

Electrical appliances brought from home are not permitted unless they are battery operated, since they may not meet the hospital electrical safety standards.

Personal Safety and Security

The safety and security of patients, team members and visitors is always our top priority.

The security team works to promote safe conditions and practices to protect people from personal threat, injury, theft, loss or damage. You can have an important role in the safety and security of the hospital by telling the nursing team immediately if you:

- Feel personally threatened or at risk of personal harm from circumstances such as criminal conduct, domestic abuse, elder abuse or child abuse or abduction.
- Lose a personal possession. Every reasonable effort will be made to help you locate it.
- Observe an unsafe condition, such as spilled liquid, that could cause an accident. Also notify a team member immediately if you witness an accident.

Immediate Help (when you become concerned about the patient's condition)

Should you or a family member become concerned about your condition first, use the call light to call your nurse, charge nurse, or physician. You may also call the nurse's station at 803-296-3701 and ask to speak directly to the charge nurse. If after talking with your health care team you feel the problem has not been adequately addressed, you should request that the charge nurse call the Administrator on Call immediately.

Fall Prevention

Unfortunately, it still is not uncommon for patients to experience a fall while in the hospital. While most falls do not have a significant impact on outcome, they can result in increased pain, longer length of time in the hospital, and complications in your condition. Falls do not always occur because you are careless.

- Be sure to tell your doctor and nurses if you have experienced a fall within the last few months. This will be important for them to know as they work to develop your plan of care.
- Having surgery or being in bed for a longer than normal period of time can lead to weakness and being unsteady on your feet. When getting out of bed, ask for assistance for as long as you feel uncertain about your ability to manage on your own.
- Avoid bending over to pick up items.
- Always have personal items, along with the television remote and the call button, within easy reach of your bed.
- Inform your nurse of any dizziness or lightheadedness when you change positions (lying, sitting or standing).
- Wear skid-proof slippers.
- Try not to delay the urge to go to the bathroom. Request help, if needed, when you begin to feel the need to go.
- The nurse or therapist will help if you are using an assistive device like a walker, cane, or wheelchair.

Your Hospital Team



Shortly after your admission, our Admissions Coordinator will work with you and your family to set up an admission meeting. In this meeting, members of our administrative team will come to your room to meet you and answer any questions you may have. This is a good opportunity for everyone to meet and establish an open line of communication.

Physician

Your attending physician will direct your care while you are a patient in the Hospital. As the coordinator for your treatment program, your physician should be consulted if you have questions about your condition. In addition to examining you frequently during your stay, your physician meets with your care team and directs all aspects of your treatment program.

Case Management

Planning for your discharge begins at admission and continues throughout your stay. One of our Case Managers will meet with you and your family about the need for continued services and/or equipment when you leave ContinueCARE to ensure continued improvement and safety. Your case manager will keep you informed of the results of team meetings, your plan of care, any changes in your plan and will provide you an opportunity to have input into all aspects of your care.

Nursing

A team of registered nurses, licensed practical nurses and nursing assistants provide nursing care around the clock. The Chief Nursing Officer is responsible for coordination of nursing care.

Please feel free to contact your nurse or the Charge Nurse if you have any questions or concerns regarding your stay at ContinueCARE.

Respiratory Therapy

A respiratory therapist assists patients with disorders related to breathing.

Rehabilitation Therapy

Physical Therapists, Occupational Therapists and Speech-Language Pathologists are licensed

professionals who plan and administer treatment programs to improve function and quality of life.

Nutrition

The Hospital has registered dietitians to assist in meeting your nutritional needs during your stay. Please notify your nurse if you have questions about your meals or diet so that the nurse may follow up with the dietitian.

Pastoral Care

ContinueCARE believes total patient care demands attention to the spiritual as well as the physicians and emotional needs of each patient. Members of the Prisma Health Baptist Pastoral Care department are available to assist you. They can also contact your local church leader if you prefer.

Support Services

Other support staff that might assist in your care includes laboratory technologists, radiology technologists, and pharmacists.

Team Conferences

Your treatment team will meet weekly to update your plan of care. At these conferences, the team discusses your needs, progress and barriers to discharge. Your Case Manager will summarize the meeting with you.

Patient Participation

Despite constant and committed efforts, it happens from time to time, that patients are harmed rather than helped by their care. To assist you in managing your care, we are providing information on medical errors, falls and reporting safety issues.

- Be an active member in your health team.
- Learn about your condition and treatments by asking your doctor and other caregivers.
- Make sure that doctors know about every medication that you are taking.
- Report allergies and adverse reactions that you have had to all medicines.
- Ask for information about the side effects your medicine could cause.
- Consider asking all health workers if they have washed their hands before making contact.
- If you are having a procedure or test, make sure that you, your doctor and nurse all agree and are clear on exactly what will be done.
- Do not assume that no news is good news. Ask questions about your diagnosis and progress.
- Ask a family member or friend to be your advocate (someone who can help get things done and speak up for you if you can't)
- Speak up if you have any questions or concerns. We use the acronym **SPEAKUP** illustrate how you can speak up:

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards.

Participate in all decisions about your treatment. You are the center of the healthcare team.

Advance Directives (Living Will, Health Care Power of Attorney)

In compliance with the Patient Self-Determination Act of 1990, ContinueCARE is required to ask all adult patients if they have an advance directive, such as a living will, healthcare power of attorney or psychiatric advance directive. Advance directives are documents that allow you to provide instructions in advance regarding the kind of care you want should you become unable to communicate your wishes to your caregivers. If you have and

advance directive, you will be asked to provide the original document so that it can be copied and placed in your medical chart. If you do not have an advance directive and need one while in the hospital, Case Management can help you.

Patient Rights

1. To have one of our team members promptly notify a family member/ representative and your physician of your admission to ContinueCARE Hospital at Palmetto Health Baptist.
2. To considerate and respectful care, and to give us feedback about your care. You have the right to personal dignity.
3. To have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected. You have the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment. You have the right to pastoral and other spiritual services.
4. To participate in the development and implementation of your plan of care, and to know the identity and professional status of those involved in your care, including if the caregiver is a student or trainee or is professionally associated with other individuals or health care institutions involved in your care.

5. To make informed decisions about your care, treatment and services. This includes being informed of your health status: being involved—prior to and during the course of treatment—in your care planning and treatment, being informed as to all proposed technical procedures and treatment—including the potential benefit(s) and potential drawback(s) or risk(s) as well as alternatives for care, being able to request or refuse medically appropriate treatment to the extent permitted by law and health care facility policy, and to be informed of the medical consequences of such action. If you refuse a recommended treatment, you will receive other medically needed, indicated and available care.
6. To formulate an advance directive (such as a Living Will or Durable Power of Attorney for Health Care) with the expectation that the staff and practitioners will honor the directive to the extent permitted by law and Palmetto Health policy. If you have a written advance directive, you should provide a copy to the health care facility, your family and your doctor. These documents express your choices about your future care or name someone for you if you cannot speak for yourself.
7. To expect that, within capacity and policies, the health care facility will make a reasonable response to any patient’s request for appropriate and medically indicated care and services, including the management of pain. Our health care facility is committed to providing individuals impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.
8. If requested or if medically appropriate and legally permissible, you may be transferred to another facility after being informed about the need for, risks, benefits, and alternatives to transfer. You will not be transferred until the other facility agrees to accept you and you agree to transfer.
9. To personal privacy, to receive care in a safe setting, and to be free from all forms of abuse, neglect, and exploitation. You have the right to refuse to talk with or see anyone not officially connected with the health care facility, including visitors, or persons officially connected with the health care facility but not directly involved in your care. You have the right to expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in

your care will not be present without your permission. You have the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes having the right to have a person of one's own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which disrobing is needed.

10. To have the right to receive visitors whom she or he designates, including but not limited to, a spouse, a domestic partner, another family member, or a friend. Patient visitation is only restricted when the visitor's presence infringes on others' rights, safety, is medically or therapeutically contraindicated for the patient or the patient has withdrawn or denied such consent at any time.
11. If you do not speak or understand the predominant language of the community, access to an interpreter can be provided.
12. To be free from restraints of any form that are not medically necessary. For behavior management, all patients have the right to be free from seclusion and restraints except in the case of an emergency, when there is an imminent risk of an individual physically harming himself/herself or others, and less restrictive interventions would be ineffective.
13. To confidentiality of your clinical records, except in such cases as suspected abuse or public health hazards and/ or when reporting is permitted or required by law. You have the right to have your medical record read only by individuals directly involved in your treatment or in the monitoring of quality. Other individuals can only read your medical record on your written authorization or that of your legally authorized representative. You have the right to expect all communications and other records pertaining to your care, including the source of payment for treatment, to be treated as confidential.

14. To access information contained in your clinical records within a reasonable time frame, and to have the information explained or interpreted as necessary, except when restricted by law and/or as long as it does not interfere with treatment.
15. To know if this health care facility has relationships with other health care facilities, educational institutions or other outside parties that may influence your care.
16. 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 health care facility otherwise provides.
17. To examine and receive an explanation of your bill, regardless of source of payment. You have the right to know about payment methods. At your request and your expense, you have the right to consult with a medical specialist.
18. To expect reasonable continuity of care when appropriate and to be informed of realistic care alternatives when the health care facility services are no longer appropriate.
19. To be informed of the health care facility policies and practices that relate to your care, treatment and responsibilities. You have the right to know about the health care facility resources, such as patient representatives, patient complaints and grievance processes, or ethics committees, that can help you promptly resolve problems and questions about the health care facility services.
20. To ask questions about the care you are receiving. Contact your nurse, or if you wish for your nurse to contact your physician, a call will be placed to that physician or to the physician who is covering your care that day. If requested, the nurse will provide a telephone number for your physician and can assist you with making the call. You have the right to know who is involved in your care. Every caregiver at ContinueCARE Hospital will be wearing an identification badge clearly stating his or her name, department and job or title.
21. To voice a concern about your stay and be involved in resolving dilemmas about care, treatment and services. Your concerns are very important to us and we would

appreciate the opportunity to resolve them. If you have a concern/grievance, please speak with the staff or request to speak with the Chief Nursing Officer or Administrator. If you want to contact an outside agency before the hospital representative, you may contact the Division of Health Facilities Licensing with the Department of Health and environmental Control by mail at 2600 Bull St., Columbia, SC 29201 or by phone at 803-545-4370 and/or The Carolinas Center for Medical Excellence, 246 Stoneridge Dr., Suite 200, Columbia, SC 29210, 803-251-2215 or 800 922-3089.

Patient Right to Pain Management

All patients have a right to pain relief. As a patient, you can expect:

- Information about pain and pain relief measures
- A concerned team committed to pain treatment
- Health care professionals who respond quickly to reports of pain
- State-of-the-art pain management

As a patient, we expect that you will:

- Ask your doctor and health care professional (nurse, therapist pharmacist, etc.) what to expect about pain and pain management
- Discuss pain relief options with your doctor or other health care professionals
- Work with your doctor and health care professionals to develop a pain management plan
- Ask for pain relief when pain first begins
- Help your doctor and health care professionals measure your pain on a scale of 0-10. It is helpful if you use words to describe your pain such as burning, shooting, stabbing, dull, aching, etc. If your loved one cannot verbalize, we will watch for other signs that tell us he/she is in pain.
- Tell your doctor or health care professionals if your pain is not relieved.

We cannot promise that you will not have any pain but we will do everything we can to relieve as much of your pain as possible.

Patient Responsibilities

As a patient in our hospital you have responsibilities. This is to inform you that you, your family and/or your designated advocate are responsible for:

1. Providing, to the best of your knowledge, accurate and complete information about present symptoms, reason for your visit, past illnesses, hospitalizations, use of medications (prescribed, non prescribed and herbals), and other matters relating to your health.
2. Helping ensure your safety by knowing your health care providers and reporting concerns, perceived risks, or unexpected changes in your care, treatment, medical condition and/or service provided to you. If you have any suggestions for improving patient safety, please let us know.
3. Speaking Up—Asking questions when you do not understand what you have been told about your diagnosis, medical tests, treatment plan, medications, care or what you are expected to do.
4. Participating in decisions about your treatment and following the care, service or treatment plan developed. You should express any concerns you have about your ability to follow and comply with the proposed care plan or course of treatment to staff and/or your physician. Every effort is made to adapt the plan to your specific needs and limitations. When such adaptations to the care, treatment and/or service plan are not recommended, you are responsible for understanding the

consequences of the care, treatment and service alternatives and the possible outcomes if you do not follow the care, treatment or service plan.

5. Following the health care facility's rules and regulations concerning patient care and conduct.
6. Being considerate and respectful of the health care facility's personnel and property.
7. Providing information for insurance and for working with the health care facility to arrange payment when needed.
8. Promptly meeting any financial obligation agreed to with the health care facility.
9. Being considerate of other patients, helping control noise and disturbances, abiding by non-smoking policies, and respecting others' property.
10. Recognizing the effect of lifestyle on your personal health.

While a patient at ContinueCARE, it is your responsibility to:

1. Report concerns about care, treatment, medical condition or services provided to you.
2. Ask questions if you need clarification about your care, even if you have received education or instructions about your treatment, medications, diet, medical equipment or any other issue of concern.
3. Report any safety issues in your environment.
4. Report any suggestions for improving patient safety.



Going Home

Personal Belongings

Collect all of your belongings and double-check closets and drawers. Your nurse or case manager will assist you.

Discharge Instructions

Your physician, nurse and therapists will give you instructions about post-hospital care. If you have questions about any element of your care, please ask. Your discharge plan may include needing new or different medications, follow-up visits with your physician, outpatient services or additional care at another facility. It is essential for your continued improvement that you follow this plan and attend those appointments.

If you have any questions about your hospitalization or post-hospital care, please contact your Case Manager by calling 803-296-3189.

Patient Surveys

At ContinueCARE, your opinion counts. After your stay, we will ask you to complete a satisfaction survey. In an effort to always provide our patients and their families with exceptional care and service. Please take a few minutes before you leave or once settled after discharge to provide us feedback to help improve our care and services. If you complete the survey before leaving, please leave the survey with your case manager or nurse. If you complete the survey after discharge, complete it and return it in the postage paid envelope provided. **We want to earn your recommendation. Your comments are important to us!**

We also encourage you to like us on Facebook!

Thank you for choosing ContinueCARE Hospital at Palmetto Health Baptist.

You are a vital part of your health care team. We want you to understand your illness, your plan of care and what will happen next. We promise to talk with you about your plan of care.

You will probably think of questions or concerns after your doctor leaves, while your nurse is with another patient, when you are talking with others or even after you have gone

