



Welcome

BERT FISH MEDICAL CENTER

A Planetree Partner focused on patient-centered care

*A guide for patients and family members
with helpful information about what is
important to you during your stay.*

Your healing. Our mission.

Our Mission

At Bert Fish Medical Center our doctors, nurses, technicians, support staff and volunteers are committed to providing hospital services that meet the needs of residents and visitors in Southeast Volusia County. Our team of professionals work every day to improve the health and well-being of those who choose us for their care.

Our Vision

We strive daily to be the leading hospital of choice in Southeast Volusia County. The vision shared by our staff and the hospital Board of Commissioners is that Bert Fish Medical Center be not only a great hospital, but a catalyst for the promotion of health and wellness. With a focus on preventative health to complement the great inpatient and outpatient services we provide, we can help our citizens and local businesses reduce the overall cost of health care in this community.

Our Philosophy

In 2007 the staff of Bert Fish Medical Center adopted the Planetree philosophy of patient-centered care. Every decision we make about services — delivery of care, design of facilities, even the colors used in patient rooms — is based on what is best for our patients. Our health care professionals work every day, in every way, to deliver a healing touch to those who choose Bert Fish Medical Center.



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*At Bert Fish Medical Center,
we strive to care for body, mind and spirit.*

Welcome to Bert Fish Medical Center

At Bert Fish Medical Center, we have a vision to be the leading hospital of choice for the people of Southeast Volusia County and a focal point for the community in the promotion of health and wellness. Through these efforts, we will improve the health of our community and the quality of life for all of our citizens.

Today, we are served by a dedicated medical staff along with our team of skilled, compassionate nurses and support staff. Together they use an impressive array of technology and years of knowledge to provide care for every patient who chooses Bert Fish Medical Center for their health care needs.

Our surgical services span the spectrum from general procedures to orthopedic and laparoscopic (minimally invasive) surgeries. We continue to see more and more procedures being performed on an outpatient basis. The Regional Oncology Center, our Intensive Care Unit, and the very busy Bert Fish Emergency Room are well-known. The community is also very fortunate to have a great Physical and Rehabilitative therapy program available at Bert Fish Medical Center.

I am frequently reminded that our hospital provides a tremendous service to this community; it also contributes a huge financial impact to the surrounding area. We have over 700 associates who deliver hospital, rehabilitation and wellness services to the people of this community. These associates live here, spend here and raise their families here. They are people you know, people you trust. And they do make a difference.

At Bert Fish Medical Center, we make sick people well, mend broken bones and use surgery to improve the lives of people. We do this every day, and many days our professionals are involved in saving lives. For the men and women of Bert Fish Medical Center, what they do is not just a job. It is a calling.

People who place their trust in us receive quality care and using the principles of Planetree, we deliver that care with a mission to always put the patient first. I hope we not only meet, but exceed your expectations.



Healthy Regards

A handwritten signature in black ink that reads "Bob Williams". The signature is fluid and cursive, written in a professional style.

Bob Williams
CHIEF EXECUTIVE OFFICER

Patient-Centered Care

AT BERT FISH MEDICAL CENTER, WE STRIVE TO CARE FOR THE MIND, BODY AND SPIRIT OF ALL OF OUR PATIENTS. OUR COMPASSIONATE HEALTH CARE PROFESSIONALS ARE DEDICATED TO PROVIDING PATIENTS WITH THE INDIVIDUAL ATTENTION THAT THEY DESERVE.

Bert Fish Medical Center offers a full range of patient services right here in New Smyrna Beach, located in Southeast Volusia County, Florida. Patients are not required to drive all the way to Daytona Beach, Orlando or Jacksonville for most of their health care needs.

At Bert Fish Medical Center, emergency physicians are on staff 24-hours a day, seven days a week. The Radiology Department provides a wide range of diagnostic testing services with premier technology and patient-centered care. The Oncology Department provides life-saving chemotherapy and radiation treatments in an environment where patients and the healing process always come first. The Department of Rehabilitation works with patients in a caring atmosphere that helps to restore strength and mobility. The Bert Fish Same Day Surgery Center has a new and improved laparoscopic program that allows many patients a shorter hospital stay and less recovery time.

A Planetree Partner

Bert Fish Medical Center is proud to be a Planetree Affiliate Member. Since its founding in 1978 as a non-profit organization, Planetree has been a pioneer in personalizing, humanizing and demystifying the health care experience for patients and their families.

The Planetree Model is patient-centered rather than hospital-focused, and is committed to improving medical care from the patient's perspective. It empowers patients and families through information and education, and encourages healing partnerships with care givers.



The Planetree approach is holistic and encourages healing in all dimensions — mental, emotional, spiritual and social, as well as physical. It seeks to maximize health care outcomes by integrating optimal medical therapies. Access to arts and nature are also incorporated into the healing environment.

As a Planetree Member, we believe:

- We are human beings, caring for other human beings.
- We are all caregivers.
- Care giving is best achieved through kindness and compassion.
- Safe, accessible, high quality care is fundamental to patient-centered care.
- In a holistic approach to meeting people's needs of body, mind and spirit.
- Families, friends and loved ones are vital to the healing process.
- Access to understandable health information can empower individuals to participate in their health.
- The opportunity for individuals to make personal choices related to their care is essential.
- Physical environments can enhance healing, health and wellbeing.
- Illness can be a transformational experience for patients, families and caregivers.

For more information about Planetree, please see their website at: www.planetree.org.

Patient's Rights and Responsibilities

As a patient at Bert Fish Medical Center, you are assured of impartial access to treatment without regard for race, religion, national origin, ability to pay, age, handicap or whether or not you have executed an advance directive. Each patient has the right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.

Please be aware that you have important rights and responsibilities as a patient of Bert Fish Medical Center. Please read through this summary and ask any questions that may arise from this review. If you wish, you may also request a copy of the full text of the Florida Patient's Bill of Rights and Responsibilities.

Each Patient has the Right to: _____

- Be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- A prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his or her care.
- Know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- Receive information in a manner that can be understood. This includes the right to an interpreter if English is not his or her primary language.
- Be provided information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis by the health care provider.
- Refuse any treatment, except as otherwise provided by law.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- Know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate, if the patient is Medicare eligible.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.
- Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

It is a Patient's Responsibility to: _____

- Provide the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- Report unexpected changes in his or her condition to the health care provider.
- Report to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- Follow the treatment plan recommended by the health care provider.
- Assume responsibility for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- Assure that the financial obligations of his or her health care are fulfilled as promptly as possible.
- Follow health care facility rules and regulations affecting patient care and conduct.

Protective and Advocacy Services

Should you require assistance with guardianship and advocacy services, conservatorship, and child or adult protective services, we can provide you the necessary resources to help you, your family, and the courts determine need. Please ask a member of your health care team to contact our Clinical Resource Management Department for assistance.

Communications Assistance

Bert Fish Medical Center wishes to ensure each patient receives health care information in a manner in which they understand. If English is not your primary language, or you are hearing or speech impaired, please bring this to the attention of your health care team. Bert Fish Medical Center staff will ensure that a certified interpreter, TDD phones or other assistance devices are readily available to ensure we meet your language needs.

Advance Directives

Advance Directives, also known as living wills, allow you to communicate your decisions regarding your health care in the event you can no longer communicate those decisions to the health care team yourself. Advance Directives also allow you to appoint someone to make health care decisions on your behalf. These individuals are referred to as health care surrogates or proxies. Advance Directives can be expressed verbally or in writing. They can be updated in writing or simply by telling a member of the health care team taking care of you. Forms are available from any member of your health care team. Expressing your wishes in an Advance Directive does not require that you hire an attorney.

If you have appointed someone to make health care decisions for you, your health care team can only take instructions from that person after you have lost the capacity to speak for yourself. As long as you are able to do so, the health care team will ask you directly about your decisions. Of course you are encouraged to discuss your decisions with your family and surrogate or proxy.



In the event you choose not to appoint a health care surrogate, Florida Law provides for a hierarchy of authority to make decisions on your behalf, if you become incapable of communicating with your health care team. It may be better for you to make that choice in advance rather than relying on someone that may not be familiar with your health care wishes.

Power of Attorney / Living Will

Another option available to you is to execute a Power of Attorney for Health Care Matters, naming an individual to act on your behalf. This document should not be confused with a Durable Power of Attorney for Financial Matters. The two are not the same. A Financial Power of Attorney does not allow your health care team to accept health care decisions from a person named as attorney in that document, unless health care decision authority is clearly included. Generally, executing a Power of Attorney requires the involvement of a professional attorney for your protection.

If you have any questions about Advance Directives (living wills) or appointment of someone to speak on your behalf, you can ask any member of your health care team or contact the Clinical Resource Management or Risk Management department for assistance.

Medical Ethics Advisory Service

Bert Fish Medical Center strives to follow and enforce ethical behavior within our hospital. The Ethics Committee Advisory Service may be requested to assist if a conflict arises in areas such as end of life care, refusal of treatment, conflicts with caregivers, advance directives and other patient rights issues. For more information, please feel free to contact the Ethics and Compliance Office at (386) 424-6470 or e-mail us at ethics@bertfish.com.

Quality and Safety Program

Providing patients quality care in a safe environment is important to the medical staff at Bert Fish Medical Center. It is our mission to provide services that will improve health, well-being and quality of life of the patients we serve. We want to ensure that you are well taken care of during your stay. We are committed to meeting your needs and providing a safe environment. If there is anything that you feel we could do better, or we fail to meet your expectations, we want to know. When you share your concerns, we have the opportunity to improve.

If we do not answer your questions or fix any problems you bring to our attention, it is important to us that you know you can report concerns related to your care, treatment, services and/or patient safety issues to regulatory agencies. We encourage this reporting so that we have the opportunity to improve. You are an important source of information about potential adverse and hazardous conditions. Bert Fish Medical Center encourages feedback from patients and their families regarding the quality of care they have received. This can be offered without risk of reprimand, retaliation, or otherwise negative treatment by Bert Fish Medical Center personnel.



We are committed to meeting your needs and providing a safe environment.

Filing a Comment

If you or a family member has a compliment, complaint or grievance, please let us know. Comments should be directed to the immediate manager or nursing supervisor of the department in question.

A verbal or telephone compliment, complaint or grievance can be expressed in any of the following ways:

- Tell the Nurse Manager of your unit.
- Request to speak with the Director of Patient Care Services.
- A written compliment, complaint, or grievance may be expressed by writing to Dennis Burgoyne at the address below. A timely response will be provided as appropriate.

Dennis Burgoyne
Bert Fish Medical Center
401 Palmetto Street
New Smyrna Beach, FL 32168.

- You may also contact: The Joint Commission
E-mail: complaint@jointcommission.org
Phone: (800) 994-6610
Mail: Office of Quality Monitoring
Address: One Renaissance Boulevard
Oakbrook Terrace, IL 60181
- The following agencies may also be contacted:
Florida's Medicare Quality Improvement Organization (QIO)
FMQAI: (800) 844-0795
The Agency for Health Care Administration (AHCA) Office of the Inspector General
Agency for Health Care Administration
2727 Mahan Drive, MS #4
Tallahassee, FL 32308
Toll Free: (888) 419-3456
Center for Medicare & Medicaid Services (CMS)
Toll Free: (800) Medicare / (800) 633-4227
TTY Toll Free: (877) 486-2048

Patient Safety

If at any time you are concerned about a significant change in a patient or visitor's medical condition, please dial 5911 on your hospital phone to activate our CAT (Critical Assessment Team). The CAT includes highly trained staff to assess the need for and recommend immediate treatment. You will be asked for your location within the hospital.

We are committed to providing a safe environment for our patients. Patients and their families may help by informing physicians and caregivers of:

- Any food or drug allergies.
- If you are taking, or have been taking, any medications. This includes any over-the-counter and herbal products.
- Any changes in your condition and how you are responding to medications and treatments. Please ask your medical provider if you have any questions about your medications or treatments. Many factors, including your physical condition, medications and procedures, may make you feel weak or dizzy.
- It is important to know what activities your physician feels you are able to perform. Initially, it is best to check with your caregiver before trying to do things such as get out of bed.
- If your doctor says you may get out of bed, please use the bed controls to lower the bed to the lowest position and use the call system for assistance.
- Use the call system in the bathroom if you become weak or need help getting back to bed.
- Wear non-skid footwear. Notify your caregiver if you don't have any.
- Keep items you use, such as a bedside table, phone, call light, walker or cane, within easy reach.
- Hospitals are required to conduct routine fire and disaster drills. You may experience alarms or door closures during a drill. If a real emergency occurs, our staff will assist you.

Information Privacy

To protect the privacy of our patients, a confidential Personal Identification Number (PIN) is provided to the patient or his/her representative upon admission. This unique number can then be given to family members or close friends to use when requesting information about a patient's condition.

Security for Your Belongings

Please keep personal items and valuables to a minimum while you are in the hospital. If you bring valuables with you, such as jewelry, credit cards or cash, we recommend sending them home with a family member. If this is not possible, a safe is available in the security office. Ask your caregiver for assistance. Personal items kept with you are your responsibility. Be sure personal items are labeled with your name. The hospital will not be responsible for a patient's personal items or valuables.

Lost and Found

Lost and Found is maintained by hospital security. Please check with Admitting or your nurse if you require this service.



You can help us ensure your safety by keeping your caregivers informed.

Your Caregiver Team

Who is providing your health care?

WE TAKE GREAT PRIDE IN OUR TEAM OF MEDICAL PROFESSIONALS AT BERT FISH MEDICAL CENTER. DURING YOUR STAY, A HEALTH CARE TEAM WILL PROVIDE YOU WITH THE FINEST CARE POSSIBLE AND WILL WORK TOGETHER TO COORDINATE YOUR TREATMENT.

Physicians

At least one physician will be assigned to your case to follow progress on a daily basis. If a need should arise, other physicians may be called as well. If you are admitted for a non-surgical problem, one of our hospitalist physicians (a physician specially trained in hospital care) may direct your care. These physicians provide care exclusively in the hospital.

Nurses

Registered nurses, licensed practical nurses and patient care technicians are all included on our nursing staff. You may be cared for by one or all. In any case, they will work together to meet your needs and maximize your comfort.



Clinical Resource Management

Our case managers and discharge planners are registered nurses or other health care professionals charged with assisting you through the continuum of care from admission through your discharge or transfer to another health care environment.

Dietitians

Our registered dietitians assure proper nutrition during your stay and are available to provide special instructions and education regarding nutrition following your discharge. If you have special dietary needs, this professional will work with you as well as others involved in preparing your daily meals.

Ancillary Staff

Other staff members with whom you may come into contact with include radiology technologists, physical, speech and occupational therapists, cardiopulmonary technicians, respiratory care practitioners, laboratory technologists, dietary hostesses and housekeepers. All of our hospital team members are here to make your healthcare experience the best it can be — even those you can't see!

Your Hospital Room

Using Your Telephone

Below are frequently called hospital extensions. For other department extensions, please ask your caregiver.:

- MAIN SWITCHBOARD 0
 - FOOD AND NUTRITION 5314
 - ETHICS & COMPLIANCE 6498
 - CLINICAL RESOURCE MANAGEMENT /
CASE MANAGERS 5260
 - MEDICAL RECORDS /
HEALTH INFORMATION 6426
 - CONCIERGE / CARE LINE 2273
- FOR LOCAL CALLS: DIAL 9 + LOCAL NUMBER

TO PLACE A DOMESTIC OR INTERNATIONAL CALL:

- When using a calling card, dial: 9 + 0
- For Operator Assistance:
 - Using AT&T: 9 + 1-800-225-5288
 - Using MCI: 9 + 1-800-265-5328

Consumers have a right to access the long distance carrier of their choice. Contact your preferred carrier of choice or any of the toll free options offered above. Rates of carrier apply.

All calls must be collect or billed to a credit card or third-party number. All calls are between the customer and the carrier. Bert Fish Medical Center neither charges nor profits from any calls made.

Call Button

Your call button should be readily accessible to you near your bed. When the button is pushed, a caregiver is notified and will respond to you through the wall speaker or in person.



Television

Operate your television with the remote control located near your bed. For a list of viewing choices, a local television station and cable guide is available 24 hours a day. TV listings are also available in the newspaper delivered to your room each morning.

Closed captioning is available on all patient televisions via the television remote.

Patient Dining

- Your meals will be prepared according to your prescribed diet by our award-winning chef and staff. A dining host will visit you each day to obtain your meal selections.
- In addition to our daily menu features, you may also order from our “Just Like Home” menu, located inside your dining manual.
- Guests and family members may dine with our patients. To order a guest tray, please contact your dining host or call Food and Nutrition Services at extension 5314.
- Breakfast is available for \$4.
- Lunch and dinner trays are available for \$5 each.
- Meals are served during the following times and may vary according to the location of your room:

BREAKFAST:	7:30 a.m. to 8 a.m.
LUNCH:	11:30 a.m. to Noon
DINNER:	4:30 p.m. to 5 p.m.
- Please notify us immediately if we do not meet your expectations. Your complete satisfaction is important to us.
- Please see the Family and Visitors section for visitor dining options.

Family and Visitors

Visiting Hours

Bert Fish Medical Center supports families who wish to stay with their loved ones. There are no designated visiting hours. We do strive to tailor visiting hours for each patient, depending on the patient's situation and needs.

Contacting a Patient

If you wish to contact a patient, please call the main hospital number at (386) 424-5000 and ask for the patient's room. Patients may receive incoming phone calls until 11 p.m. After 11 p.m., calls are answered by the hospital Operator and directed to nursing stations.

Visitor's Dining Options

• Ocean Blue Gourmet Coffee & More

Located on the first floor next to the Gift Shop, (just behind the Tower Lobby) Ocean Blue features your favorite gourmet coffee drinks, espresso, takeout sandwiches and salads, fruit smoothies, decadent handmade milkshakes and FREE WIFI in a relaxing surfside-themed setting.

Monday–Friday	9 a.m. to 8 p.m.
Weekends & Holidays	8 a.m. to 4:30 p.m.

• The Bistro

When Ocean Blue is not open, please visit the Bistro for delicious meals prepared by our award-winning chef and staff.

MONDAY – FRIDAY

Breakfast	8 a.m. to 9 a.m.
Lunch	11:30 a.m. to 1:30 p.m.
Dinner	5:30 p.m. to 7 p.m.

WEEKENDS & HOLIDAYS

Lunch	11:30 a.m. to 1 p.m.
Dinner	5:30 p.m. to 6:30 p.m.

• Vending Machines

Vending machines are located in The Bistro, on the first floor.

• Off-Campus Dining

For assistance with off-campus dining options, please contact Concierge Services at extension 2273.

Mail & Flowers



When sending mail or flowers, please be sure to indicate the patient's room number and use his or her given name. For example, Mrs. Susan A. Jones rather than Mrs. John Jones. Please also include your return address.

SEND FLOWERS AND MAIL TO:
Bert Fish Medical Center
401 Palmetto Street
New Smyrna Beach, FL 32168

E-Cards

Making connections to family and friends is important to the healing process. To facilitate this, Bert Fish Medical Center now makes it possible for patients to receive e-cards while in the hospital. Visit our website at www.bertfish.com and click on "Send an E-Card."

ATM

For your convenience, an automated teller machine is available in the Schildecker Outpatient Lobby.

Wireless Access

Bert Fish Medical Center provides a secure wireless network for high-speed internet access free of charge throughout the hospital. Patients and visitors are able to access the internet via a "guest" network in the main hospital building, using their personal electronic devices.

Smoking Policy

Bert Fish Medical Center is proud to be a tobacco-free environment. Tobacco usage is not permitted anywhere on the hospital campus. We are committed to providing a healthy environment, promoting healthy behavior, and to abiding by and enhancing the rules and regulations of the State of Florida Clean Indoor Air Act. Please speak with your caregiver about available options such as smoking cessation materials that can be ordered by your physician.

Special Services

Concierge Services

The hospital Concierge Service can help with many services. Please call CARE (2273).

- Air and ground travel services, limo and town cars, airport parking, rental vehicles, area maps and directions
- Florist services, gift baskets, gift wrapping
- Internet research, copy and fax services
- Reservations at local hotels, motels, bed & breakfasts, and restaurants
- Mail and shipping services (DHL/UPS/FedEx/USPS), postage stamps
- Police care and house watch program forms and submission
- Pet services, shopping valet, meal delivery
- Orlando visitor Magicard

Gift Shop Services

The Gift Shop offers books, flowers and a variety of gift items. Managed by the hospital Auxiliary, proceeds are donated back to Bert Fish Medical Center for important patient-centered projects.

Hours: Monday – Friday

9 a.m. to Noon

1 p.m. to 5 p.m.

Spiritual Support

Bert Fish Medical Center partners with clergy from many local religious organizations who will visit with patients and family members at the hospital. A clergy member representing the religion of your choice can visit with you during your stay. Bibles are available upon request. Please ask your nurse or Volunteer Chaplain for more information.

Meditation Room

The Meditation Room, located on the first floor in the Tower Lobby, is a beautiful and relaxing room that is open 24 hours a day.

Prayer Requests

Our Spiritual Empowerment Team offers prayerful support for all who request it. Prayer request cards are located in a variety of public areas around the



facility. Completed requests may be placed in the prayer box, located in the Meditation Room. Please ask your caregiver or Volunteer Chaplain for further assistance.

Volunteer at Bert Fish

Many former patients have chosen to volunteer at the hospital. We would love to have you as a member of the Auxiliary team, serving your community hospital. More than 20 different volunteer positions are available. Simply call (386) 424-5268 and join today!

Help the Foundation Help the Hospital

The Bert Fish Medical Center Foundation is a fundraising organization dedicated to improving our community hospital. You may donate money to the Foundation through a variety of giving programs. All funds raised by the Foundation are used inside the hospital. You can help provide added technology, new surroundings and on-going education through your generous gifts. For information about giving and how donations benefit your tax filings, call (386) 424-5015.

Understanding Your Hospital Bill

The staff at Bert Fish Medical Center is committed to helping you become an informed health care consumer. As a part of that commitment, we want to help you understand your hospital bill.

Who might send you a bill?

Since your care requires the services of one or more physicians and the hospital itself, you will receive more than one bill in connection with your hospitalization. Typically, you will receive one bill from the hospital and one from your physician. You may also receive bills from other physicians involved in your care.

The hospital bill will also include facility charges, which may include bills for surgery and anesthesia. These are charges for your time in the operating room, anesthesia, supplies and drugs. An itemized hospital bill is always available upon request. You will receive a separate bill from the anesthesiologist for his/her time. This bill will also reflect charges for any laboratory or radiology procedures that occurred during your stay. You will also receive a separate bill from the pathologist or radiologist for these tests. If you were seen in the emergency department, these charges will appear as well, but only for the actual use of the facility. You will receive a separate bill from your emergency room physician.

The bill sent to you by your physician will include charges for professional services provided during your hospital stay. These are fees associated with any physical exams and interpretation of radiology or lab reports.

Insurance and Filing Claims

Please be sure that you understand the type of health insurance policy you have and the coverage it provides. You should also take care of any requirements your carrier has regarding precertifications, authorizations or second opinions. Failure to meet these requirements may result in a claim denial or higher co-payment.

As a courtesy, we will handle billing paperwork and file claims to your insurance carrier for you. Once your insurance carrier has paid their portion, you will receive a statement from the hospital indicating your balance due. Ultimately, you are responsible for any charges not paid by your insurance carrier.

If you do not have insurance, payment in full is required within 15 days from receipt of bill. If you cannot meet this schedule, one of our Customer Service Representatives will be happy to help arrange a convenient payment plan. We accept cash, checks, Visa, MasterCard, American Express, and Discover.

HMO/PPO Adjustments

Certain discounts or adjustments may be made to your bill if you are a member of an HMO or PPO plan that has a contract with Bert Fish Medical Center in New Smyrna. These adjustments will be reflected on your statement.

Co-payment / Co-insurance / Deductibles

It is the policy of Bert Fish Medical Center to collect any co-pays, co-insurance, deductibles, or standard deposits from the patient (or responsible party) at the time services are delivered. In the absence of a valid, current insurance identification card that states otherwise, the patient (or responsible party) will be expected to pay minimum deposit amounts based on their expected level of services. If the patient provides documentation from their insurance company stating that their benefits allow for a reduced deposit amount as his/her responsibility, that amount will be collected in lieu of the standard deposit shown.

Financial & Charity Assistance

Bert Fish Medical Center has a variety of financial options, including charity assistance, which may be available to you upon application and financial review. Please contact our Financial Assistance Department at (386) 424-6591 (*Last name A-L*) or (386) 424-5193 (*Last name M-Z*) to inquire about your potential eligibility for one of these programs and/or possible referral to other programs outside of BFMC for which you may be eligible.

Questions?

If you still have questions regarding the costs related to your hospitalization, please call 1-800-382-6077 or (386) 424-5112 and speak to a customer service representative in Patient Financial Services. They are available Monday through Friday, 8 a.m. to 4 p.m.

Going Home

Discharge

Patients are routinely discharge before 11 a.m. Before you are discharged, you will receive instructions that will include information about medications, your diet and activity level. We will also talk to you about any follow-up appointments that you may have or need to make with your physician.

After you have received your instructions and are ready to leave, you will be escorted by wheelchair, if needed, to meet your transportation. If necessary, we will stop by the Cashier's Desk so that you may pay any incidental charges, claim any valuables you have stored, or settle your account if you have partial or no insurance coverage.

At Bert Fish Medical Center we strive to deliver an excellent patient experience. You will receive a survey in the mail to tell us about your stay. If we have met your expectations, please rate a five on your survey.

Outpatient Rehabilitation

Bert Fish Rehabilitation and Wellness offers Acute Care Rehabilitation (Physical, Occupational and Speech Language Pathology) services. Outpatient Care is also available, located at 507 South Orange Street. Wound care is provided at the Schildecker Outpatient Services Building. For more information, please call (386) 424-5181. A physician's prescription or referral is required.

Specialized programs include: Back program, Orthopedic program, Neuro Rehab, Vestibular Rehab, Aquatic Therapy, Hand Therapy, Sports Rehabilitation, Wound Care, Dysphagia Program, Wheelchair Clinic, a Stroke Support Group (meets once a month), Functional Capacity Evaluations, Osteoporosis Program, Fall Prevention Program and a Neuropathy Program. Please contact (386) 424-5181 for more information.

*Thank you for choosing
Bert Fish Medical Center.*

Cardiac / Pulmonary Rehabilitation

Our Cardiac / Pulmonary Rehabilitation Department provides Pulmonary Rehabilitation to patients with COPD, Asthma, Pulmonary Fibrosis, Lung Cancer and other pulmonary disorders. Cardiac Rehabilitation is provided to patients with stable angina, myocardial infarction, stent, valve replacement, and bypass surgery patients. Our state-of-the-art rehabilitation facility utilizes treadmills, upper arm machines, stationary bicycles, and recumbent steppers to improve cardiopulmonary conditioning and endurance. Both programs consist of weekly exercise sessions and education classes.

Entrance into either program requires a referral from a physician. For more information please contact our Cardiac Rehabilitation Coordinator or Respiratory Therapy / Pulmonary Rehab Coordinator at (386) 424-5091.



BERT FISH
MEDICAL CENTER

A Planetree Affiliate Hospital

401 PALMETTO STREET • NEW SMYRNA BEACH, FLORIDA 32168

(386) 424-5000 • www.bertfish.com