Powerful, Personal Maternity Care, delivered close to home.
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Piedmont Medical Center would like to welcome you and your special delivery! We are dedicated to providing high-quality, compassionate care during one of the most important experiences in your life. Our board-certified physicians and nursing staff look forward to offering advanced medical services to help you bring your little one into the world – safely and comfortably.

Comfort is evident in every detail of our women’s tower. Visitors enjoy our oversized waiting areas with flatscreen televisions and moms-to-be relax in luxurious baths or rocking chairs while new babies sleep peacefully in wooden bassinets featured in each of our private rooms.

We are honored that you have chosen Piedmont Medical Center as a part of your special day and are committed to making your childbirth experience as easy and enjoyable as possible.

**Arrival and Admission to The Piedmont Medical Center Women’s Tower**

After you have notified your doctor that baby is on its way, you – or your support person – can drive to Piedmont Medical Center, located on Frank P Gaston Boulevard, just off of Herlong Avenue. The ground entrance of the women’s tower is situated just south of the main patient tower. Upon your arrival, you can alert the representative at the information desk and they will direct you to our labor/delivery unit.

**Parking**

You or your support person can park in short-term parking, available in front of the women’s tower and in the parking lot located across Frank P. Gaston Boulevard. Parking is also located in front of the main patient tower.
QUALITY CARE AND POWERFUL MOMENTS DELIVERED 24/7

We provide 24-hour neonatology, OB and pediatric medical services to give women and newborns the advanced services they need during life’s most special moments. Our medical team features board-certified physicians including an on-staff neonatologist and pediatric hospitalist to care for your baby 24/7. In addition, highly skilled registered nurses and lactation consultants provide high-quality, compassionate care throughout your stay at Piedmont Medical Center.

OB/GYN Physician Laborist Program

Piedmont Medical Center is proud to offer an OB/GYN physician laborist program in which a board-certified OB/GYN is available onsite 24/7, ready to care for soon-to-be mothers experiencing premature labor and other urgent medical situations. For any mother-to-be, it’s comforting to know that expert care is available close to home, even during life’s most unexpected moments.

Labor/Delivery Rooms

A labor/delivery suite will be the room in which you bring your baby into the world. While you prepare for delivery, a nurse will visit you to explain the labor process and procedures and monitor your contractions. As you share your labor preferences and/or birth plan and progress through labor, your nurse will be available to answer any questions that come to mind.
Each beautifully furnished Labor and Delivery room (LDR) has a flat screen television with DVD player, free wireless internet, Bose® stereo system, phone and comfortable seating for visitors. We provide a bed for dad or a loved one. In addition, rooms feature special bathrooms equipped with a whirlpool bath to help moms relax before delivery.

Immediately after delivery, mom and baby will be able to bond skin-to-skin. Breastfeeding can begin, if desired. Once you and your baby are medically stable, you will be moved to a Family Care Suite.

**Family Care Suites**

Families can begin bonding with their special deliveries in Family Care Suites designed with the comfort of new moms and their babies in mind. Each room is private to allow moms to relax with ease as they get to know their newest family members. Rooms feature a sofa that can be used as a bed for one adult to stay overnight in your room. In addition, each room includes a flat screen television, DVD player, free wireless internet and table and chair for dining in-room. Bathrooms feature a large soaking tub for further relaxation. Well-babies will room-in with new moms 24 hours a day, providing the opportunity for family bonding. Individual, bedside instruction for parents by nursing staff is available 24/7.

**Infant Security**

Piedmont Medical Center utilizes a technologically advanced security system to monitor your newborn’s safety. Upon delivery, your baby will wear a special bracelet to monitor your baby’s location at all times. Access to the women’s tower is restricted, limiting individuals on this unit. In addition, Piedmont Medical Center operates closed circuit cameras throughout our hospital to provide additional security of each patient.
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NEW-MOTHER CARE

Following the delivery of your baby, you will receive visits from an obstetrician, anesthesiologist, pediatrician and other members of your medical team who will check on your recovery. Your nurse will answer questions and discuss what to expect during the proceeding hours, days and weeks, including information on pain management and self-care throughout recovery.

Piedmont Medical Center offers the “couplet care” approach through which one nurse provides care for both mom and her new baby, so new mothers always have easy access to updates on the health of their babies.

Baby-Friendly Designation

The Baby-Friendly Hospital Initiative was launched by the World Health Organization and the United Nations Children’s Fund in 1991. Its goal is to encourage hospitals and birthing centers to provide excellent care in the areas of infant feeding as well as mother and baby bonding. In order to receive the designation, facilities implement “Ten Steps to Successful Breastfeeding.” This includes having a written breastfeeding policy, and helping mothers initiate breastfeeding within an hour of birth.

As a result, PMC has changed how infants and mothers are cared for right after a baby is born. Following delivery, the baby is laid on a warm blanket on the mom’s chest, where it is dried with a towel. Then the baby is put skin to skin with mom, and a warm blanket is laid over them both. Research shows that being cradled skin to skin is the most effective way to stabilize a baby’s temperature.
Breastfeeding Services & Lactation Consultations

After your baby arrives, the nursing staff will assist you with all breastfeeding concerns/needs. Board-Certified Lactation Consultants and Breastfeeding Resource Nurses will offer help and expertise to breastfeeding mothers.

Piedmont Medical Center lactation consultants are available to mothers throughout their breastfeeding process. During your first week at home, you will receive a phone call from your lactation consultant to offer support, information and assurance.

Mothers who have delivered at Piedmont Medical Center may request complimentary outpatient appointments for additional lactation consultations or weight checks for your baby. A breastfeeding support group meets weekly and mothers with babies are encouraged to attend. Individual appointments are also available for mothers returning to work who need additional information and assistance.

Contact Us Anytime

Breastfeeding mothers may contact us anytime with questions about medications and their impact on breastfeeding. For questions, information about breastfeeding support groups, breastfeeding resources or to request a lactation consultation, please call 803-323-6085, Monday – Friday between 9 a.m. and 3 p.m.

CARING FOR YOUR TINY BLESSING

We are dedicated to providing each infant with skilled, compassionate nursing care. Parents are supported with the education and the encouragement needed to comfortably care for their newest addition at home. Piedmont Medical Center offers the “couplet care” approach through which one nurse provides care for both mom and her new baby.

Neonatal Intensive Care Unit (NICU)

For newborns requiring additional medical care, Piedmont Medical Center has a South Carolina Level III NICU, allowing us to provide high-quality care for mothers who experience premature delivery and babies who need additional medical treatment. Infant care is managed and performed by a combination of skilled staff, including board-certified neonatologists, registered nurses and respiratory therapists.
SHARING THE JOY OF YOUR NEW BABY

 Visitors

* During labor, visitors may remain in the women’s tower lobby where they can relax as they await the arrival of your special delivery. Hospital lobby and waiting areas feature rocking chairs, sofas, televisions, wireless internet and vending machines.
* Husbands or a significant other may remain overnight in Labor/Delivery rooms or Family Care Suite.
* Visitors ages 12 years and younger must be siblings of the newborn in order to visit in the delivery room; other children are not permitted. All children must be accompanied by an adult.
* A patient may have no more than four visitors at one time.
* “No Visitors” signs are available upon request at the nurses’ station.

 Gift Shop

Flowers, cards and specialty gift items for newborns and their families are available for purchase in the gift shop, located on the first floor of the women’s tower lobby.

 Newborn Photos

Piedmont Medical Center offers new parents the option to purchase memorable photos of your new baby in his or her new outfit. You may ask your nurse for additional information including times and costs for new-baby photo sessions.
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PRE-ADMISSIONS PROCESS OVERVIEW

At Piedmont Medical Center, our admissions process is designed to make life easier for you. Piedmont Medical Center will act as an agent for patients, filing your insurance claims and benefits and/or setting up payment arrangements for estimated charges. You can save time and eliminate paperwork on your big day, as well as enjoy a more flexible payment plan by pre-registering for your delivery as early as possible. We recommend you pre-register no later than the 28th week of pregnancy so that co-pays, deductibles or self-pay balances can be paid by your delivery date. We are happy to assist you in making financial arrangements for the anticipated estimate of charges. After completing the pre-admissions form, contact us at 803-372-5177 or 803-372-5147 to begin planning and preparing for your delivery at Piedmont Medical Center. This area is staffed 24 hours a day for your convenience.

Getting Organized: Steps for Pre-Admission
1. Complete and bring the pre-admissions form provided by your physician’s office when you arrive to pre-register for your delivery. For your convenience, we are able to pre-register you 24/7. The information you provide will help us prepare the necessary paperwork in advance so that you will have less to think about when you arrive on your delivery day.

2. Be sure to bring the following documents with you when you arrive for pre-admission:
   * Insurance card(s)
   * Photo identification
   * Employee claim forms
   * Letters of authorization covering compensation
   * Completed Piedmont Medical Center pre-admissions form

3. If you are pre-admitting or arriving on the day of your delivery, please check in with our Admitting Office, located on the ground floor of the women’s tower.

Helpful Hints for Financial Planning
After you have pre-registered, an account number will be assigned to you. Please write this account number on all checks made to Piedmont Medical Center. Payments may be brought to our Business Office cashier, any admitting department at the hospital, or mailed to the address, below:

Piedmont Medical Center – Business Office, 222 S. Herlong Ave., Rock Hill, SC 29732
The hospital can assume no responsibility for guaranteeing payment from your insurance carrier. Any pre-certification and/or second surgical opinion is the responsibility of the patient or a family member.

If your healthcare benefits are a part of a managed care network that contracts with Piedmont Medical Center, all necessary information related to the services Piedmont has provided will be forwarded to them. The managed care company will then determine the benefit amount to be processed for payment. Routinely, benefits paid, as well as co-pays under such an agreement are not based upon charges but rather, a pre-determined rate for the specific service provided.

Certain medical services provided by physicians will be billed separately. These services may include the following:

- Anesthesiologist
- Radiologist
- Pathologist
- Cardiologist
- Neonatologist
- Private physicians
- Emergency Room physician
- Neurologist

Upon Your Discharge

When you are discharged, the Piedmont billing office will bill your insurance company directly for all hospital charges. Once billed, we will work with your insurance company for approximately 30 days to resolve the bill. If payment has not been received within 30 days, we may call or write asking for your assistance.

After Piedmont Medical Center receives payment or communication of denial from your insurance carrier, you will be notified of any remaining balance. Balances are due upon receipt of notification. Failure to pay balances could result in your account being placed with an attorney and/or outside agency for collection, negatively affecting your credit. Should a credit balance be created as a result of your deposit having been collected, a refund will be issued to you promptly provided there are no outstanding private pay balances due.

Here for You and Your Baby

This is an exciting time for you and your family. We are committed to making sure you have a pleasant delivery experience at Piedmont Medical Center. We are here to provide you with exceptional service. Please feel free to contact us at 803-372-5177 or 803-372-5147 if you have questions or would like to discuss your benefits, hospital billing or how the admissions process works.
FREE EXPECTANT PARENTS TOUR

Designed with new moms and babies in mind, we encourage parents to familiarize themselves with the women’s tower at Piedmont Medical Center before their little one arrives. During the tour, we want you to become comfortable with the location of delivery rooms and Family Care Suites. Tours are free and registration is not required.

To find the most current Expectant Parents Tour dates and times, visit myPMCbaby.com or contact us at 803-329-1234 or 1-800-578-4555.

MATERNITY CHECKLIST

Thank you for choosing to deliver your baby at Piedmont Medical Center. Our birthing professionals look forward to working with you and your family to develop a birthing plan that not only meets your needs but exceeds your expectations for a beautiful delivery experience.

What to Bring…

**Clothing for You:**
- Robe or gown
- Socks and/or slippers
- Going-home outfit

**Clothing for Baby:**
- Going-home outfit
- T-shirts/Booties
- Receiving blanket

**Electronics:**
- Camera or video recorder
- Extra memory card or film
- A laptop or tablet to send emails
- Phone numbers, email addresses of loved ones
- Batteries/chargers for cell phone, laptop, camera or other electronic devices
- Favorite CDs or videos

**Personal Items:**
- Toothbrush, toothpaste
- Deodorant
- Shampoo
- Hairbrush
- Makeup
- Toiletries (If you forget something, items are available for purchase in the gift shop)

*We advise you to leave valuables including money, keepsake items and jewelry at home. Piedmont Medical Center cannot assume responsibility for loss of personal items.*

**Comfort Items:**
- Change for vending machines
- Nursing pillow
- Favorite pillow
- A baby name book, in case you haven’t decided
- Family photographs
- Journal

**Safety-approved Infant Car Seat**

South Carolina state law requires infants to travel home from the hospital in car seats that meet the National Highway Traffic Safety Administration’s guidelines. Learn more about safety guidelines by visiting the American Academy of Pediatrics online, at www.AAP.org.
LEARNING ABOUT YOUR LITTLE ONE

At Piedmont Medical Center, we understand that having a baby is a family affair. The women’s tower offers comprehensive childbirth and newborn care education to help new parents, siblings and grandparents-to-be prepare for the arrival and promote the health of the newest family member. We offer a variety of classes, tours and support groups to help meet the needs of our families.

Health Information Resource Center: A library of resources is available for new parents and individuals needing health information. We offer visitors access to health information books, brochures and computers with Internet access for additional research on health-related websites.

EDUCATIONAL PROGRAMS

Piedmont offers a variety of classes to provide you with information on pregnancy, childbirth and parenting. Classes fill quickly, so please register early in your pregnancy. To register for classes or find the most current class dates and times, visit myPMCbaby.com or contact us at 803-329-1234 or 1-800-578-4555.

Breastfeeding Class: International board-certified lactation consultants teach the basics of breastfeeding, including health benefits to moms and babies, prenatal preparation, use of breast pump, managing the challenges of feeding and helpful hints for success. Partners are encouraged to attend.

Breastfeeding Support Group: International board-certified lactation consultants offer support and discuss the challenges and benefits of breastfeeding. Breastfeeding mothers and their children are welcome.
Childbirth Preparation Class: Experienced labor and delivery nurses help expectant parents prepare for childbirth by presenting the stages of labor, when to come to the hospital, birthing options, relaxation and breathing techniques and methods of pain relief.

Family Infant Care Class: Registered nurses teach expectant parents the basics of newborn care, including bathing, feeding, taking baby’s temperature, signs of illness and infant safety. Grandparents and caregivers are encouraged to attend this class.

Infant CPR: Parents learn the basics of infant CPR and how to help a choking infant following criteria from the American Heart Association. Grandparents and caregivers are also encouraged to attend this class.

Infant Massage: Certified infant massage instructors present the benefits of nurturing touch and compassionate communications between new parents and infants. A series of three, one-hour classes teach a massage routine, beginning with baby’s legs and tummy and concluding with head and back massage. Each class offers parents special, relaxing moments with their infant.

Siblings Boot Camp: Expectant brothers and sisters learn the importance of being the family’s “big kid,” how a new baby will behave and how they can help prepare, hold and care for their new sibling. The class also includes a tour of the women’s tower, Mom/Baby unit and nursery. Upon completion, participants receive a Very Important Kid certificate.

Young Parents-to-be: Small group conversations encompass all aspects of pregnancy, childbirth and infant care, including the importance of prenatal care and a normal pregnancy. This course is a series of four, 2-hour classes geared to parents-to-be ages 21 years and younger.
Before, during and after your little one arrives,
Piedmont Medical Center welcomes the opportunity to answer questions, provide information and meet with you one-on-one. We look forward to welcoming the newest addition to your family.

For questions anytime during your pregnancy, we are here to assist – and to share in your excitement. Thank you for making Piedmont Medical Center your partner in maternity care.