

DCH
Health System

Patient Guide

& Hospital Phone Directory



DCH Regional Medical Center
809 University Blvd. E, Tuscaloosa,
AL 35401
(205) 759-7111



Scan here to view this
guide online

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Welcome to DCH Health System



We realize that a hospital can be a confusing and sometimes stressful place with so much activity. Please know that every caregiver, regardless of his or her role, is here to help you navigate. You are not alone! I often say DCH is about “friends and family taking care of friends and family.” We honor and appreciate the trust you have placed in us. We also believe that patients and their families play a critical role as part of the health care team. We encourage you to be an active participant in your care.

This patient guide provides you an overview of what you can expect while you are here and answers some of the more common questions we receive from our patients and visitors. We are hopeful it will serve as a helpful resource to you and your family. If you have questions not addressed here, please feel free to ask us.

We want you to feel comfortable with our staff and services. Thank you for choosing DCH Health System. We hope your stay will be short and your recovery complete.

Be Well,

Katrina Keefer
President & Chief Executive Officer
DCH Health System





Our Mission & Beliefs

MISSION:

We serve to improve the health of our patients and community.

VISION:

To be the provider of choice in West Alabama by delivering excellent care.

VALUES:

We are Compassionate. We are Accountable. We are Respectful. We are Engaged.



Wi-Fi Access

DCH Regional Medical Center now offers no-charge wireless (WiFi) access to patients and visitors. The public wireless network is DCHpub.

ATM

There are ATMs located in the South Lobby and Outpatient Center Lobby.



Telephone Directory

Business Office	205.343.8321	Patient Portal	205.343.8165
Chaplain	205.759.7900	Room Service Dining	ext 3663
Gift Shop	205.759.7277	Security	205.759.7320
		Patient & Family Relations	205.759.7707

For other numbers not listed, dial 0 for the switchboard. Visit us online at www.dchsystem.com

Calling a Department WITHIN the Hospital? Dial the last four digits of the number.



Shuttle Service at DCH Regional Medical Center

DCH Regional Medical Center offers shuttle service from our lots to the entrances.

Monday - Friday 6 a.m. - 8 p.m.

Call 205.759.7337 to request a shuttle



General Information

DCH Regional Medical Center is a healing environment. Please be considerate and respectful. While you are a patient or visitor, please refrain from:

- Abusive or foul language
- Physical assault
- Verbal harassment
- Threats
- Failure to respond to staff instructions

Prohibited Items

DCH is a weapon-free environment. Per our policies, any personal item that is considered a weapon is not allowed on our campuses or inside our hospitals. This includes any handgun, long gun, any type or style of knife, sharp tools, razors, pepper spray, ammunition for firearms or any object that DCH's security and staff members feel presents a threat.

You may return prohibited items to your vehicle. If you do not have a vehicle on-site, our security officers will hold the item in the security office and return it to you upon discharge from the hospital. Unlawful possession of drugs or other materials on the premises is prohibited. Questions? If you have further questions about our safety policies, please contact DCH's security office at [205.759.7320](tel:205.759.7320). Aggressive and disruptive behavior will not be tolerated.

Visitor violators may be asked to leave immediately; those seeking care may also be asked to leave after they have been screened and stabilized.

Smoking

DCH is a tobacco-free facility. Smoking/vaping is not allowed in any patient room or public area of the hospital. Our no smoking/vaping policy is intended to provide a healthy environment for our patients, staff and visitors. Your cooperation is appreciated. If you are experiencing nicotine withdrawal please speak with a member of your care team.

Making Sense of Scents

Scents associated with products such as lotions, perfumes, shampoo, hairspray and tobacco smoke have been blamed for adversely affecting a person's health. Please do not wear anything with a heavy fragrance while visiting the hospital.

Parking

Parking tickets should be paid at the designated kiosk. Applicable parking rates are posted within the parking deck and at the kiosk location.



During Your Stay

Visit DCHSystem.com for visitation policy



Personal Belongings

We encourage patients to only keep personal items that are absolutely necessary (glasses, cell phone, dentures, etc.) It's always best to send personal items such as money, credit cards, jewelry or expensive hearing aids home with family members if possible. For your convenience, we can secure personal items and give them back to you at discharge.

DCH Regional Medical Center cannot be responsible for replacement of personal belongings.

Lost & Found

If you should misplace any items, please notify your care team immediately after discharge or call [205.759.7111](tel:205.759.7111)

Call Button

There is a button located on your remote you can push if you need to call a caregiver to come assist you.

Baths

Your skin, cleanliness and comfort are very important to us. Patients are assisted with or receive a bath unless their condition prevents bathing. For this reason, wipes may be used during your bath.

Interpreter Services

We provide free language services to help you communicate with us. Ask your care team for more information.

Gift Shop

Our gift shop is located on the first floor in the south lobby. The gift shop features a variety of merchandise, including flowers, snacks, toiletries, and cards.

Hours of operation:

Monday – Friday 9 a.m. – 7 p.m.
Phone: [205.759.7277](tel:205.759.7277)

No Wipes in the Pipes

Please do not flush wipes or other prohibited items in the toilets. Toilet tissue only. If toilet becomes clogged, **alert hospital staff immediately. Do not put your hands in the toilet.** It contains a sharp device that can cause injury.

Patient Meals

DCH is dedicated to providing you with nutritious, appetizing meals. Numerous menu items are available for your enjoyment. Diets are ordered by your physician and prepared under the supervision of our Chef. Registered dietitians assess your nutritional needs and are available for individual counseling. If you are on a restricted diet, please check with a dietitian or your nurse before eating any food that is not served by our Dietary Services Department.

Starbucks is on the main floor across from the Patio Grille. Starbucks offers a selection of breakfast pastries, deli-style snacks and sandwiches, and freshly baked cookies, along with a wide variety of specialty coffees and teas.

Hours of operation:

Monday – Friday
6 a.m. – 5 p.m.

The Outpatient Center Refreshment Cart is located in the main lobby of the Outpatient Center. The cart serves a variety of snacks and beverages, including coffee.

Hours of operation:

Monday – Friday
7 a.m. – 5 p.m.

Where's the Cafeteria?

The Patio Grille is located on the main floor of the hospital. **The hours of operation are:**

■ **1:30 a.m. – 3:30 a.m.**

■ **6 a.m. – 10 a.m.**

■ **10:30 a.m. – 8 p.m.**

Patients are not permitted to enter the cafeteria during their hospitalization.

Room Service Dining:
ext. 3663

Patient & Family Relations

Our Patient & Family Relations staff are available:

Mon.- Fri.: 8 a.m. – 4:30 p.m. to help with any concerns, needs, or general questions. Patients, family members or their representatives with concerns or questions should contact the Patient & Family Relations team.

In-person visits may be made to the Office of Patient & Family Relations located at the South Entrance.

Questions, concerns, compliments, or complaints may also be submitted in writing to: Patient & Family Relations 809 University Blvd. East, Tuscaloosa, AL 35401



General Visitation Guidelines

- **Hours** 4 a.m. – 9 p.m.
- **Health** Visitors must be free from recent exposure to communicable diseases and without fever or visible signs of illness.
- **Outbreaks** Visitation may be restricted during infectious outbreaks (e.g., influenza, COVID-19).
- **Behavior** Disruptive, abusive, threatening, or unsafe behaviors are prohibited. Violators will be escorted out.
- **Support** Family or friends are encouraged to stay with patients on acute care floors to assist in care.

Visitor Limit The number of visitors at the bedside is limited based on patient condition and/or nursing request for safety and patient wellbeing.

Questions and Concerns About Care

If you have questions or concerns about your care that are not being addressed, please inform your care team and request to speak with a leader, such as a Charge Nurse or member of the Management Team. An Administrative Supervisor is also available at all times and can be reached through the hospital operator at [205.759.7111](tel:205.759.7111) or by dialing "0" from your room.

Rapid Response Team

The Rapid Response Team (RRT) is a program that is designed to improve the safety of hospitalized patients. The team consists of healthcare providers who respond to patients in nonintensive care areas if their condition is deteriorating quickly.

The team can be activated from anywhere in the hospital by anyone, including a family member, by **dialing 22** and requesting the Rapid Response Team.



Room Maintenance

If maintenance or a repair is needed on any item in your room, please contact your nurse.

Emergency Care

It's likely that your inpatient stay was the result of an Emergency Department visit. We want you to know the Emergency Department prioritizes and treats patients based on the severity of their condition rather than the order in which they arrive. This approach ensures that patients with the most critical medical needs receive immediate attention. We remain committed to providing safe, excellent care to our community and thank you for trusting us with that responsibility.

Television is available in all patient rooms free of charge. Closed captioning devices are also available – please let us know if you need this device.

Television Channels

2 HSN	27 FOX Sportsnet South	49 OWN
4 WTTO 21 (CW)	30 Golf Channel	50 E!
5 WCFT 33 (ABC)	31 CNN	51 HGTV
6 WBRC 6 (FOX)	32 Headline News	53 Lifetime
7 QVC	33 FOX News	60 Jewelry Channel
8 ION	34 CNBC	61 FX
9 WIAT 42 (CBS)	35 Free Form	66 TNT
11 TBS	36 Nickelodeon	68 Food Network
12 WABM (MY 68)	37 Cartoon Network	69 Travel Channel
13 WVTM 13 (NBC)	38 The Weather Channel	70 AMC
15 News Nation	39 MTV	71 TV Land
16 Tuscaloosa Traffic	41 VH1	73 TruTV
17 THIS	42 BET	75 HSN
20 Govt. Access	45 History Channel	96 SEC Sports
21 Local Programming	46 A&E	
23 USA Network	47 Discovery Channel	
24 ESPN	48 The Learning Channel	
25 ESPN 2		

After Hours

The Security officer must see a state issued picture identification of the visitor and have him/her sign the after-hours visitation form. Upon receiving permission from the nursing unit, the Security officer will direct the visitor to the unit.

Security

Our trained Security staff is dedicated to ensuring your safety. Security services are available 24 hours a day, seven days a week. The Security team may be contacted at [205.759.7320](tel:205.759.7320) for assistance with the following:

- Escort and security service
- Reports and investigations
- Vehicle assistance, such as “jump starting” batteries
- Lost and found items
- Parking enforcement and patrol
- Education and enforcement of hospital access and policies

Pastoral/Spiritual Care

Pastoral Care Services provide support to patients and family members with spiritual, emotional, or ethical needs and issues. Chaplains frequently visit patients and family members in critical care areas and the emergency departments. Chaplains also visit patients and families when requested by physicians, nurses, or community clergy. For family members of patients, there is an interdenominational chapel located on the main floor near the information desk in the South Lobby and is open 24 hours a day. Our chaplains can be reached at [205.759.7900](tel:205.759.7900), or you may ask a caregiver to contact them for you.

For Your Safety

All DCH Regional Medical Center employees are required to wear a picture identification badge with the DCH logo on it, helping patients identify the staff members taking care of them. We strive to make our facilities safe for our patients, staff and visitors. We monitor our campus through surveillance cameras located throughout the hospital and parking lots. We use additional security measures, such as access control, in areas that require greater sensitivity, such as our nurseries, Emergency Department (ED) and pharmacies. Your safety and security is a top priority. In an effort to ensure the safety of our staff, patients and all who visit, we have metal detectors at our ED entrances at DCH Regional Medical Center. Any individual going through the ED entrance is required to walk through the metal detectors. They are active 24/7.

Anyone previously screened who leaves the ED must be re-screened before returning. It is safe for all individuals to pass through the detectors, including those with pacemakers, implants of any kind and women who are pregnant.

Telephone

- **To Receive a Call** Incoming calls can be made directly to a room by calling the hospital operator at [205.759.7111](tel:205.759.7111) and asking for the patient’s room number.
- **To Make a Call** Press the red on/off button on the back of the phone, check for a dial tone, then dial the number you are calling. To make an outside call, **press 9** before dialing the number.
- **To End a Call** When you have finished your conversation, press the on/off button on the back of the phone.
- **To Adjust Receiver Volume** The slide volume control on the side of the phone allows continuous adjustment from a normal to a boosted volume level. If a hearing-impaired patient needs a TDD phone, please ask your care team.

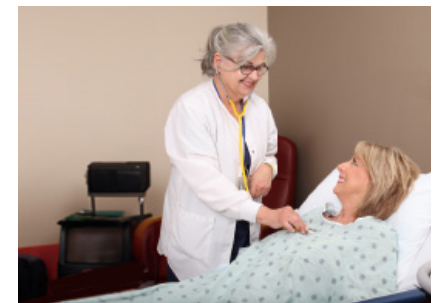
Patient Portal

DCH’s Patient Portal is powered by MyHealth®, a secure online portal that will allow access to view your health information anytime, anywhere.

DCH offers MyHealth to encourage involvement in your health and recovery. Our Patient Portal enhances the relationship between you and your care providers by allowing you to view, print and share your information with those involved in your care.

Go to dchsystem.com/mydch for more information and to sign up. Upon discharge, an invite to join MyDCH will be sent to the email address you provided to us during registration, which will allow you to connect. For help, contact the Health Information Management Department at [205.759.7565](tel:205.759.7565). Access MyDCH on your schedule, whether at home, on vacation or at another medical office.

- Use MyDCH from anywhere using a web browser
- Access 24-7 from your smartphone, tablet or personal computer



Help Prevent Infections

- **Speak up for your care.** Always talk with your healthcare providers, ask questions and discuss your concerns. Whenever a treatment is recommended, ask why it is necessary and what risks are associated with it. If you have a catheter, ask every day when it can be removed. Write questions down before seeing your physician so that you don't forget anything!
- **Clean your hands often.** Hand hygiene is the best way to prevent the spread of infection. Be sure everyone around you, including your healthcare providers and visitors, cleans their hands. If you don't see a person washing their hands or using an alcohol-based hand rub, don't hesitate about asking him or her to do so. Healthcare workers have been educated about hand hygiene and also expect that patients will ask them about hand washing. It is important that you also wash your own hands when you are caring for yourself or a family member.
- **Get smart about antibiotics.** Ask your provider if antibiotics are necessary and if the specific antibiotic prescribed is the most appropriate. Also, don't expect to receive antibiotics for every illness, as antibiotics can only treat a bacterial infection. Diarrhea can accompany antibiotic use, and it is important

that you report frequent episodes of diarrhea to your healthcare provider.

- **Recognize an infection.** Some signs and symptoms of an infection include redness, pain and drainage at the incision site or at the site of the catheter or drainage tube. Many times these symptoms are accompanied by fever. Always contact your healthcare provider for additional guidance.
- **Protect yourself with vaccinations.** Remember to get your annual flu vaccine and other vaccines as recommended by your healthcare provider in an effort to prevent illness and avoid complications.

For Visitors

Tell friends and family not to visit if they are sick. And make sure all of your guests wash their hands when they enter your room.



Rights & Responsibilities

Visit [DCHSystem.com](https://www.dchsystem.com) for patient rights and responsibilities

What Are Advanced Directives?

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance. Here is a brief description of each kind of directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It will only be used if you become unconscious or too ill to communicate yourself. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent.

Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney For Healthcare

A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized (depending on your state), copied and put into your medical record.

For Finances

You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both or choose different people to represent you.

For information about advance directives, visit: <https://www.dchsystem.com/patient-visitor/patient-rights-responsibilities/> or Scan the QR code to access link.





Your Privacy & Information

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

DCH takes your privacy rights very serious and is committed to protecting the confidentiality of your health information. You have the right to decide what information can be shared with family and friends. More information about your privacy rights can be found in the Our Notice of Privacy Practices that is available upon request or on the DCH Health System website at <https://www.dchsystem.com/privacy-practices/> or scan the QR code to access website



If you have questions or concerns about your privacy, you may reach our Privacy Officer at 205.759.7693. You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this Law?

- Doctors, nurses, pharmacies, many other healthcare providers, health insurance companies, HMOs and most employer group health plans.
- Certain government programs that pay for healthcare, such as Medicare and Medicaid.

What Information is Protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system.
- Your Billing Information with our hospital and clinics
- All other health information about you held by those who must follow this law

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.



To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and the facilities 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

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



Billing and Insurance

Helping You Navigate Financial Details

Our team is here to assist with any billing or insurance concerns. We strive to make this process as smooth as possible, so you can focus on your health and recovery.

Understanding Your Hospital Bill

Your hospital bill reflects the cost of various services provided during your stay, including:

- Your room and meals
- 24-hour nursing care
- Laboratory work and diagnostic tests
- Medications and therapies
- Services from hospital staff

Note: Physician fees are billed separately.

Billing and Insurance

The hospital will submit your bills to your insurance company and strive to expedite your claim. However, your insurance policy is a contract between you and your insurer, meaning you are ultimately responsible for paying your hospital bill. For your convenience, access to billing information is available at www.dchsystem.com. Questions should be directed to Customer Service at 866-611-6475

Coordination of Benefits (COB)

If you have multiple insurance policies (e.g., through a spouse, dual coverage for children, or a combination of medical and auto insurance in cases of accidents), your insurance providers will determine which is the primary payer. This ensures no duplicate payments are made.

Key points about COB:

- **Identification at Admission:** COB details must be confirmed during admission to comply with insurance guidelines.
- **Patient Responsibility:** Insurance companies may request a COB form before claim processing. While the hospital will notify you if this is required, you must provide this information to your insurer directly to avoid payment delays.

Medicare Patients

This hospital is an approved Medicare provider, adhering to federal guidelines for billing. During registration, you'll be asked to complete a Medicare Secondary Payer (MSP) Questionnaire to identify the primary insurance responsible for your care. Your accurate responses help us ensure claims are submitted correctly

- **Secondary Insurance:** Medicare deductibles and coinsurance may be partially or fully covered by secondary insurance. If not, you will be asked to pay any remaining balance.



Patients with Commercial Insurance

To ensure timely claim processing, please provide accurate insurance details at registration, including:

- Policy and group numbers
- Your insurance company's address

If you don't have that information with you on admission, please have someone bring it to the hospital. We will file claims on your behalf and coordinate with your insurer for payment.

Information for Self-Pay Patients or patients without insurance:

- If you need assistance, we offer payment plans often at discounted rates. Please call our Patient Accounts team at 205.343.8321
- The Patient Accounts Department will issue up to three statements over 90 days and may contact you by phone.
- If no payments or arrangements are made after 90 days, the outside agency collecting your account may send your balance to a collection agency.

For an itemized statement or other billing inquiries, contact us during business hours,

Monday – Friday, 8 a.m.–4:30 p.m., or visit dchsystem.com



Preparing for Discharge

Going Home

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 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 at the time of your discharge.

- Check your room, locker, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc. We request that you prepare for discharge home by 11 a.m. Infants will not be discharged from the hospital unless there is an approved car seat provided in the vehicle. When you are ready to leave, a member of the hospital staff will take you by wheelchair to the proper exit.



Volunteer Services

Volunteer Services

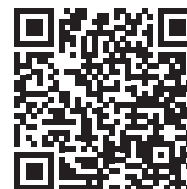
There are many rewarding opportunities to serve patients and staff, from greeting to escorting to assisting in various departments as a volunteer at DCH. The upbeat

attitude and can-do approach of DCH's volunteers are the perfect medicine for patients and visitors. For more information on how to become a DCH volunteer, call [205.759.7141](tel:205.759.7141).



Grateful Patient

Please consider making a donation to The DCH Foundation as a way to show your appreciation for the excellent care you or a loved one have received at a DCH facility. Donations from our grateful patients help secure the resources needed to provide excellent care to our community.



Visit [The DCH Foundation](#) webpage to learn more about our Grateful Patient program

DCH Golden Years Program



DCH Golden Years is a membership organization for people 60 years and older. For an annual enrollment fee of \$30 per couple/\$25 per person, DCH Golden Years members enjoy a wide array of benefits, including special privileges, free services and discounts at any of the DCH Health System hospitals.



Visit [DCH Golden Years](#)



Quality & Safety Support

If you are unable to resolve your concerns about patient care or safety through internal hospital processes, you may contact one of the following organizations:

[The Joint Commission \(TJC\) Office of Quality and Patient Safety](#)

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Fax: 630.792.5636

www.jointcommission.org

Use the "Report Patient Safety Event" link in the "Action Center" section on the homepage.

[Alabama Department of Public Health \(ADPH\)](#)

The RSA Tower 201 Monroe Street
Montgomery, AL 36104
[1.800.356.9596](tel:18003569596)

www.adph.org

If you are a Medicare beneficiary and you have a concern about quality of care, disagree with a

coverage decision or if you wish to appeal a premature discharge, please contact the Medicare Quality Improvement Organization listed below.

[Acentra Health](#)

5201 West Kennedy Blvd.
Suite 900
Tampa, FL 33609
[1.888.317.0751](tel:18883170751)

Patient/Visitor Parking

- West Deck, All Levels
- South Deck, All Levels

Employee Permit Parking

- West Deck, Levels 3-5

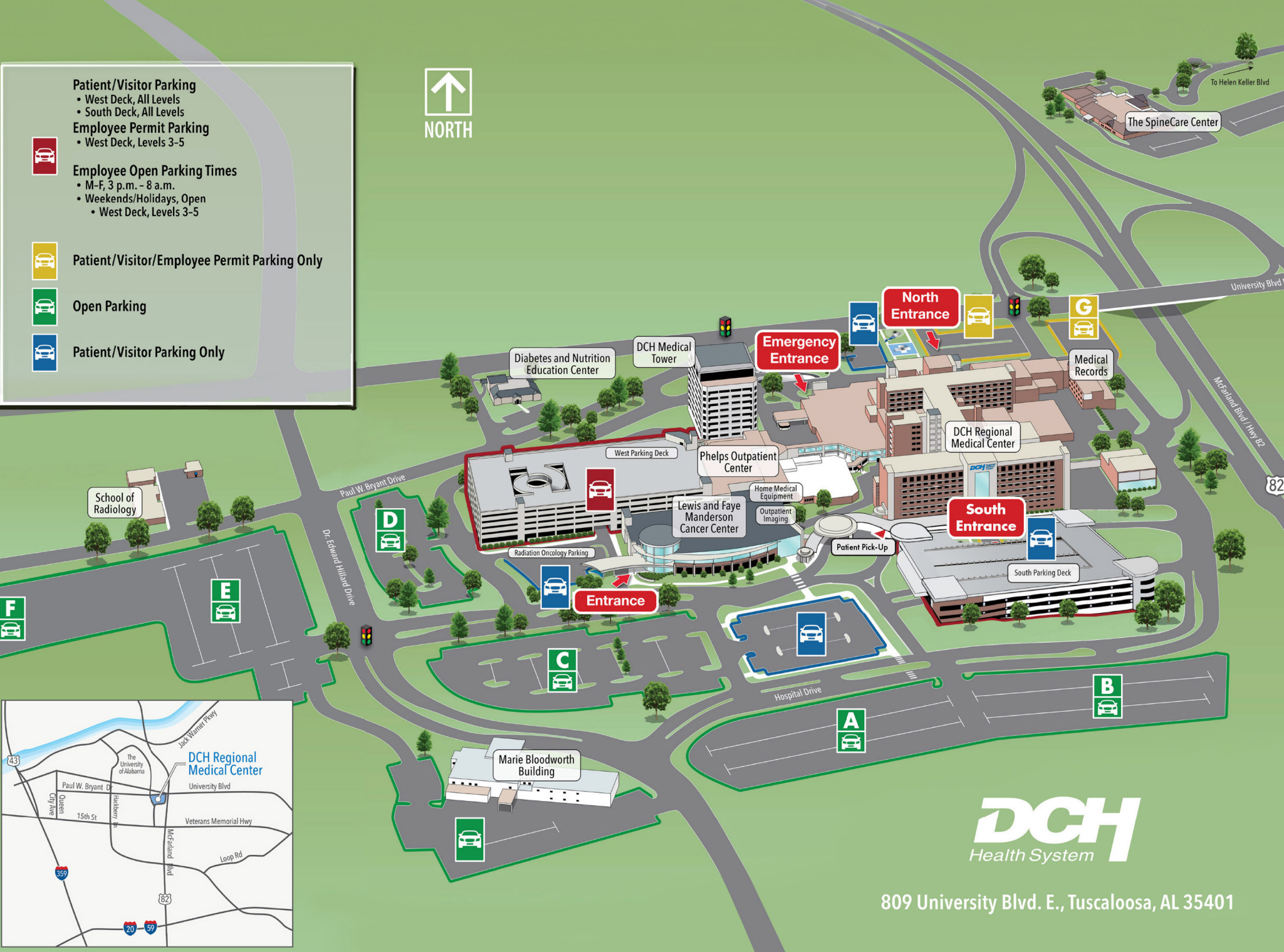
Employee Open Parking Times

- M-F, 3 p.m. - 8 a.m.
- Weekends/Holidays, Open
- West Deck, Levels 3-5

Patient/Visitor/Employee Permit Parking Only

Open Parking

Patient/Visitor Parking Only



809 University Blvd. E., Tuscaloosa, AL 35401



DCH Regional Medical Center
809 University Blvd. E.
Tuscaloosa, AL 35401
205.759.7111

Follow us on Social Media!



DCH Health System



@dchsystem



How did we do?
Leave us a Review