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Let me be the first to welcome you to Johnston Health, the health care system serving Johnston County.

We hope the information in this guide will be of great help both during and after your stay.

While you are with us, we promise to do everything we can to return you to good health. Our highly qualified team of physicians, nurses and clinical staff is trained to provide you and your family with the utmost care and personal attention. We want your stay to feel comfortable and pleasant.

Here at Johnston Health, we are growing services, recruiting doctors and expanding our buildings so that we can offer more of the health care services you need.

In January 2015, we celebrated the opening of a $50 million three-story wing at Johnston Health Clayton, which includes a cafeteria, a chapel and 50 spacious, family-friendly inpatient rooms. The expansion into a full-service hospital is part of our strategic plan to offer residents quality health care close to home.

Since joining UNC Health Care in early 2014, we have been working diligently with our affiliates to reduce expenses and to expand our clinical capabilities. With the joint partnership, we have positioned ourselves to secure access to affordable quality care for our residents and strengthen our local economy through the preservation and expansion of our workforce.

Also notable, our emergency departments in Smithfield and Clayton are fully accredited chest pain centers, a designation that means we are giving our patients the chance to have the best possible outcome and recovery.

At Johnston Health, we take pride in everything we do, and we wholeheartedly embrace our mission to improve the health of the people in our communities.

Thank you for choosing us as your health care provider.

Chuck Elliott,
President and Chief Executive Officer,
Johnston Health

Mission Statement
Our mission: To improve the health of the people in our communities.

Our Statement of Excellence
We, the doctors, nurses, employees and volunteers of Johnston Health, expect every patient’s visit to be a positive, healing experience.

As representatives of Johnston Health, we expect all members of the health care team to demonstrate a total commitment to excellence in every task, activity and endeavor. We further expect that each and every team member hold himself/herself personally accountable to achieve and maintain excellence throughout the organization and to recognize that every member of our team, regardless of position, contributes to this important cause.
Johnston Health is Johnston County’s health care system. It includes Johnston Health, our main campus on North Bright Leaf Boulevard in Smithfield, and our satellite, Johnston Health Clayton, on N.C. 42 West near Amelia Church Road.

Since early 2014, our system has been affiliated with UNC Health Care.

Johnston Health is licensed for 179 medical/surgical beds and 20 behavioral health beds. Fifty of these acute-care beds are in Clayton, where we opened a $50 million three-story wing in January 2015. The former Clayton outpatient center, which opened in October 2009, now is a hospital.

The hospital in Smithfield, open since 1951, underwent its largest transformation in February 2010 with the opening of a $62 million wing. The five-story addition included 101 patient rooms, a cafeteria and state-of-the-art operating rooms.

Johnston Health operates an urgent care center in Smithfield, as well as family care practices in Kenly, Clayton and Smithfield. It also has specialty practices in the areas of infectious disease, gastroenterology, rheumatology and neurology in Smithfield and Clayton.

A capital campaign of the Johnston Health Foundation raised more than $4 million to build and equip an 18-bed hospice center for the terminally ill. The SECU Hospice House, which opened in April 2010, is on Hospital Road, a short distance from Johnston Health.

Most recently the foundation raised $200,000 to build a safe, secure area where behavioral health patients arriving at the Smithfield emergency department can be seen and treated privately, quickly and more efficiently.
Our Commitment to Care

We are committed to always providing every patient with excellent care. If you have any concerns about your treatment or care, please tell our staff immediately so that we can meet your needs. The feedback you provide is valuable in helping us to improve patient care. Your compliments and concerns are always welcome. To contact us, call Johnston Health’s CareLine at 919-938-7443 or email jmhcareline@unchealth.unc.edu.

Patient Experience
Thank you for choosing Johnston Health for your health care needs. We are aware that you have many options for your health care, and we are honored to be your choice. It is our goal to provide the highest standard of care to each of our patients. In every department, you will find a team of skilled and dedicated physicians and staff who specialize in your personal health care needs. We understand that every patient’s experience is unique and different, and we are continually trying to improve our services in order to always provide excellent care. Tell us about your experience and share any suggestions you have for how we can improve our patients’ experiences. Please contact our patient experience specialist at 919-938-7517.

Tell Us How We Did
To evaluate our performance, we regularly conduct patient satisfaction surveys. If you receive a call from a surveyor, please take the time to provide your feedback.

You are part of the team

COMMUNICATE It’s your health; don’t be afraid to ask your doctors and nurses questions.

PARTICIPATE You are the center of your health care team, so take part in the team. Besides asking questions and understanding your treatment plan and medications, communicate freely with your doctors and nurses and take an active role.

APPRECIATE There are many people in the hospital who need help; please be patient as doctors and nurses attend to everyone.
# Telephone Directory

<table>
<thead>
<tr>
<th><strong>Main Number</strong></th>
<th>Smithfield</th>
<th>Clayton</th>
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<tbody>
<tr>
<td>For All Emergencies</td>
<td>919-934-8171</td>
<td>Dial 0 for Operator</td>
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<tr>
<td>Behavioral Health</td>
<td>919-938-7540</td>
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<tr>
<td>Breastfeeding/Lactation</td>
<td>919-938-7514</td>
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<td>Cardiology Services</td>
<td>919-938-7170</td>
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<tr>
<td>Cardiopulmonary Rehab</td>
<td>919-938-7127</td>
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<td>Care Management</td>
<td>919-938-7337</td>
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<tr>
<td>Community Relations</td>
<td>919-938-7186</td>
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<tr>
<td>Communitywide Scheduling</td>
<td>919-938-7749</td>
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<tr>
<td>Compliance</td>
<td>919-938-7121</td>
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<tr>
<td>Diagnostic Imaging</td>
<td>919-938-7190</td>
<td>919-585-8450</td>
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<tr>
<td>Emergency Department</td>
<td>919-938-7135</td>
<td>919-585-8925</td>
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<tr>
<td>Emergency Department Cashier</td>
<td>919-938-7135</td>
<td>919-585-8703</td>
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<td>Foundation</td>
<td>919-938-7169</td>
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<tr>
<td>Front Desk/Lobby</td>
<td>919-209-3505</td>
<td>919-585-8415</td>
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<tr>
<td>Gift Shop</td>
<td>919-209-3511</td>
<td>919-585-8570</td>
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<tr>
<td>HealthQuest Fitness and Wellness Center</td>
<td>919-938-7581</td>
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<tr>
<td>Home Care and Hospice</td>
<td>919-938-7560</td>
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<tr>
<td>Hospice House</td>
<td>919-209-5100</td>
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<tr>
<td>Laboratory</td>
<td>919-938-7142</td>
<td>919-585-8480</td>
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<td>Medical Oncology</td>
<td>919-989-2192</td>
<td>919-585-8835</td>
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<td>Medical Records</td>
<td>919-938-7705</td>
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<tr>
<td>Outpatient Pharmacy</td>
<td>919-938-7386</td>
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<tr>
<td>Outpatient Registration</td>
<td>919-209-3509</td>
<td>919-585-8411</td>
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<tr>
<td>Patient Billing</td>
<td>919-938-7159</td>
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<td>Pharmacy (Outpatient)</td>
<td>919-938-7386</td>
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<tr>
<td>Quality Management</td>
<td>919-938-7381</td>
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<td>Radiation Oncology</td>
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<td>Rehab Services</td>
<td>919-938-7296</td>
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<td>Risk Management</td>
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<td>Same-Day Surgery</td>
<td>919-938-7411</td>
<td>919-585-8640</td>
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<tr>
<td>Security</td>
<td>919-938-7538</td>
<td>919-585-8763</td>
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<tr>
<td>Spiritual Care Services</td>
<td>919-209-3655</td>
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<tr>
<td>Surgical Services</td>
<td>919-209-3600</td>
<td>919-585-8600</td>
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<tr>
<td>Volunteer Services</td>
<td>919-938-7117</td>
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<tr>
<td>Women's Services</td>
<td>919-938-7800</td>
<td>919-585-8155</td>
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<td>Johnston Health Therapeutic</td>
<td>919-938-7716</td>
<td></td>
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<tr>
<td>Wound Center</td>
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Calls in the 919 area code are free of charge by dialing 82 and the 10-digit number. When calling a department or patient room from within the hospital, dial the last four digits of the phone number from any hospital phone. If a department only has one number listed, it applies to both Smithfield and Clayton.
Take Notes
Your health care is our priority. To determine where improvements are needed, this hospital takes part in the HCAHPS survey, which measures your satisfaction with the quality of your care.

Johnston Health has partnered with HealthStream Research™ to conduct our HCAHPS surveys. Following your stay with us, you may receive a telephone call from HealthStream Research™. This call will only take a few minutes, and your feedback will be used by us to continually provide excellent patient care. Patients are randomly selected, and if you are chosen, please complete the survey.

What is HCAHPS?
The Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of health care. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable health care consumers to review and compare hospitals before choosing a health care provider.

Questions: If you have any questions about the survey process or your stay with us, please contact Donna Gibbons at 919-938-7443.

Hospital Compare
is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results.
www.medicare.gov/hospitalcompare

The Leapfrog Group
rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. The survey measures how well hospitals meet the Leapfrog Group’s quality and safety standards. Survey results are reported on Leapfrog’s website for users to compare hospitals.
www.leapfroggroup.org/cp

The Joint Commission
has created quality and safety standards for health care organizations. The Joint Commission reviews, accredits and certifies health care organizations that meet its high standards. Quality reports for all accredited organizations are available on its website.
www.qualitycheck.org
During Your Stay

We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Visitation
You have the right to receive visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend, and you have the right to withdraw or deny such consent at any time. You will not be restricted, limited or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. You will be ensured that all visitors will enjoy full and equal visitation privileges consistent with patient preferences.

Visiting Hours
Visitation may be limited due to patient condition.

Medical/Surgical Units
Visiting hours are 8:30 a.m. to 8:30 p.m.

Intensive Care Unit (ICU)
Flexible visiting hours are observed in the Critical Care area; however, visiting may be limited or postponed due to a patient’s condition or other unit-related emergencies. Visitation is limited to family, support persons, close friends and clergy. Children under 12 may visit if approved by charge nurse, clinical coordinator, director or nursing administrative coordinator. Visitors will be educated on infection control guidelines related to hand hygiene and isolation.

Maternity
10 a.m. to 8:30 p.m.
A father or significant other may visit a postpartum patient at any time. At the discretion of the nurse, a spouse or significant other and two other visitors may visit a patient in a labor and delivery room.

Special Visiting Privileges
Any visitor who has permission to stay past 9 p.m. must get a visitor’s badge from the nursing staff. The badge must be worn through the extended stay.
During Your Stay

- **Pediatrics**
  Parents may visit at any hour. Siblings may visit only if they are well. They must have no fever or show other signs of an acute illness.

- **Behavioral Health**
  Visiting hours are from 7:30 p.m. to 8:30 p.m. every day. Weekend and holiday hours are from 3:30 p.m. to 4:30 p.m. in accordance with physician’s orders. Two visitors are allowed at a time for one patient. No personal items are to be brought on the unit. The unit does have available lockers for visitors to use while visiting. No one under the age of 18 is allowed to visit the unit.

**Quiet Time**
In order to provide rest and promote healing for our patients, we observe a special quiet time every night from 9 p.m. until 7 a.m. During these hours, lights will be dimmed in hallways and at workstations and overhead paging will be kept to a minimum. The shades or blinds in your room will be drawn (unless you prefer otherwise). Your nurses, nursing assistants and other staff will still perform their necessary tasks, but they will do so in a quiet manner. During quiet time, conversations in the hallways will be kept to a minimum, and all phones and pagers will be placed on vibrate.

**Telephone**
Your family and friends can call you directly by dialing the 10-digit number on the phone in your room. You can make calls in the 919 area code free of charge by dialing 82 and the 10-digit number. You may reach departments within the hospital by dialing the four-digit extension.

**Cellphones**
You may use cellphones, computers or other wireless devices inside the hospital. Cellphones and electronic devices are not permitted in Behavioral Health to promote safety and protect patient privacy.

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**Help Us Prevent the Spread of Germs**
Please ask family and visitors to wash their hands using soap and water or clean their hands using the alcohol-based hand sanitizer located in the rooms and hallways before and after their visit. Visitors should ask for assistance if there is signage by the doorway with special instructions about wearing gowns, gloves or masks.

**ATM**
For your convenience, an automated teller machine (ATM) is located on the ground floor lobby of the new patient tower near the public restroom.
For everyone’s health and safety, visitors should not use patient bathrooms.

**TV**
Complimentary television services are available in your room. The remote control is attached to your bed. The nurse will show you how to use it. Please be considerate of other patients when adjusting the volume. Your TV has closed-caption capabilities. Channel listings are located on page 14.

**Public Restrooms**
Bathrooms in patient rooms are reserved for patients in order to protect their health. Public restrooms are located throughout the hospital.

**Electrical Appliances**
All electrical appliances brought from home must be checked by a staff member before use.

**Mail and Flowers**
Mail and packages will be delivered to you by a hospital volunteer. Individual florists deliver flowers to patient rooms. Plant and live flowers may be prohibited if the patient is on special precautions. Please note that flowers are prohibited in the intensive care unit. Any mail received after your discharge will be forwarded to your home address. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available in the gift shop.

**Lost and Found**
To report lost or found items, dial ext. 6600 to reach the security office. To retrieve a lost item, you will be asked to provide a form of identification and a description of the item.

**Smoking**
Smoking and/or the use of any tobacco products is not permitted anywhere in the hospital or on hospital grounds. This includes electronic tobacco products.

**Room Service**
To order, call ext. 3520 or 3521 in Smithfield or ext. 8785 in Clayton from 6:30 a.m. to 6:30 p.m.

**Breakfast**
is served from 6:30 a.m. to 6:30 p.m.

**Lunch & Dinner**
are served from 10:30 a.m. to 6:30 p.m.

**Room Service Promise**
We want your stay with us to always be in a clean, tidy, sanitized room. If the condition of your room is not meeting your expectations, please call ext. 6931 in Smithfield and ext. 8034 in Clayton. Our goal is to quickly address your concern.
Patient Meals
Good nutrition will speed up your recovery and improve your health. A variety of healthful foods is available for breakfast, lunch and dinner. By using room service, you can select when and what you want to eat.

To help you choose wisely, our restaurant-style menu lists the amount of carbohydrates in grams for every food item and notes, with a “Y” for yes, whether it fits within the diet that your doctor has requested for you.

A food service representative is available to take orders and answer questions from 6:30 a.m. to 6:30 p.m.

When you are ready to eat, please dial ext. 3520 or 3521 to place your order in Smithfield or ext. 8785 in Clayton. You may ask the staff or a family member to order for you if you’re not able. Your meal will arrive within 45 minutes. Please consult with your nurse ahead of time so that meal deliveries don’t interfere with your treatment and therapy. For your safety, we will accept your menu selections after your doctor has ordered your diet.

Johnston Health is committed to your comfort and your complete satisfaction with our food service.

Therapeutic Diets
If you are on a regular diet, you may order freely from the menu. However, your doctor may have placed restrictions on your diet. If so, please review the therapeutic diets featured to determine which foods are appropriate for you. If you need help, please ask your nurse or call a food service representative at ext. 3520 or 3521 in Smithfield or ext. 8785 in Clayton.

Here are examples of the different types of diets that your doctor may order:

Heart Healthy Diet
A diet lower in fat and sodium to help prevent fluid retention and reduce fat and cholesterol in the blood.

Avoid foods with added salt or excessive fat. Choose fresh fruits, vegetables, lean meat, breads, cereals and reduced-fat dairy products.
Carbohydrate-Consistent Diet
A diet to help control blood sugar. It also helps maintain or reach a desirable weight and prevents health problems caused by diabetes.
In this diet, carbohydrates must be counted at every meal. The room service menu lists the amount of carbohydrates for all food items. Look for the numbers in grams underneath the headings.

Renal Diet
Designed for patients with chronic kidney disease, this diet restricts protein, sodium, phosphorus, potassium and fluid.
Limit servings of protein foods, such as meats and dairy products. Exclude salt and processed meats. Avoid fruits and vegetables high in potassium, such as oranges, melons, bananas, potatoes and tomatoes.

Dysphagia Diets
Food textures are modified for patients who have difficulty chewing and swallowing. Liquids may be thickened to reduce risk of aspiration (liquids entering the airway).

Two-Gram Sodium Diet
Prevents fluid retention and may help control high blood pressure.
Avoid table salt, biscuits and highly processed meats, such as bacon, ham and sausage.

Modified Consistency Diet (Soft & Mechanical Soft)
Prevents or reduces gastric distress for patients who have been without food.
Choose soft, easy-to-chew foods that have limited fiber. Avoid spicy seasonings.

Clear Liquid Diet or Full Liquid Diet
Short-term diets for patients who are preparing for surgery or recovering from surgery. Also ordered for patients who have nausea, diarrhea or other gastric problems.

Cafeteria
Our cafeteria at Johnston Health Smithfield is located on the ground floor near the hospital’s main lobby. It features fresh choices and convenience. We’re open 24/7 except for brief closings every morning from 3 a.m. to 5 a.m. and 10 a.m. to 11 a.m.
Johnston Health Clayton cafeteria is located on the main floor just off the lobby. The hours are 6:30 a.m. to 10 p.m. except for a brief closing every morning from 10 a.m. to 11 a.m.

What’s in Store?
- Get a home-cooked meal at the home station.
- Select a grab-n-go item when you’re in a hurry.
- Curb your hunger at the soup and fresh salad bars.
- Choose from hot and cold entrees at our grill and deli station.
- Start the day off right and eat a nutritious breakfast with us.
- Got a sweet tooth? Try one of our tasty desserts.
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<tr>
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<tr>
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<td>CBS HD (Local) WNCN</td>
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<td>5</td>
<td>ABC HD (Local) WTVD</td>
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<td>7</td>
<td>NBC HD (Local) WRAL</td>
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<td>CW HD (Local) WLFL</td>
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<td>FOX HD (Local) WRAZ</td>
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<td>ION Media (Local) WFPX</td>
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<td>CNN HD</td>
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<td>Fox News Channel HD</td>
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<td>MSNBC HD</td>
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<td>The Weather Channel</td>
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<td>ESPNews HD</td>
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<td>Discovery HD (260)</td>
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<td>Animal Planet HD</td>
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<td>TLC HD</td>
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<td>TBS HD</td>
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<td>A&amp;E HD</td>
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<td>Bravo HD</td>
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<td>HGTV HD</td>
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<td>Food Network HD</td>
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<td>Travel Channel HD</td>
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<td>CNN Headline HD (HLN HD)</td>
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<td>Bloomberg</td>
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<td>ESPNU HD</td>
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<td>Speed HD</td>
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<td>NBC Sports HD (was Versus)</td>
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<td>Golf Channel HD</td>
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<td>National Geographic HD</td>
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<td>History HD</td>
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Patient Bill of Rights

We at Johnston Health view health care as a partnership between you and your caregivers. We respect your rights, values and dignity. We also ask that you recognize the responsibilities that come with being a patient, both for your own well-being as well as for that of your fellow patients and caregivers. Please read and exercise these rights and responsibilities as outlined here. Should you or your designated guardian, advocate or representative feel at any time that your rights as a Johnston Health patient have been violated, please contact the Compliance Department at 919-938-7121.

Patient Rights:

- You have the right to safe, high-quality medical care, without discrimination, that is compassionate and respects personal dignity, values and beliefs.
- You have the right to participate and make decisions about your care and pain management, including refusing care to the extent permitted by law. Your care provider (doctor, nurse, etc.) will explain the medical consequences of refusing recommended treatment.
- You have the right to have your illness, treatment, pain, alternatives and outcomes be explained in a manner you can understand. You have the right to interpretation services if needed.
- You have the right to know the name and role of your care providers (doctor, nurse, etc.). At your request, you have a right to a second opinion.
- You have the right to request that a family member, friend and/or physician be notified that you are under the care of this facility.
- You have the right to receive visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend. You have the right to withdraw or deny such consent for visitors at any time. You will not be restricted, limited, or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. You will be ensured that all visitors will enjoy full and equal visitation privileges consistent with patient preferences.
- You have the right to be informed about transfers to another facility or organization and be provided a complete explanation including alternatives to a transfer.
- Prior to leaving the hospital, you will receive information about continuing your health care after leaving the facility.
- You have the right to know the policies that affect your care and treatment.
- You have the right to participate in or decline to participate in research. You may decline at any time without compromising your access to care, treatment and services.
- You have the right to private and confidential treatments, communications and medical records to the extent permitted by law.
- You have the right to receive information concerning your advance
directives (living will, health care power of attorney or mental health advance directives), and to have your advance directives respected to the extent permitted by law.

- You have the right to access your medical records in a reasonable time frame to the extent permitted by law.
- You have the right to be informed of charges and receive counseling on the availability of known financial resources for health care.
- You have the right to be free from restraints that are not medically required or are used inappropriately.
- You have the right to access advocacy or protective service agencies and a right to be free from abuse.
- You and your family have the right to have your compliments, concerns and complaints addressed. Sharing your concerns and complaints will not compromise your access to care, treatment and services. You may share your compliments, concerns and complaints by calling the Compliance Office at 919-938-7121, or you may submit them in writing to the Compliance Office at P.O. Box 1376, Smithfield, NC 27577 or by email to Donna.Gibbons@unchealth.unc.edu.

The North Carolina Division of Health Services Regulation can be reached at 800-624-3004; the Mental Health Branch can be reached at 919-855-3795. The address is 2711 Mail Service Center, Raleigh, NC 27699.

The Joint Commission can be reached at 800-994-6610 or fax 630-792-5636. The address is Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181.

**Patient Responsibilities:**

- You are responsible for providing as much information as possible about your health, medical history and insurance benefits.
- You are responsible for asking the care provider when you do not understand medical words or instructions about your plan of care.
- You are responsible for following your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.
- You are responsible for following the hospital’s rules and regulations.
- You are responsible for acting in a manner that is respectful of other patients, staff and hospital property.
- You are responsible for meeting your financial obligation to the hospital.
To Keep You Safe

Your safety and security are our highest priority. If you need help or see anything unsafe, please tell us immediately. Dial 0 and ask the operator for assistance.

**ID Wristband**
You were given an identification wristband when you were admitted. This wristband is for your safety and must be worn at all times. Please tell your nurse if any of the information is incorrect. Your nurse will check the wristband before you have a test done or before you’re given any medication.

**Barcoding Medications for Patient Safety**
When a patient is admitted to the hospital, he or she will receive a wristband with a barcode that contains patient information. Medicines that are prescribed by the patient’s doctor will be dispensed by the pharmacy with a barcode matching the patient’s barcode. When giving the medicines, the nurse will bring a computer into the room, with the medicines specifically set up for the patient. At the bedside, the nurse will scan the medicine and the patient’s wristband barcode. The computer system will check that the medicine is correct for the patient.

**Your Valuables**
Johnston Health is not responsible for personal items left in patient rooms or lockers. Please send your valuables home with a family member. These include things such as credit cards, money, jewelry, cellphones and leather coats.

You may ask the hospital to secure your valuables in the hospital safe. If you are unconscious or incapable of making decisions, the hospital will secure the valuables for you.

If you use hearing aids or eyeglasses, put them in protective containers. We will provide a cup for dentures. You should never wrap personal items in a tissue or leave them on a tray. They may be mistaken for trash and thrown away. The hospital is not responsible for lost or damaged dentures and eyeglasses.

**Identifying Your Caregivers**
During your stay, we want you to know who is taking care of you. When hospital employees come into your room, they will introduce themselves. Also they will wear an identification badge.

**Tell Us...**
- About your health history
- If a situation feels uncomfortable
- About any medicine you’re taking
- About any side effects or reactions you have to your medicine

**Ask Questions...**
- About your care
- Why a test or treatment is needed
- If you don’t understand your tests or procedures
- About what you should do after you leave the hospital
To Keep You Safe

Preventing Falls
We want to keep you safe while you are here. Certain conditions can contribute to the risk of falling:
- Feeling weak after a medical procedure
- Taking medicines
- Being in an unfamiliar place

To reduce your risk of falling:
- Call. Don't fall! Ask for help if you feel weak or dizzy and want to get out of bed, go to the bathroom or get to the sink or shower.
- Wear nonskid slippers when you are out of bed.
- Keep your room free of clutter.
- Keep lights on during the night, especially in the bathroom.
- Keep your bed at the lowest height position possible.
- Ask a family member to stay with you during your hospitalization.

Medications
You may secure your medications in the hospital pharmacy. If you are transferred out, you must sign a form to retrieve the medications. If you are unconscious or unable to make decisions, the hospital will secure your medications for you.

The hospital does not offer reimbursement for any lost or damaged valuables or medications that were not entrusted to the hospital for safekeeping. If items were lost or damaged while in the hospital’s possession, then the hospital president will decide whether to offer reimbursement.

Preparing for Emergencies
For your protection, Johnston Health occasionally conducts fire and disaster drills. If there is a drill while you are here, stay in your room. Your nurse or an employee will help you if there is an actual emergency.

Cars
Cars parked in the hospital lot should be locked at all times. Keep valuables in the trunk or out of sight. Our security officers are happy to escort you to your car. They also can help with minor car problems, such as fixing a flat tire, unlocking a car door or jump-starting a dead battery. Dial 0 for the hospital operator and ask for help.

Security officers are available 24 hours a day, seven days a week.
What You Should Know

Who decides about my medical care or treatment?
If you are 18 years or older and mentally competent, you have the right to make decisions about your medical treatment. You should talk to your physician or health care provider about treatments or procedures so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your physician or mental health provider. If you want to control decisions about your medical or mental health, even if you become unable to make decisions or to express them yourself, then you should be sure to tell your physician or mental health provider and your family and friends what you want. And you also should have an advance directive.

What is an advance directive?
An advance directive is a set of directions you give about the medical and mental health care you want if you ever lose the ability to make the decisions for yourself. North Carolina has three ways for you to make a formal advance directive. These include living wills, health care powers of attorney and advance instructions for mental health treatment.

Do I have to have an advance directive and what happens if I don’t?
Making an advance directive is your choice. If you become unable to make your own decisions, and you have no advance directive, your physician or mental health care provider will consult with someone close to you about your care. Discussing your wishes for medical and mental health treatment with your family and friends now is strongly encouraged, as this will help ensure that you get the level of treatment you want when you can no longer tell your physician or other health care or mental health providers what you want.

What is a living will?
In North Carolina, a living will is a legal document that tells others that you want to die a natural death if you:
- become terminally sick with an irreversible condition that will result in your death within a short period of time;
- are unconscious and your physician determines that it is highly unlikely you will regain consciousness; or
- have advanced dementia or a similar condition that results in a substantial cognitive loss where it is highly unlikely the condition can be reversed.

In a living will, you can direct your physician not to use certain life-prolonging treatments such as a breathing machine (respirator or ventilator), or supplying food and water through a tube (artificial nutrition or hydration through feeding tubes and IVs).

A living will goes into effect only when your physician and one other physician determine that you meet one of the conditions specified in the living will. Discussing your wishes with family, friends and your physician now is strongly encouraged so that they can help make sure you get the level of care you want at the end of your life.
What is a health care power of attorney?
A health care power of attorney is a legal document in which you can name a person(s) as your health care agent(s) to make medical and mental health decisions for you if you become unable to decide for yourself. You can say what medical or mental health treatments you would want and what you would not want. You should choose an adult you trust to be your health care agent. Discuss your wishes with that person(s) before you put his or her name in writing. Again, it is always helpful to discuss your wishes with your family, friends and your physician and eligible psychologist. A health care power of attorney will go into effect when a physician states in writing that you are not able to make or communicate your health care choices. If, due to moral or religious beliefs, you do not want a physician to make this determination, the law provides a process for a non-physician to do it.

What is an advance instruction for mental health treatment?
An advance instruction for mental health treatment is a legal document that tells physicians and mental health providers what mental health treatments you would want if you later become unable to decide for yourself. You also can name a person to make your mental health decisions. Your advance instruction for mental health treatment can be a separate document or combined with a health care power of attorney. An advance instruction for mental health may be followed by a physician or mental health provider when your physician or an eligible psychologist determines in writing that you are no longer able to make or communicate mental health care decisions.

How do I make an advance directive?
You must follow several rules when making a formal living will, health care power of attorney or an advance instruction for mental health treatment. These rules are to protect you and ensure that your wishes are clear to the physician or mental health provider who may be asked to carry them out. A living will, a health care power of attorney and an advance instruction for mental health treatment must be: (1) written; (2) signed by you while you still are able to make and communicate health care decisions; (3) witnessed by two qualified adults; and (4) notarized.

Who is a qualified witness?
A qualified witness is a competent adult who sees you sign, is not a relative and will not inherit anything from you upon your death. The witness cannot be your physician, a licensed employee of your physician or mental health providers, or any paid employee of a health care facility where you live or that is treating you.

Are there forms I can use to make an advance directive?
Forms for living wills, health care powers of attorney and advance instructions for mental health treatment may be obtained from the North Carolina secretary of state website at www.secretary.state.nc.us/ahcdr. These forms meet all the rules for a formal advance directive. For more information, visit the website, call 919-807-2167 or write to:
What happens if I change my mind?

- You can cancel your living will at any time by telling your physician and those closest to you about your decision. It also is a good idea to destroy copies of it.
- You also can cancel or change your health care power of attorney while you are able to make and communicate your decisions. You can do this by executing another document and telling your physician and health care agents, or by communicating your intent to cancel it to the named health care agents and the attending physician or eligible psychologist.
- You can cancel your advance instruction for mental health treatment by telling your physician or mental health provider.

Who should I talk to about an advance directive?

You should talk to those closest to you about an advance directive and your feelings about the health care you would like to receive. Your physician or health care provider can answer medical questions. A lawyer can answer questions about the law. A trusted adviser or clergy member might be able to help with more personal questions.

Where should I keep my advance directive?

Keep a copy in a safe place where your family members can get it. Give copies to your family, your physician or mental health providers, your health care agent(s), and any family member or close friends who might be asked about your care should you become unable to make decisions. Always remember to take a copy of your advance directive with you for hospital admissions, emergency room visits, clinic visits for cardiac problems, etc., so it can be put into your chart. Also consider registering your advance directives with the North Carolina Advance Health Care Directive Registry: www.secretary.state.nc.us/ahcdr.

What if I have an advance directive from another state?

A living will or health care power created outside North Carolina is valid in North Carolina if it appears to have been executed in accordance with the applicable requirements of the place where it was created or of this state.

Where can I get more information?

Contact your health care provider or attorney, or visit the North Carolina Department of the Secretary of State Advance Health Care Directive Registry website at www.secretary.state.nc.us/ahcdr.

This information was developed by the North Carolina Division of Medical Assistance in cooperation with the North Carolina Department of Human Resources Advisory Panel on Advance Directives. Revised 2009.
You have the right to expect that your personal health information will be kept confidential. Our hospital will safeguard your records from unauthorized disclosure.

HIPAA privacy regulations let hospitals release limited information about you without your permission. Unless you object, we will give out the following information if someone asks about you by name:

- Your location in the hospital
- Your general condition
- Your religious affiliation (if asked by clergy members)

If you do not want any of the above information to be released, please tell someone on the hospital staff.

Please refer to the Johnston Health Joint Notice of Privacy Practices for additional information. If you have a specific privacy request, please ask to fill out a privacy request form.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other health care providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your insurer’s computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law
You Have Rights Over Your Health Information

Providers and health insurers who are required to follow this law must comply with your right to:
- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

To make sure that your health information is protected in a way that doesn’t interfere with your health care, your information can be used and shared:
- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- To make sure doctors give good care and hospitals are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Your Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, you can file a complaint with the Johnston Health privacy officer by calling 919-938-7121 or talk to your health insurer.
Your Right to Privacy

How Do I Get Copies of My Medical Records?
To request a medical record, complete, sign and date the Authorization to Disclose Health Information form. The forms are available in the Health Information Management Department. Mail the form with a copy of your identification to the following address:

Johnston Health
P.O. Box 1376
Smithfield, NC 27577
Attn: Health Information Management – Release of Information

Requests for records will take about 10 to 14 days to process. There is no charge to send copies directly to another health care provider. However, if copies are for a patient’s personal use, photocopy fees may be assessed.

Without Your Written Permission, Your Provider Cannot:
- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

*Adapted from U.S. Department of Health & Human Services Office for Civil Rights*

Health Information Management Department (Medical Records)
Our Release of Information staff will be happy to assist you with requests for your medical records.

We can assist you with the following:
- Access to your medical records
- Obtaining copies of your medical records
- Requests to amend your medical records

The main office for Release of Information is located within the Health Information Management Department in Smithfield. To reach the office, dial ext. 7705. The fax number is 919-934-9266. The office is open from 8 a.m. to 4:30 p.m. Monday through Friday. Release of Information also is available at Johnston Health, Clayton. To reach the office, dial ext. 8610. The fax number is 919-934-9266.

Release of Information Questions
If you have specific questions about the release of custody cases, protected medical information, behavioral health records, release of expired patient records or cases that require further clarification, please call the Release of Information Office at ext. 7705, the director of Health Information Management at ext. 7516 or the privacy officer at ext. 7121.

*How Do I Get Copies of My Medical Records?*

*Without Your Written Permission, Your Provider Cannot:*

*Adapted from U.S. Department of Health & Human Services Office for Civil Rights*

*Health Information Management Department (Medical Records)*

*Release of Information Questions*
How We Record Births
We ask either of the parents to provide the infant’s name and date of birth. Also we get the parents’ demographic information so that we can make sure the birth record is accurate. If the parents aren’t married and the father wants his name printed on the birth certificate, then he must complete and sign a paternity affidavit.

Once the birth certificate worksheet is complete, the mother signs the original copy. It then is sent to the Office of State Vital Records.

Getting a Copy of the Birth Certificate
You can get a copy of a birth certificate from the Office of State Vital Records. Please complete the request section on your copy of the birth certificate worksheet and follow the directions.

You also can get a copy of a birth certificate from the Johnston County Register of Deeds. The office is located inside the Johnston County Courthouse at 207 E. Johnston St., Smithfield. A certified copy of your child's birth certificate also can be obtained on the Johnston County Register of Deeds website: https://jcrod.permitium.com/bc/application. Please note a convenience fee of $3.35 will be charged in addition to the cost of the record ($10.00), if ordering from the website.

Birth Certificate Registry Questions
If you have specific questions about how births are registered, dial ext. 7704 to reach the birth registrar or dial ext. 7516 to reach the director of Health Information Management. You also may call the North Carolina Vital Records at 919-733-3000, visit the website at vitalrecords.nc.gov/ or address a letter to 1903 Mail Service Center, Raleigh, NC 27699.

Birth Certificate Registry
Our birth registrar will file your child’s birth certificate worksheet with the local registrar promptly and accurately within the required five-day period from the date of birth (as required by North Carolina Vital Records). For birth registrar questions, dial ext. 7704.

Our birth registrar will file your child’s birth certificate worksheet with the local registrar
What You Should Know About Pain

Pain is a sensation that hurts. It can be described many ways such as stabbing, pinching or aching, causing discomfort, distress or agony. It may be steady, or it may come and go. Pain may be acute or chronic. Acute pain, such as the pain caused by surgery, at times may be severe but will gradually lessen as the body heals. Chronic pain, such as the pain caused by arthritis or cancer, may range from mild to severe and may persist for long periods of time.

Most pain can be well controlled—no matter the type or amount of pain you may feel. When your pain is controlled, you may be more active, sleep better, eat better and feel more positive. If you are recovering from surgery, controlling your pain can help you get well faster.

You are an important part of managing pain. Using a number scale to rate your pain (0 means no pain, 10 means worst pain), your doctor and nurses will teach you to describe the type and amount of pain you are experiencing. For patients 3 to 13 years old, the FACES scale (like the one pictured here) can be used to help them describe their pain. There also are specialized pain scales that health care professionals can use for patients who are unconscious or cannot voice their pain. These special scales use body language and patient behaviors to determine the patient’s comfort level.

**Talk to your doctor and nurse if:**
- You are experiencing pain
- You have questions about controlling pain
- You have taken pain medicine and it is not working

The best time to manage pain is when it first begins. Pain medicine often works better on a regular schedule rather than taking it as needed in response to pain.

A common concern is that using narcotics for pain could lead to addiction. In fact, studies show drug addiction is extremely rare in a person who is taking pain medicine for pain management.

USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.
How you can make your surgical procedure and follow-up care as safe as possible.

As an active member of your health care team, you can make your surgical procedure and follow-up care as safe as possible. Here’s what you need to know.

Before Your Surgery

- Bring a list of any questions you have about your surgery to your pre-surgical doctor’s visit. Also bring a list of all the prescription, over-the-counter, and herbal medications that you are currently taking or that you took until very recently. Review the list with your surgeon and ask if there are any you should stop taking prior to your procedure.
- Be sure your surgeon knows about any allergies you have to medications and foods.
- Ask your surgeon whether you can eat or drink before your procedure, and if so, what kinds of food or drink, and within how many hours of your surgery.
- Ask your surgeon whether you should remove nail polish or temporary dental appliances (such as a bridge), if you can wear deodorant or body lotion, and if there are other preparations you need to make prior to surgery.
- Find out if you will need therapy after your surgery, who will arrange for it and whether you can have therapy at home.
- Arrange for transportation to and from the hospital or surgical center.
- Ask a relative or friend to go to the hospital or surgical center with you, to stay during your procedure and accompany you home afterward.

It’s hard to remember everything yourself. When you meet with your doctor, bring your questions and a friend. Your friend can help listen, take notes and ask questions, too!
On the Day of Your Surgery

- Shower or bathe and wash your hair. Don’t wear makeup or perfume. Be sure to follow any other pre-surgery instructions you were given.
- Leave your jewelry, money, credit cards and other valuables at home.
- Allow yourself plenty of time for travel.
- Once you arrive at the hospital or while you’re in the surgeon’s office, you will be given an informed consent form to sign. Read it carefully. Make sure everything on the form is correct. If you don’t understand something, ask questions before you sign the form.

Before Your Procedure Begins

- Staff at the hospital or surgical center should ask you the following questions more than once before your surgery:
  - Your name
  - What kind of surgery you’re having
  - The part of your body that is being operated on
- The surgeon will mark the spot on your body that is going to be operated on. Make sure he or she marks only the correct part. If he or she makes a mistake and has to make a new mark, be sure the old mark is completely cleaned off.
- If you won’t be awake for the marking, be sure your relative or friend watches the marking.
- Ask your surgeon if the team will take a “timeout” just before your procedure. This is done to make sure the team is doing the right surgery on the right body part of the right person.

After Your Surgery

- Speak up about any pain you are having and ask for relief. Be specific about the intensity and location.
- If you are given medications right after surgery, ask what they are and what they are for. Ask about side effects. If you are given a prescription for medications you must take while recovering, be sure you understand the instructions for the dosage, how frequently you need to take the medications and for how long.
- If you are given IV (intravenous) fluids right after surgery, ask what they are and what they are for. Be sure someone monitors the fluid level.
- Ask your surgeon if your activities need to be limited, and if so, for how long. Ask when you will be able to resume work, exercise and travel.
- Be sure to get instructions for post-surgical care in writing before you leave.
Preparing for Discharge

Going Home

Your care team of physicians, nurses, case managers and social workers will work with you throughout your stay to prepare for leaving the hospital. We will work with you and/or your caregiver to develop a plan for your care needs after you leave the hospital based upon identified needs and the resources available to you to meet those needs.

When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are a few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver has spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you written discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don’t be afraid to ask and take notes. Before you leave the hospital, be sure you understand any instructions you have been given.

Johnston Health Outpatient Pharmacy

Johnston Health Outpatient Pharmacy is located on the first floor of Johnston Health Smithfield and is easily accessed from the Bright Leaf Boulevard parking lot or from the inside of the hospital. Prescription medications and limited over-the-counter items are available to the general public Monday through Friday from 9 a.m. until 5:30 p.m.

Pharmacy Parking

Designated parking spaces for pharmacy drop-off and pick-up are located just outside the pharmacy entrance in the Bright Leaf Boulevard parking lot.

Services Available

Patients may have their prescriptions filled at the time of discharge. Patients, family members, or significant others may pick up prescriptions from the outpatient pharmacy or take advantage of our Prescription Concierge Service—a service that allows you to have your prescriptions filled and delivered to your room prior to discharge. Please have your prescription drug card and driver's license accessible when requesting this service. Discharged patients may request refills by calling 919-938-7386.

www.johnstonhealth.org 919-934-8171 : 29
Payment Information
Johnston Health Outpatient Pharmacy accepts cash, personal checks, credit cards, debit cards and flexible health care spending account cards. We also accept prescription medication discount coupons. Be sure to activate any discount coupons prior to requesting prescription service.

Patient Financial Services
Patient Financial Services can help you with any financial concerns you may have related to your care. If you have questions about your bill, please dial ext. 7159 during our office hours, Monday through Friday from 8 a.m. to 4:30 p.m. Patient Financial Services is located in the Johnston Health Medical Mall.

Billing
Health Care Insurance Billing
As a courtesy to you, Johnston Health will bill all of your insurances, provided you submit all necessary information at time of registration. You will be asked to present your current insurance card at time of registration. This card allows Johnston Health to properly bill your insurance company for your care and ensures proper payment.

You are responsible for any unpaid portion of your bill. This includes noncovered services, co-payments, deductibles and coinsurance amounts. Payment is expected at time of service.

It is your responsibility to be aware of and understand your insurance coverage, including coverage limitations and pre-authorization requirements.

Pre-Registration
If you are scheduled for services, we encourage you to pre-register. Pre-registration will allow us to verify your insurance coverage, identify your liability and allow us to assist you in meeting your financial obligations. In addition, pre-registering will minimize your check-in time on the day of service. If you do not receive a call from our pre-registration team before your date of service, please call 919-938-7749.
**Workers' Compensation**
If services you are requesting are the result of a work-related injury, Johnston Health will bill your employer or your employer's liability carrier. Questions regarding the billing of workers' compensation claims can be directed to 919-938-7568.

**COBRA**
If you were recently covered by insurance under a group health plan, you may be eligible to pick up those benefits to assist you with your medical bills. Our financial advocate can assist you in determining if you qualify for COBRA benefits.

**Out of Network**
If you are covered by an HMO managed care plan, your insurance restricts where you may receive your care. If you have services outside of your network, you will be responsible for your hospital charges. Check with your insurance company to ensure your provider is in-network.

**Medical Insurance Assistance Program (Medicaid)**
Our financial advocates can assist you in determining if you are eligible for Medicaid or other state or federal programs. These programs provide comprehensive coverage including prevention, primary care, hospitalization, prescription, and other services for individuals, families and children. You will need to complete an application and provide supporting documentation to determine if you qualify. We can assist you with completing an application or refer you to someone who can.

**Medicare Benefits**
Medicare requires that all tests have a supporting diagnosis to demonstrate the test is medically necessary. If your physician orders a procedure or service that is not medically necessary, you will be asked to sign an advanced beneficiary notice (ABN). The ABN informs you in advance that Medicare is not likely to pay for the procedure or service, and that you will be responsible for payment. By signing the ABN, you are indicating that you understand and are willing to proceed with the procedure. You then will receive a hospital bill for payment of the service provided.

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**Glossary of Terms**

**Coinsurance:** The share of your covered expenses that you must pay after the deductible is reached. For example, a policy may require you to pay 20 percent of the cost of the services you receive up to a certain dollar amount.

**Co-Payment:** A specified dollar amount you pay when you see a doctor or use outpatient services. It's paid to the provider at the time service is rendered. Your co-payment is determined by your insurance plan.

**Deductible:** The initial amount of covered expenses you will have to pay before benefits are paid under your policy.

**Pre-Admission Certification/Prior Authorization:** A written approval from your health plan that certain services provided by the hospital will be covered by your health plan.

**Medicaid/Medical Assistance:** A government program that provides health care coverage for low-income individuals and families.

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**COBRA**
If you were recently covered by insurance under a group health plan, you may be eligible to pick up those benefits to assist you with your medical bills. Questions regarding the billing of workers' compensation claims can be directed to 919-938-7568.

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What if I can’t pay my hospital bill?
Medical bills often are unplanned and can be difficult to understand or pay. Johnston Health has financial advocates who can help. Our financial advocates are trained to answer your financial questions and are available to meet with you while you are in the hospital. Or, if you prefer, you can call them at 919-938-7159.

Uninsured Patients
Patients who do not have insurance and do not qualify for alternative funding programs will receive a 40 percent discount on their bill if paid in full at the time of service.

Note: Most physicians on Johnston Health’s medical staff are independent contractors and will bill their services separately from the hospital.

Financial Assistance
Funds may be available to assist you with your medical bills. Patients earning up to 40 percent of Federal Poverty Income Guidelines may be eligible for financial assistance. You will need to complete a financial assistance application and provide supporting documentation. A financial advocate can assist you with completing the form. Questions regarding financial assistance or how to obtain an application can be directed to 919-209-3533.

How does the process work?
While you are here, return your completed application and necessary documents to the financial advocate. You also may drop them off at the Johnston Health Business Office or mail them to the business office at P.O. Box 1376, Smithfield, NC 27577.

Your application will be reviewed, then you’ll be notified of one of these outcomes:
- More information is needed
- Assistance is approved and amount still owed
- Assistance is denied

If you are denied assistance, you can appeal. To request an appeal, write a letter explaining why the determination should be reconsidered. Submit the letter to the business office director. Please include any other supporting documents.

Past Due Accounts
If your account becomes past due, Johnston Health will take appropriate action to recover the amount due. If there is a problem with your account, it is your responsibility to contact the business office at 919-938-7159 to discuss a workable solution.

It is important for our patients to know that federal and state laws require all hospitals to seek full payment of what we bill. That is why if—after all reasonable efforts have been made to establish financial assistance, other funding sources or a manageable payment plan—the patient fails to follow through with his or her financial responsibilities, Johnston Health may refer the account to a collection agency.
Other Hospital Resources

Interpreters
To assist in communication, interpretation services are available 24/7. In addition to its Spanish-speaking interpreters, Johnston Health subscribes to a real-time interpretation service offering more than 150 languages. Via a computer screen, patients and staff can see and interact with their translators.

Volunteer Services
Our volunteers come from all walks of life, and they each bring something special and unique to Johnston Health. Escorting patients, assisting with clerical tasks, staffing the gift shop or greeting visitors are just a sampling of the range of activities performed by our dedicated volunteers. To learn more about volunteering at our Johnston Health – Smithfield and Johnston Health Clayton campuses, please visit www.johnstonhealth.org/donate-volunteer.

Spiritual Care
Your emotional and spiritual needs are important to us. Chaplains are available 24 hours a day to give you and your family emotional and spiritual support. If you would like to request a visit from a chaplain, please tell your nurse. To schedule a visit, call ext. 3655 from 8:30 a.m. to 3:30 p.m. Monday through Friday. After hours and on weekends, dial 0 for the operator.

Chapel
The Interfaith chapels are open to persons of all faiths for prayer and meditation. In Smithfield, the chapel is located on the first floor of the patient tower. The chapel for Johnston Health Clayton is located off of the lobby at the front of the hospital.

Gift Shop
At Johnston Health, we truly value the dedication of our volunteers and the time they contribute to our hospital. Through their generous gift of time, our volunteers run both hospital campus gift shops. The volunteer gift shops are located inside the main lobby of the hospital. Both locations are open from 9 a.m. to 5 p.m., Monday through Friday and from 10 a.m. to 3 p.m., Saturday. The gift shops have an array of balloons, plush animals, jewelry, cards, home decor and seasonal gifts. Also available are personal care items, stamps, fresh flowers and candies.

ATM
For your convenience, an automated teller machine (ATM) is located on the ground floor lobby of the new patient tower near the public restroom.

Courtesy Shuttle
The Johnston Health courtesy shuttle is available to take you from the main hospital entrance to the north entrance of the Johnston Medical Mall. The shuttle runs from 8 a.m. to 5:30 p.m.

Johnston Medical Mall
Located across the street from Johnston Health in Smithfield, our convenient Medical Mall offers an array of outpatient services including Johnston Hematology and Oncology (Cancer Services), Rehab Services, Ambulatory Imaging, Cardiac Rehab, Home Care and Hospice, and Johnston Health Therapeutic Wound Center. The mall also is home to HealthQuest Fitness and Wellness Center, Cardiac and Pulmonary Rehabilitation, Johnston Medical Associates, Internal Medicine, and Johnston Health
Educational Services, which offers ADA-recognized Diabetes Management Program and Basic Life Support.

Medical Arts Pavilion
Located next to Johnston Health in Smithfield, our Medical Arts Pavilion offers many outpatient services including Johnston Specialty Services (Rheumatology, Neurology and Gastroenterology), Johnston Medical Associates Infectious Disease, Urology and Family Practice.

Smithfield Women’s Pavilion / Clayton Women’s Center
Labor and delivery services are now available in Smithfield and Clayton. Both hospitals are designed to provide care and comfort to women and their families as they experience the birth of their child.

Breastfeeding
Johnston Health Women’s Services believes that breast milk is the best form of nutrition for infants. We have a breastfeeding program to help mothers and families meet their goals with teaching and education.

Our lactation consultant provides a breastfeeding class every month, consultation during your hospital stay and serves as a resource after the family goes home.

Our hope is that families leave Johnston Health with the confidence and knowledge they need to continue breastfeeding their babies.

Johnston Health Women’s Services is working toward Baby-Friendly® designation with Baby-Friendly USA, Inc. Baby-Friendly USA, Inc. is the accrediting body for the Baby-Friendly Hospital Initiative in the United States. Baby-Friendly Hospital Initiative (BFHI) is a global initiative with the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF).

Ten Steps to Successful Breastfeeding:
1. Ensure that staff is familiar with the written breastfeeding policy.
2. Train all health care staff in skills necessary to implement this policy.
3. Inform all pregnant women about the benefits and management of breastfeeding.
4. Facilitate skin-to-skin mother-baby contact, and support an early first feeding.
5. Show mothers how to breastfeed and how to maintain lactation.
6. Give newborns no food or drink besides mother’s milk, unless medically indicated.
7. Support mothers and infants to remain together 24 hours a day, rooming-in.
8. Encourage baby-led breastfeeding.
9. Give no pacifiers or artificial nipples to breastfeeding infants.
10. Promote breastfeeding support in the hospital and in the surrounding community.

Women’s Services/ Lamaze – Childbirth Classes
Having a baby is a life-changing event. To prepare parents for the arrival of a newborn, our nurse educators also offer Lamaze/childbirth class. The Lamaze method of childbirth promotes a philosophy of personal empowerment while providing general childbirth education. Our Lamaze childbirth class teaches expectant mothers many ways to work with the labor process to reduce the pain associated with childbirth and promote normal (physiological) birth including the first moments after birth.
My UNC Chart
Managing your health through My UNC Chart

With our transition to Epic@UNC, we can provide coordinated, real-time information for our patients and providers to ensure the highest quality of care. With Epic@UNC comes a new online service, My UNC Chart, that helps our patients stay connected to their care through one secure, easy-to-use online portal. Visit www.myuncchart.org/MyChart/ or call 888-996-2767 for more information.

With My UNC Chart, you can:
- Connect with your provider
- Pay bills online
- Manage your appointments
- Get the MyChart mobile app
- Access test results
- Manage accounts of loved ones
- Request prescription refills
- Track your health

If you previously used the Patient Portal for your health information, you still can access your account on our website.

Palliative Care
Ask our staff about palliative care

Do you or a loved one need palliative care?

Palliative care focuses on providing patients with relief from the symptoms, pain and stress of a serious illness, whatever the diagnosis. The goal is to improve quality of life for the patient and family.

Palliative care is provided by a team of doctors, nurses and other specialists who work with a patient’s other doctors to provide an extra layer of support. Palliative care is appropriate at any age and any stage in a serious illness, and it can be provided with curative treatment.

Our staff can determine whether a palliative care consult is appropriate. Patients must have an order from a doctor before receiving this specialized care.

PCI
Expanded cardiology services include stenting

At Johnston Health in Smithfield, patients can undergo a procedure to open a blocked or narrowed artery in the heart. Called PCI (percutaneous coronary intervention), the procedures, which include stenting and angioplasty, can prevent heart attacks. The PCI team and interventional cardiologists from N.C. Heart and Vascular work together in the hospital's new, modern First Citizens Bank Cath Lab. After the procedure, patients recover under the care of specially trained nurses on the second floor of the hospital’s Bright Leaf wing.
Patients almost always are more content and relaxed at home, whether recovering from an injury, coping with physical infirmities, or dealing with a terminal illness. Johnston Health Home Care and Hospice is dually licensed for home health and home hospice services. We help patients recover from illness or injury in the comfort of home and help those with life-limiting illness have quality time in familiar surroundings with their loved ones.

If receiving care at home is not an option, we can provide 24/7 care in the beautiful setting of our SECU Hospice House.

There are three levels of care provided at the SECU Hospice House.

**General Inpatient Care (GIP)**
General inpatient care is available to all hospice patients who are in need of pain control or symptom management. Pain control may include frequent evaluation by a doctor or nurse, medication adjustment and IVs that cannot be administered at home. Symptom control may include sudden deterioration requiring intensive nursing intervention, uncontrolled nausea or vomiting, or unmanageable respiratory distress.

General inpatient care is short-term care and is not intended to be custodial or residential. Once a patient’s pain is managed and symptoms are stabilized, the patient must return to a hospice routine level of care.

**Residential Care**
Residential care is offered to patients who are in need of routine hospice care. The patient lives at the hospice house and receives care from our staff so his or her personal caregivers and family can enjoy time with their loved one rather than deal with the stresses of around-the-clock care.

**Respite Care**
Respite care is a short-term stay at the hospice house for patients already enrolled in a hospice program who are being cared for at home. The stay is up to five days per hospice certification period. Our goal is to prevent the caregiver from developing physical and emotional stress that can interfere with his or her ability to provide care to their loved one.

For any question or further information, the patient or family may call Johnston Health Home Care and Hospice directly at 919-938-7582.
Giving Back

Johnston Health Foundation
The Johnston Health Foundation is a nonprofit organization set up to raise awareness and funds for Johnston Health.

Angel Fund
This fund provides financial assistance to oncology patients at Johnston Health. The hardship may include, but is not limited to, pain medications, gas cards, transportation to and from treatments, wigs, and prostheses.

Johnston Health Foundation Endowment
The Foundation holds an endowment at the North Carolina Community Foundation. The endowment will help support programs and services at the hospital for years to come.

Healthy Kids Fund
The Healthy Kids fund provides scholarships for at-risk and underserved youth in Johnston County to participate in the Healthy Kids Program at HealthQuest.

Hospice Fund
The Hospice Fund helps supplement room and board expenses and other costs of patient care so that all patients needing end-of-life care can come to the SECU Hospice House in Smithfield, regardless of their ability to pay.

Patient Assistance Fund
The Patient Assistance Fund provides support to any patient at Johnston Health who is going through financial hardships. Funds are used to help pay for medications, treatments, transportation and other necessities.

For more information, please call 919-938-7169 or visit us online at www.johnstonhealth.org/foundation.

Foundation Mission:
Through community leadership and charitable resources, Johnston Health Foundation improves the health of the people in our communities by supporting the programs and services of Johnston Health.

Grateful Patient Program
This program provides patients and families with a way to give back and recognize a physician, nurse or other staff member that played a special role in their care. A gift can be made in a department or individual's honor. When a gift is made, the person or department you are honoring will be sent a letter along with your personalized card.

Memorial and Honor Gifts
Touch the lives of others with a meaningful gift to remember, honor or express gratitude for a friend or loved one.
Anesthesiology

An anesthesiologist is a medical doctor trained to administer anesthesia and manage the medical care of patients before, during and after surgery. During a pre-admission interview, patients meet with an anesthesiologist to ask questions and provide information.

Brian Apple, MD  
Johnston Health  
509 N. Bright Leaf Blvd.  
Smithfield, NC 27577  
Phone: 919-934-8171  
Fax: 919-938-7850

Anthony Chung, MD  
Johnston Health  
509 N. Bright Leaf Blvd.  
Smithfield, NC 27577  
Phone: 919-934-8171  
Fax: 919-938-7850

Laurie O. Jordan, MD  
Johnston Health  
509 N. Bright Leaf Blvd.  
Smithfield, NC 27577  
Phone: 919-934-8171  
Fax: 919-938-7850

Kristal T. Keys, MD  
Johnston Health  
509 N. Bright Leaf Blvd.  
Smithfield, NC 27577  
Phone: 919-934-8171  
Fax: 919-938-7850

Andrew Lloyd, MD  
Johnston Health  
509 N. Bright Leaf Blvd.  
Smithfield, NC 27577  
Phone: 919-934-8171  
Fax: 919-938-7850

Allan Shang, MD  
Johnston Health  
509 N. Bright Leaf Blvd.  
Smithfield, NC 27577  
Phone: 919-934-8171  
Fax: 919-938-7850

Cardiology

A cardiologist is a doctor who specializes in the diagnosis and treatment of disorders of the heart and blood vessels. These disorders may include congenital heart defects, coronary artery disease, heart failure and valvular heart disease.

The cardiac catheterization lab at Johnston Health is staffed and equipped to help cardiologists test for and diagnose these disorders. The hospital’s wellness center, HealthQuest Fitness & Wellness Center, offers a nationally certified cardiopulmonary rehabilitation program to help patients recover from heart and lung ailments.

Mateen Akhtar, MD  
North Carolina Heart & Vascular  
910 Berkshire Rd.  
Smithfield, NC 27577  
Phone: 919-989-7909  
Fax: 919-989-3147

Benjamin G. Atkeson, MD  
North Carolina Heart & Vascular  
2076 NC Hwy. 42 W., Ste. 100  
Clayton, NC 27520  
Phone: 919-359-0322  
Fax: 919-359-0326

Kevin R. Campbell, MD  
North Carolina Heart & Vascular  
910 Berkshire Rd.  
Smithfield, NC 27577  
Phone: 919-989-7909  
Fax: 919-989-3147

Randolph A. Cooper, MD  
North Carolina Heart & Vascular  
2800 Blue Ridge Rd.  
Raleigh, NC 27607  
Phone: 919-787-5380  
Fax: 919-784-5606
Emergency medicine physicians are trained to treat patients with acute illnesses or injuries that require urgent medical attention.

To provide emergency care, Johnston Health contracts with two physician groups: Schumacher Clinical Partners at Johnston Health and Wake Emergency Physician Practice at Johnston Health Clayton.

If your illness or injury is not an emergency but you would like to see a health care provider right away, then visit QuikMed. The hospital’s urgent care center is located inside the Johnston Medical Mall on North Bright Leaf Boulevard, across the street from the hospital. Hours are Monday through Friday, 9 a.m. to 5 p.m. The office accepts most insurance plans, including Medicaid and Medicare.

### Schumacher Clinical Partners
Johnston Health
509 N. Bright Leaf Blvd.
Smithfield, NC 27577
**Phone:** 919-938-7135

- Peter Charvat, MD, MBA
- Michael A. Evans, MD
- S. John Guha, MD
- Manoj Gupta, DO
- Harest M. Kathard, MD
- Stephen M. Keen, MD
- William Y. Low, MD
- Abid A. Shah, MD
- Deeb Sudd, MD
- Edwin P. Yaeger, DO
- Philip A. Zuworsky, MD

### Wake Emergency Physicians
Johnston Health Clayton
2138 NC Hwy. 42 W.
Clayton, NC 27520
**Phone:** 919-585-8000
**Fax:** 919-585-8920

- John Adams, MD
- Michael A. Beasley, DO
- Jill L. Benson, MD
### Directory of Physicians

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<th>Name</th>
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### Family Medicine

Family-care doctors deliver a range of acute, chronic and preventive medical care services. In addition to diagnosing and treating illness, they also provide preventive care, including routine checkups, health-risk assessments, immunization and screening tests, and personalized counseling on maintaining a healthy lifestyle. Some family medicine doctors provide ob/gyn services.

#### Angela Allen Wadsworth, NP
Johnston Medical Associates, Kenly
400 Englewood Dr.
Kenly, NC 27542
**Phone:** 919-284-4149

#### Mark G. Bowling, MD
Johnston Medical Associates, Clayton
2076 NC Hwy. 42 W., Ste. 330
Clayton, NC 27520
**Phone:** 919-585-8850
**Fax:** 919-585-8869
Anna Bruton, NP
Johnston Medical Associates, Clayton
2076 NC Hwy. 42 W, Ste. 330
Clayton, NC 27520
Phone: 919-585-8850
Fax: 919-585-8869

Donna M. Capps, MD
Horizon Family Medicine
213 Barden St.
Princeton, NC 27569
Phone: 919-936-5171
Fax: 919-936-2328

CommWell Health
507 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-934-0850
Fax: 919-934-0863

Rhonda Davis, MD
Horizon Family Medicine
410 Canterbury Rd.
Smithfield, NC 27577
Phone: 919-934-5149
Fax: 919-934-5632

Robert G. Dawkins Jr., MD
Horizon Family Medicine
236 Butternut Ln.
Clayton, NC 27520
Phone: 919-359-1011
Fax: 919-359-9122

Usha S. Guduru, MD
Johnston County Health Department
517 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-989-5200
Fax: 919-989-5208

Brian K. Harris, MD
Horizon Family Medicine
236 Butternut Ln.
Clayton, NC 27520
Phone: 919-359-1011
Fax: 919-359-9122

William Hebda, MD
Horizon Family Medicine
100 Cunningham Ln.
Clayton, NC 27527
Phone: 919-359-6016
Fax: 919-359-6017

Scott Kahn, MD
Horizon Family Medicine
236 Butternut Ln.
Clayton, NC 27520
Phone: 919-359-1011
Fax: 919-359-9122

Raghu R. Katuru, MD
Smithfield Family Practice
1551 Booker Dairy Rd.
Smithfield, NC 27577
Phone: 919-934-8977
Fax: 919-938-3108

Joseph T. Liverman Jr., MD
Horizon Family Medicine
410 Canterbury Rd.
Smithfield, NC 27577
Phone: 919-934-5149
Fax: 919-934-5632

Jacquelyn A. McGill, MD
Horizon Family Medicine
236 Butternut Ln.
Clayton, NC 27520
Phone: 919-359-1011
Fax: 919-359-9122

Joan N. Meehan, DO
Clayton Medical Associates
100 Guy Rd.
Clayton, NC 27520
Phone: 919-553-3900
Fax: 919-553-0395

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A gastroenterologist is a physician who specializes in the diagnosis and treatment of disorders of the gastrointestinal tract, including the esophagus, stomach, small intestine, large intestine, pancreas, liver, gallbladder and biliary system.
General Surgery

General surgeons focus on abdominal organs, including the intestines, esophagus, stomach, small bowel, colon, liver, pancreas, gallbladder and bile ducts, and often the thyroid gland. They also deal with hernias and diseases involving the skin and breast.

Chase Campbell, MD
Rex Triangle East Surgery, P.A.
131 E. Market St.
Smithfield, NC 27577
Phone: 919-934-5441
Fax: 919-934-0152
2076 NC Hwy. 42 W., Ste. 210
Clayton, NC 27520
Phone: 919-550-2829
Fax: 919-550-6197

James B. Collins III, MD
Rex Triangle East Surgery, P.A.
131 E. Market St.
Smithfield, NC 27577
Phone: 919-934-5441
Fax: 919-934-0152
2076 NC Hwy. 42 W., Ste. 210
Clayton, NC 27520
Phone: 919-550-2829
Fax: 919-550-6197

Jeri E. Dickinson, MD
Rex Triangle East Surgery, P.A.
131 E. Market St.
Smithfield, NC 27577
Phone: 919-934-5441
Fax: 919-934-0152
2076 NC Hwy. 42 W., Ste. 210
Clayton, NC 27520
Phone: 919-550-2829
Fax: 919-550-6197
Directory of Physicians

Hematology/Oncology

Oncologists are physicians who study, diagnose and treat cancerous tumors. Hematologists are physicians who specialize in the care and treatment of patients with blood diseases. The specialty is distinct but may overlap with medical oncology.

Johnston Health Hematology Oncology (formerly called the Cancer Center) brings the latest therapies and treatment for patients with cancer and blood-related diseases. Services are located in the Johnston Medical Mall in Smithfield and Johnston Professional Plaza on the campus of Johnston Health Clayton.

Russell D. Anderson, MD
Johnston Health Hematology Oncology
514 N. Bright Leaf Blvd., Ste. 1100
Smithfield, NC 27577
Phone: 919-989-2192
Fax: 919-934-0006

Ivy Altmare, MD
Johnston Health Clayton Hematology & Oncology
Johnston Professional Plaza
2076 NC Hwy. 42, Ste. 130
Clayton, NC 27520
Phone: 919-419-5005
Fax: 919-493-3234

Gail A. Leget, MD
Johnston Hematology/Oncology
514 N. Bright Leaf Blvd., Ste. 1100
Smithfield, NC 27577
Phone: 919-989-2192
Fax: 919-934-0006

Marvaretta Stevenson, MD
Johnston Health Hematology Oncology
514 N. Bright Leaf Blvd., Ste. 1100
Smithfield, NC 27577
Phone: 919-989-2192
Fax: 919-934-0006

Linda M. Sutton, MD
Johnston Health Hematology Oncology
514 N. Bright Leaf Blvd., Ste. 1100
Smithfield, NC 27577
Phone: 919-989-2192
Fax: 919-934-0006

Donette Vicente, MD
Johnston Health Clayton Hematology & Oncology
Johnston Professional Plaza
2076 NC Hwy. 42, Ste. 130
Clayton, NC 27520
Phone: 919-585-8835
Fax: 919-585-8840

Hospitalists

Rex Healthcare Hospitalist
509 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-938-7189
Fax: 919-938-7850

John R. Adams, MD
Shailaja Akkaladevi, MD
Romain Athus, MD
Pamela F. Blakely, MD
Melanie Braganza, MD
Joseph J. Creech, DO
Rollins Desauguste, MD
Jequie Dixon, NP
Aruna Gouru, MD
Devang Gujarathi, MD
Sunil Jain, MD
Ankesh Jayaswal, MD
Infectious Diseases

An infection disease specialist is a doctor of internal medicine who is qualified as an expert in the diagnosis and treatment of infectious diseases. ID specialists have expertise in infections of the sinuses, heart, brain, lungs, urinary tract, bowel, bones and pelvic organs. Their extensive training focuses on all kinds of infections, including those caused by bacteria, viruses, fungi and parasites.

Octavio Cieza, MD
Johnston Medical Associates, Infectious Disease & Internal Medicine
507 N. Brightleaf Blvd., Ste. 201
Smithfield, NC 27577
Phone: 919-934-8544
Fax: 919-934-8738

Internal Medicine

Doctors of internal medicine, called internists, focus on adult medicine and are trained to deal with chronic illnesses, such as diabetes and high blood pressure, and acute diseases, such as infection.

Woodrow Batten, MD
Johnston Health
509 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-934-8171
Fax: 919-938-7850

Nicole A. Collins, MD
Johnston Medical Associates, Internal Medicine
514 N. Brightleaf Blvd., Ste. 1610
Smithfield, NC 27577
Phone: 919-938-7187
Fax: 919-938-7201

Maria M. Fakadej, MD
Duke Health Center of Clayton
95 Springbrook Ave., Ste. 111
Clayton, NC 27520
Phone: 919-550-6133
Fax: 919-550-1802

Edwin L. Hartman, MD
HealthQuest Fitness & Wellness Center
514 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-938-7581
Fax: 919-938-7919
215 W. Turlington St.
Smithfield, NC 27577
Phone: 919-934-8487
Fax: 919-934-2149

Mazen Khusayem, MD
Clayton Internal Medicine
301 Amos St.
Clayton, NC 27520
Phone: 919-550-6336
Fax: 919-550-0180

Alan M. Nadour, MD
Clayton Medical & Vascular Center
101 Winding Wood Dr.
Clayton, NC 27520
Phone: 919-553-1911
Fax: 919-553-3993

Mai Trang L. Nguyen, MD
Johnston Medical Associates, Internal Medicine
2076 NC Hwy. 42 W., Ste. 330
Clayton, NC 27520
Phone: 919-585-8850
Fax: 919-585-8870

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Directory of Physicians

**Shubi Shahida, MD**
Internal Medicine
712-A Wilkins St.
Smithfield, NC 27577
**Phone:** 919-989-9109
**Fax:** 919-989-9821

**Ghulam M. Shaikh, MD**
Shaikh Medical Clinic, P.A.
171 Mast Dr.
Garner, NC 27529
**Phone:** 919-771-0503
**Fax:** 919-771-0504

**Jarmella Russell, MD**
Johnston Medical Associates – Internal Medicine
514 N. Bright Leaf Blvd., Ste. 1610
Smithfield, NC 27577
**Phone:** 919-938-7187
**Fax:** 919-938-7201

**Michael V. Woodbridge, MD**
Duke Health Center of Clayton
95 Springbrook Ave., Ste. 111
Clayton, NC 27520
**Phone:** 919-550-6133
**Fax:** 919-550-1802

**Robert Dunmire, MD**
Carolina Kidney & Vascular
2809 McLamb Pl.
Goldsboro, NC 27534
**Phone:** 919-580-9840
**Fax:** 919-580-9838

**William L. Fan, MD**
Wake Nephrology Associates, P.A.
3604 Bush St.
Raleigh, NC 27609
**Phone:** 919-876-7807
**Fax:** 919-876-8823

**Karn Gupta, MD**
Wake Nephrology Associates, P.A.
3604 Bush St.
Raleigh, NC 27609
**Phone:** 919-876-7807
**Fax:** 919-876-8823

**Niray Jasani, MD**
Will Bynum and Associates
2402 Camden St., Ste. 700
Wilson, NC 27893
**Phone:** 252-293-9898
**Fax:** 252-293-9915

**Thejaswini Kaggere, MD**
Carolina Kidney & Vascular
2809 McLamb Pl.
Goldsboro, NC 27534
**Phone:** 919-580-9840
**Fax:** 919-580-9838

**Sammy A. Moghazi, MD**
Wake Nephrology Associates, P.A.
3604 Bush St.
Raleigh, NC 27609
**Phone:** 919-876-7807
**Fax:** 919-876-8823

**Michael Monahan, MD**
Wake Nephrology Associates, P.A.
3604 Bush St.
Raleigh, NC 27609
**Phone:** 919-876-7807
**Fax:** 919-876-8823

**Nephrology**
A nephrologist is a physician who has been educated and trained in kidney diseases, kidney transplantation and dialysis therapy.
Johnston Health offers dialysis as a convenience to inpatients.

**Michael J. Casey, MD**
Wake Nephrology Associates, P.A.
3604 Bush St.
Raleigh, NC 27609
**Phone:** 919-876-7807
**Fax:** 919-876-8823
Neurology

A neurosurgeon focuses on treating structural diseases and the spinal column, the central nervous system and peripheral nervous system amenable to surgical intervention.

J. Alexis MacDonald, MD
Johnston Medical Associates
Specialty Services, Neurology
507 N. Bright Leaf Blvd., Ste. 100
Smithfield, NC 27577
Phone: 919-934-3022
Fax: 919-934-4133

Samuel St. Clair, MD
Neurology Associates, PA
4201 Lake Boone Trail, Ste. 202
Raleigh, NC 27607
Phone: 919-235-0500
Fax: 919-235-0505

Obstetrics and Gynecology

Obstetricians and gynecologists (usually combined into one specialty called ob/gyn) are doctors who specialize in women's health and reproduction. They deliver babies and deal with birth control, pregnancy and fertility. Also they treat breast and cervical cancer and sexually transmitted diseases.

Johnston Health has birthing centers in Smithfield and Clayton. To schedule a tour, call 919-938-7514. The staff provides family-centered care and support to moms who are learning to breastfeed. Also nurse educators offer community classes on parenting and Lamaze, breastfeeding and sibling preparation. To schedule a tour of the Women's Pavilion or to get more information about classes, call 938-7332 or visit our website at www.johnstonhealth.org.
**Directory of Physicians**

**Jodi Bailey, MD**  
Triangle Premier Women’s Health  
2076 NC Hwy. 42 W., Ste. 110  
Clayton, NC 27520  
**Phone:** 919-359-3050  
**Fax:** 919-359-1077

**C. Fernando Bendfeldt, MD**  
Southeast Women’s Center  
300 S. Third St., Ste. C  
Smithfield, NC 27577  
**Phone:** 919-934-3015  
**Fax:** 919-934-0958  
2076 NC Hwy. 42 W.  
Clayton, NC 27520  
**Phone:** 919-553-3334  
**Fax:** 919-550-3338

**Siamak Marzbani, MD**  
Triangle Premier Women’s Health  
520 North St.  
Smithfield, NC 27577  
**Phone:** 919-934-3015  
**Fax:** 919-934-0958

**Jennifer Mury, MD**  
Southeast Women’s Center  
300 S. Third St., Ste. C  
Smithfield, NC 27577  
**Phone:** 919-934-3015  
**Fax:** 919-934-0958  
2076 NC Hwy. 42 W.  
Clayton, NC 27520  
**Phone:** 919-553-3334  
**Fax:** 919-550-3338

**Efrain Perez-Rivera, MD**  
Triangle Premier Women’s Health  
520 North St.  
Smithfield, NC 27577  
**Phone:** 919-934-3015  
**Fax:** 919-934-0958

**William T. Turlington IV, MD**  
Southeast Women’s Center  
300 S. Third St., Ste. C  
Smithfield, NC 27577  
**Phone:** 919-938-4040  
**Fax:** 919-938-4057  
2076 NC Hwy. 42 W., Ste. 250  
Clayton, NC 27520  
**Phone:** 919-550-3334  
**Fax:** 919-550-3338

**Brandon Woodard, MD**  
Triangle Premier Women’s Health  
2076 NC Hwy. 42 W., Ste. 110  
Clayton, NC 27520  
**Phone:** 919-359-3050  
**Fax:** 919-359-1077

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**Ophthalmology (Eye)**

An ophthalmologist is an eye specialist for medical and surgical problems.

**Kevin M. Bowman, MD**  
Raleigh Ophthalmology  
1080 Durant Rd.  
Raleigh, NC 27614  
**Phone:** 919-870-9100

**Demetrian I. Dornic, MD**  
Eye Specialists of Carolina, P.A.  
1609 Booker Dairy Rd.  
Smithfield, NC 27577  
**Phone:** 919-938-2010  
**Fax:** 919-934-3359

**Kerry E. Hunt, MD**  
Raleigh Eye Center  
4035 Lake Boone Trail, Ste. 103,  
Raleigh, NC 27607  
**Phone:** 919-944-0080  
**Fax:** 919-944-0085
Orthopedics

Orthopedists specialize in the diagnosis and treatment of problems of the musculoskeletal system, which includes bones, joints, ligaments, tendons, muscles and nerves.

Richard J. Alioto, MD
University Orthopaedics & Sports Medicine
166 Springbrook Ave., Ste. 101
Clayton, NC 27520
Phone: 919-550-3430
Fax: 919-550-7403

Lucas B. Romine, MD
Triangle Orthopaedic Associates
540 North St.
Smithfield, NC 27577
Phone: 919-934-1094
Fax: 919-934-9044

Brett M. Rosenburg, MD
Triangle Orthopaedic Associates, P.A.
2076 NC Hwy. 42 W., Ste. 300
Clayton, NC 27520
Phone: 919-763-1050
Fax: 919-763-1055

Richard M. Slusher, DO
Triangle Orthopaedic Associates, P.A.
133 Professional Park
Erwin, NC 28339
Phone: 910-891-2432
Fax: 910-891-1788

Gregory A. Tayrose, MD
University Orthopaedics & Sports Medicine
166 Springbrook Ave., Ste. 101
Clayton, NC 27520
Phone: 919-550-3430
Fax: 919-550-7403

Chetan Kapat, PA
University Orthopaedics & Sports Medicine
166 Springbrook Ave., Ste. 101
Clayton, NC 27520
Phone: 919-550-3430
Fax: 919-550-7403

ENT (Ear, Nose and Throat) or Otorhinolaryngology

An ENT or otorhinolaryngologist is a medical doctor trained to treat and diagnose disorders of the ear, nose and throat.

Henry C. Baggett, MD
3909 Sunset Ridge Rd.
Raleigh, NC 27607
Phone: 919-781-1214

N. Daniel Catz, MD
Eastern Carolina Ear Nose & Throat
927 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-934-0948
Fax: 919-934-0193

Pathology

Pathologists are doctors who diagnose and characterize disease in patients by examining biopsies or bodily fluid. They also may conduct autopsies to investigate causes of death.

James Cash, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661
Sally L. Carpenter, MD
Johnston County Pediatrics
11 Berkshire Rd.
Smithfield, NC 27577
Phone: 919-934-0564
Fax: 919-934-9703

Pediatric Cardiology
A pediatric cardiologist is a doctor specially trained to detect and treat heart disease in children.

Scott Buck, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

John L. Cotton, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

Sunita Ferns, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

Elman Frantz, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

Timothy Hoffman, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

Pediatrics
Pediatricians are doctors who care for children from birth to early adulthood. They specialize in diseases and ailments specific to young and growing bodies.

Sally L. Carpenter, MD
Johnston County Pediatrics
11 Berkshire Rd.
Smithfield, NC 27577
Phone: 919-934-0564
Fax: 919-934-9703

Trella S. Cooper, MD
Johnston County Health Department
517 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-989-5200
Fax: 919-989-5208

Benjamin Coulter, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661

Willis E. Lewis, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661

Cyrus Manavi, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661

Drennon Smith, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661

Leslie L. Taylor III, MD
Johnston Health
509 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-934-8171
Fax: 919-938-7850

Directory of Physicians

Benjamin Coulter, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661

Willis E. Lewis, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661

Cyrus Manavi, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661

Drennon Smith, MD
Eastern Carolina Pathology
1705 Tarboro St. SW
Wilson, NC 27893
Phone: 252-399-8661

Leslie L. Taylor III, MD
Johnston Health
509 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-934-8171
Fax: 919-938-7850

Trella S. Cooper, MD
Johnston County Health Department
517 N. Bright Leaf Blvd.
Smithfield, NC 27577
Phone: 919-989-5200
Fax: 919-989-5208

Pediatric Cardiology
A pediatric cardiologist is a doctor specially trained to detect and treat heart disease in children.

Scott Buck, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

John L. Cotton, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

Sunita Ferns, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

Elman Frantz, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

Timothy Hoffman, MD
UNC Pediatric Cardiology
101 Manning Dr.
Chapel Hill, NC 27514
Phone: 919-966-7890

Pediatrics
Pediatricians are doctors who care for children from birth to early adulthood. They specialize in diseases and ailments specific to young and growing bodies.

Sally L. Carpenter, MD
Johnston County Pediatrics
11 Berkshire Rd.
Smithfield, NC 27577
Phone: 919-934-0564
Fax: 919-934-9703
Plastic Surgery

Plastic surgeons correct or restore form and function to the body. They may, for example, graft skin to close a wound or remove a tumor as part of a reconstructive surgery. But plastic surgeons may best be known for cosmetic surgeries such as face-lifts or tummy tucks.

Rhett C. High, MD
Raleigh Plastic Surgery
1112 Dresser Ct.
Raleigh, NC 27609
Phone: 919-872-2616
Fax: 919-872-2771

Podiatry

Podiatrists are medical specialists of the foot, ankle and lower leg.

Bessaliea A. Griffin, DPM
Footprint Podiatry
Johnston Medical Mall
514 N Bright Leaf Blvd., Ste. 1610
Smithfield, NC 27577
Phone: 919-934-0711
Fax: 919-934-0023

Chukwuma Ukata, DPM
Advanced Carolina Foot and Ankle Center
Johnston Medical Foot and Ankle Center
516 Village Ct.
Garner, NC 27529
Phone: 919-661-4150
Fax: 919-779-8708

Psychiatry

Psychiatrists are medical specialists devoted to the treatment and diagnosis of mental disorders. For patients with behavior health needs, Johnston Health provides a 20-bed unit and trained staff.

Mohammad Y. Abu-Salha, MD
Johnston Psychiatric Associates
2076 NC Hwy. 42 W., Ste. 220
Clayton, NC 27520
Phone: 919-550-3323
Fax: 919-550-3379

Husan A. Baloch, MD
Johnston County Mental Health Ctr.
P.O. Box 411
Smithfield, NC 27577
Phone: 919-989-5577
Fax: 919-989-5532

Henry G. Edmundson, MD
Johnston County Mental Health Ctr.
P.O. Box 411
Smithfield, NC 27577
Phone: 919-989-5577
Fax: 919-989-5532

Verainder Goli, MD
Johnston County Mental Health Ctr.
P.O. Box 411
Smithfield, NC 27577
Phone: 919-989-5577
Fax: 919-989-5532
Pulmonology

Pulmonologists specialize in the diagnosis and treatment of diseases of the lungs and respiratory tract.

Mir Mumtaz Ali, MD  
Smithfield Pulmonology, P.A.  
706- A Wilkins St.  
Smithfield, NC 27577  
Phone: 919-989-1800  
Fax: 919-989-1802

Mir Mustafa Ali, MD  
Ali Lung Clinic  
706C Wilkins St.  
Smithfield, NC 27577  
Phone: 919-205-1627  
Fax: 919-205-1686

Mir Omar Ali, MD  
Pulmonology & Bronchology, PC.  
8878 U.S. 70-W., Ste. 400A  
Clayton, NC 27520  
Phone: 919-550-5663  
Fax: 919-550-5761

Radiation Oncology

A radiation oncologist is a doctor who specializes in the treatment of cancer patients, using radiation therapy as the main form of treatment. Through a partnership with Rex Healthcare, Johnston Health offers radiation oncology at the Johnston Medical Mall in Smithfield and the Johnston Medical Plaza on the campus of Johnston Health Clayton.

Joel Tepper, MD
Andrew Wang, MD

Courtney Bui, MD  
Smithfield Radiation Oncology  
Johnston Medical Mall, Ste. 1200  
514 N. Bright Leaf Blvd.  
Smithfield, NC 27577  
Phone: 919-209-3555

Ronald Chen, MD  
Johnston Radiation Oncology  
2076 Hwy. 42 W., Ste. 120  
Clayton, NC 27520  
Phone: 919-585-8550

Bhishamjit Chera, MD  
Johnston Radiation Oncology  
2076 Hwy. 42 W., Ste. 120  
Clayton, NC 27520  
Phone: 919-585-8550

Achilles J. Fakiris, MD  
Smithfield Radiation Oncology  
Johnston Medical Mall, Ste. 1200  
514 N. Bright Leaf Blvd.  
Smithfield, NC 27577  
Phone: 919-209-3555
Radiology

Radiologists are doctors who specialize in obtaining and interpreting medical images, such as X-rays, ultrasounds and MRIs, to diagnose or treat disease and injury. They also treat diseases by using radiation or nuclear medicine, or by minimally invasive, image-guided surgery and procedures such as cryoablation.

Women can now get digital mammograms—the latest imaging technology—at the Ambulatory Imaging Center in the Johnston Medical Mall. The technology also is available in the imaging department of Johnston Health Clayton. To schedule an appointment at either site, you or your doctor may call 938-7749.

Johnston Health offers PET/CT scans, which are imaging tests that detect cancers and identify stages...
of the disease. These tests are available every other Saturday, and may be scheduled by calling 938-7749.

The radiology departments at both hospitals offer 64-slice CT scanners, which provide high-resolution, three-dimensional images of the internal structure of the body.

Cary F. Bizzell, MD  
Carolina Radiology Consultants  
1705 S. Tarboro St.  
Wilson, NC 27893  
Phone: 252-399-8112  
Fax: 252-399-8113

Edward Clark, MD  
Carolina Radiology Consultants  
1705 S. Tarboro St.  
Wilson, NC 27903  
Phone: 252-399-8928  
Fax: 252-399-7313

Richard F. Cody, MD  
Carolina Radiology Consultants  
1705 S. Tarboro St.  
Wilson, NC 27893  
Phone: 252-399-8112  
Fax: 252-399-8113

Jeffrey Jones, MD  
Carolina Radiology Consultants  
1705 S. Tarboro St.  
Wilson, NC 27903  
Phone: 252-399-8928  
Fax: 252-399-7313

Jonathan Lozevski, MD  
Carolina Radiology Consultants  
1705 S. Tarboro St.  
Wilson, NC 27903  
Phone: 252-399-8928  
Fax: 252-399-7313

Rachid Idrissi, MD  
Advanced Spine and Pain Center  
166 Springbrook Ave., Ste. 105  
Clayton, NC 27520  
Phone: 919-359-8643  
Fax: 919-359-8689

Rheumatology

Anshul Rao, MD  
Johnston Medical Associates  
Specialty Services  
507 N. Bright Leaf Blvd., Ste. 100  
Smithfield, NC 27577  
Phone: 919-934-3022  
Fax: 919-934-4133

Sports Medicine

Aaron Leininger, MD  
University Orthopaedics & Sports Medicine  
166 Springbrook Ave., Ste. 101  
Clayton, NC 27520  
Phone: 919-550-3430  
Fax: 919-550-7403

Urgent Care

Lyndsay Tart, FNP-C  
QuikMed Urgent Care  
514 N. Bright Leaf Blvd., Ste. 1620  
Smithfield, NC 27577  
Phone: 919-938-0257  
Fax: 919-938-0296

Urology

Urologists are trained to treat and diagnose patients who have urological disorders. Organs covered by urology include the kidneys, ureters, urinary bladder, urethra and the male reproductive organs.

Robert G. Lippitt, MD  
Mohamed & Lippitt Urology Center  
507 N. Brightleaf Blvd., Ste. 205  
Smithfield, NC 27577  
Phone: 919-934-5955  
Fax: 919-934-0959
Adel W. Mohamed, MD  
Mohamed & Lippitt  
Urology Center  
507 N. Brightleaf Blvd., Ste. 205  
Smithfield, NC 27577  
Phone: 919-934-5955  
Fax: 919-934-0999

Alden H. Reine, MD  
Associated Urologists of North Carolina  
555 Medical Park Pl., Ste. 108  
Clayton, NC 27520  
Phone: 919-467-3203  
Fax: 919-460-8915

Frank L. Tortora, MD  
Cary Urology  
105 SW Cary Parkway, Ste. 300  
Cary, NC 27511  
Phone: 919-467-3203  
Fax: 919-459-5401

Vascular & Thoracic

A thoracic surgeon performs operations on the heart, lungs, esophagus and other organs in the chest.

A vascular surgeon is trained in the diagnosis and management of diseases affecting the arteries and veins—except those in the heart and brain. These diseases may be managed by medical therapy, minimally invasive catheter procedures and surgical reconstruction.

Craig S. Carter, MD, FAC  
2076 NC Hwy. 42 W., Ste. 240  
Clayton, NC 27520  
Phone: 919-553-4404  
Fax: 919-553-4150

Thomas W. Powell Sr., MD  
REX Vascular Specialists (Clayton)  
2076 NC Hwy. 42 W., Ste. 100  
Johnston Professional Plaza  
Clayton, NC 27520  
Phone: 919-784-2300  
Fax: 919-784-2301
What You Need to Know About MRSA and VRE

What is MRSA?
Pronounced mersa, MRSA stands for methicillin-resistant Staphylococcus aureus. The germ can be found where you live, work or play—not just in the hospital.

MRSA evolved as health care providers treated simple staph infections with mostly penicillin and oxacillin. Over time, the bug became resistant to the antibiotics, making it difficult to kill.

It’s estimated that one in three people have MRSA inside their nose or on their skin. The germ is harmless until it enters the body through a cut, rash or sore.

MRSA can live inside your nose without causing an infection. However, you can pass along the germ and infect someone who has a weak immune system.

What is VRE?
VRE stands for vancomycin-resistant enterococcus. It is another drug-resistant germ transmitted in a similar way as MRSA. And like MRSA, it can live harmlessly on the skin.

How does MRSA change my care?
If a health care provider has identified you as a carrier, then the hospital will take special precautions while you are a patient to prevent the germ from spreading to others. If you have an active infection, your doctor will prescribe the proper medication.

Will my length of stay in the hospital be longer because I have MRSA or VRE?
Patients who have an active infection may have to stay longer because the germs are difficult to treat.