

Dear Patients and Family Members:

On behalf of the employees and physicians at Southampton Memorial Hospital, I would like to welcome you to our facility. Thank you for the opportunity to provide healthcare services to you and your family. Delivering quality health-care services and a positive experience are extremely important to us. In order to meet these objectives, we have implemented the *Community ♥Cares* customer service philosophy. The mission of Southampton Memorial Hospital and *Community ♥Cares* is to provide care, comfort and compassion to all of our patients.

As part of the *Community ♥Cares* program, we have included two cards in your admission packet — *How's Our Service* and *Caught in the Act of Caring*. The *How's Our Service* card is for you to comment on services provided to you and your family member. If you experience any problems at Southampton Memorial Hospital, **we want to know about it**. The cards are collected daily Monday through Friday and any problems will be addressed immediately by the appropriate department manager. If you experience a problem on the weekend, please notify your nurse immediately so we can address your concern without delay. We are committed to make your stay at Southampton Memorial Hospital as pleasant as possible.

The heart-shaped *Caught in the Act of Caring* card is for a patient, family member or physician to identify any staff member who has gone out of his/her way to provide a patient or their family with extraordinary service or care beyond their expected duties. We will recognize these staff members with red and gold hearts to wear on their name badges.

By filling out *How's Our Service* and *Caught in the Act of Caring* cards, you will help improve our service to you. For your convenience, drop boxes for the completed cards are located throughout the facility. Thank you for participating in our *Community ♥Cares* program and for completing the response cards. Thank you for choosing Southampton Memorial Hospital. We hope you have a speedy recovery.

Sincerely,

A handwritten signature in black ink, appearing to read "Phil A. Wright, II". The signature is fluid and cursive, with a long horizontal stroke at the end.

Phil A. Wright, II
Chief Executive Officer

VISITING HOURS

While we know that visits by your family and friends can help cheer you while you are in the hospital, it is also important that you get adequate rest. Please ask your visitors to make their stays brief so that you do not get overly tired. We also ask that only two people at a time visit in the patient's room. It is important that children have adult supervision at all times while visiting in the hospital.

General Hospital Visiting Hours:

Daily 10:00 a.m. to 8:00 p.m.

Intensive Care Visiting Hours:

10:00 a.m., 2:00 p.m., 6:00 p.m., and 8:00 p.m.

Visits are limited to 30 minutes and only two persons at a time.

Womens' Suite Hospital Visiting Hours:

Daily 10:00 a.m. to 8:00 p.m.

Fathers are welcome to visit anytime. Except for siblings, children must be over the age of 12 to visit on the Women's Suite.

Special Instructions for Visitors to The Women's Suite

The Women's Suite is located on the third floor of the hospital in our obstetrical unit. Although none of us likes to think about it, infant abductions do occur and we need to take every precaution to guard against it. That, and to give our patients adequate rest time, is why we have chosen to limit visitation to the unit and monitor those who come and go.

To enter The Women's Suite, visitors should press the intercom button to the right of the door. Someone will ask who they wish to visit and then release the door. Visitors should wait until the buzzer sounds to enter. To leave the unit, ask someone at the nurse's station to unlock the door.

MEALS

Your doctor has ordered a diet specifically for you and your health needs. The diet ordered may limit certain foods in order to meet your health goals. You may be on a special diet, such as low sodium, low fat, low sugar or other diets, so your food may not taste the same as it does when you cook at home.

A menu is posted in your room that outlines what your meals will be each day of the week. An alternate list is also posted for meal options if you would rather have something different than the posted menu. An alternate item can be ordered through your nurse, dietitian, or food services worker by letting them know of your menu choice. If your diet permits, your choice will be accommodated. At any time, you may request a dietitian to discuss your diet. Just tell your nurse you would like to speak to a dietitian.

VISITOR MEALS

Visitors are welcome in the hospital's cafeteria, Community Café, located in the basement. Cafeteria hours are from 7:00 a.m. to 2:00 p.m., Monday through Friday. The cafeteria is closed on weekends. Vending machines are located outside the cafeteria door, on the first floor in the Emergency Room waiting area and on the second floor right outside the Intensive Care Unit.

IDENTIFICATION BRACELET

Upon admission to the hospital, an identification bracelet with your name and patient number will be placed on your wrist. If you do not receive an identification bracelet, please inform your nurse or healthcare provider so that one may be obtained prior to having any tests or treatments performed. Please do not remove this bracelet until after you are discharged.

VALUABLES AND PERSONAL BELONGINGS

Southampton Memorial Hospital is not responsible for personal belongings or items of value such as money, jewelry, watches and credit cards. Please do not keep these items in your room but send them home with a family member or friend. If you cannot send these items home they may be secured in the hospital safe and picked up from Admissions when you are discharged.

The hospital is also not responsible for the loss of glasses, contact lenses, hearing aids or dentures. Please keep these items in protective cases when they are not in use.

YOUR BED

Your bed has many features that will help you feel more comfortable during your stay. Your nurse will instruct you in the proper use of your bed controls. If you have problems or questions, do not hesitate to ask your nurse.

ROOM TEMPERATURE

Each patient's room has individually controlled heating and cooling systems. Please ask the nurse to assist you with the adjustment of your room temperature.

TELEPHONE

A telephone is furnished in your room free of charge. Family members and friends may call you directly in your room by dialing 569-6+ your room number. If you would like to place a local call, dial 9 for an outside line and then the phone number. There is no charge for local calls.

To place a long distance call, you must use your own calling card. Dial 9 + 1 + the access code of your long distance carrier, then the number you are calling. The hospital operator cannot give you an outside line for making long distance calls.

Collect calls to patient's room cannot be accepted.

TELEVISION

The television in your room is provided for your use at no extra charge. We ask that you be considerate of others and keep the volume low. Your nurse can help you with the television controls and with using the closed caption option.

NEWSPAPERS

The *Tidewater News* and *The Virginian-Pilot* are available in vending machines located in the basement of the hospital near the cafeteria.

SMOKING

To promote good health, Southampton Memorial Hospital is a smoke-free facility and smoking is not allowed inside or outside of the hospital building.

MAIL

Our hospital volunteers will deliver mail to your room Monday through Friday. If any mail is received after you are discharged it will be forwarded to your home address. Please ask your nurse if you need help with sending outgoing mail.

GIFT SHOP

The Southampton Memorial Hospital Auxiliary operates a gift shop in the main lobby of the hospital. The gift shop is usually open weekdays from 10:30 a.m. to 4:30 p.m.

BANKING (ATM) MACHINE

An automated teller machine (ATM) is located in the Emergency Department Waiting Area and is available for your convenience.

SAFETY TIPS YOU NEED TO OBSERVE

To ensure your stay with us is not only comfortable but safe, we ask that you please follow these important safety rules:

- Please wear slippers or shoes whenever you are out of bed. If you do not have slippers with you, please ask the nurse for a pair of disposable slippers.
- Allow our staff to assist you in and out of a wheelchair.
- Promptly call your nurse if any equipment in your room is not working properly.
- If you bring personal electrical equipment (such as hair dryers, razors, etc.) please tell your nurse and we will arrange a safety check to ensure that it does not electrically interfere with vital hospital equipment. Never use any electrical appliance near water to avoid electrical shock.
- Tell your nurse or doctor about any medicine you have brought from home. You will be asked what medicines you were taking at home before your hospital admission and if you have any known drug allergies. If you have brought medicines from home, we will ask you to send them home or we will keep them in the hospital pharmacy until you are ready to go home.
- All hospital employees have identification badges. Do not hesitate to ask to see their badge if you have doubts about a person's identity, and do not hesitate to call your nurse if you notice any suspicious persons.
- If it is necessary for you to leave your room, and your physician has given consent, please notify your nurse who will arrange an escort for you.
- Hospitals are required to periodically conduct routine fire and disaster drills. These mock drills may involve various alarms, automatic door closures, and response procedures practiced for your safety. In the unlikely event of a real emergency, our staff is well trained and will instruct and assist you.

PREVENTING INFECTIONS IN THE HOSPITAL

What you as a patient can do...

Infections can occur after many types of medical procedures. This is particularly true if you are having surgery. There are several things you can do to help prevent infections from developing in the hospital:

- Wash your hands carefully after handling any type of soiled material. This is especially important after you have gone to the bathroom.
- Since you are part of your healthcare team, do not be afraid to remind doctors and nurses about washing their hands before working with you.
- If you have a catheter in your arm that gives you fluid and/or medicine and that site becomes red, sore, tender or swollen, promptly tell your nurse.
- Likewise, if you have a dressing on a wound, let your nurse know promptly if it works loose or gets wet.
- If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.
- If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infections noticeably.
- If you are overweight, losing weight will reduce the risk of infection following surgery.
- If you are a smoker, you should consider a smoking cessation program. This will reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.
- Carefully follow your doctor's instructions regarding breathing treatments and getting out of bed. Do not be afraid to ask for help, advice, or sufficient pain medications.
- If possible, ask your friends and relatives not to visit if they themselves feel ill.
- Do not be afraid to ask questions about your care so that you may fully understand your treatment plan and expected outcomes. You and your family and friends will be able to better facilitate your recovery.

GOING HOME

While you are a patient, our staff of caregivers will work with you and prepare you for caring for yourself once you are home. You may get information from nurses, dietitians, therapists and others as to any special instructions you may need to follow once you are home.

Sometimes your care may need to be continued at home, and we can help you arrange to have Southampton Memorial Hospital Home Health or another home health agency provide the care you need.

Patients who no longer need the specialized care of a hospital but still require around-the-clock nursing may be moved from the acute care section of the hospital to the Skilled Nursing Unit. Skilled nursing, rehabilitation services and other medical services are provided as determined by your physician. As part of our continuum of care, long-term care nursing is provided by East Pavilion our long-term care facility.

Our discharge planner can help put you in touch with resources, both medical and financial, you may need once you are home. Discharge planning services are available to all inpatients, outpatients, and emergency department patients and their families. For assistance or information, call 569-6437 during regular business hours.

FINANCIAL INFORMATION

You may receive several separate bills relating to your hospital stay. The hospital charges for services and supplies you received. Your daily care charge includes your room, 24-hour nursing and other medical care, housekeeping, meals and the support services of a large staff working around the clock to serve you.

Operating room charges, laboratory tests, x-rays, diagnostic procedures, oxygen, medications and special equipment are separate charges from the daily hospital care charge.

Charges from physicians and surgeons are not included in your hospital bill. You will receive a separate bill for their services. If you received services from emergency department physicians, pathologists or radiologists, you will receive separate bills from them, also.

You as the patient are responsible for the payment of your bill. We will gladly submit your claim to your insurance company and assist you in coordinating claims. You should contact your insurance company if payment has not been made within 45 days of your discharge. You should receive an Explanation of Benefits (EOB) from your insurance company indicating how much the insurance company paid and how much you owe. Contact your insurance company if you do not receive an EOB within six weeks from the date of service.

You may make arrangements for paying your bill by calling our business office at 569-6163 during weekday business hours 8:00 a.m. – 4:30 p.m.

SOUTHAMPTON MEMORIAL HOSPITAL SERVICES

Southampton Memorial Hospital has served the medical needs of Franklin, Southampton, and surrounding counties since 1963. The hospital boasts a wide range of services and medical specialties. We strive to offer a variety of health care services, the latest technology for diagnosis and treatment, a medical staff of diverse specialties, and highly trained hospital staff members who understand the importance of compassion in the healing process.

Here are some of the services offered at Southampton Memorial Hospital:

- Emergency Department
- The Women's Suite
- Inpatient and Outpatient Surgery
- Cardiac diagnostics
- CT Scanner
- Mammography
- Magnetic Resonance Imaging (MRI)
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Vascular Lab
- Home Health
- Hospice
- Laboratory
- Pharmacy
- East Pavilion skilled and long-term
- Nursing services
- Respiratory Therapy
- Senior Circle
- Volunteer Opportunities

ADVANCE DIRECTIVES

One of the most important rights you have as a patient is the right to make decisions about your medical care. This includes the right to accept or refuse care and the right to make advance directives about your care.

An advance directive allows you to make two types of decisions about your health care. The first type of decision you can make tells people how to care for you if you ever have a terminal condition and you are unable to make decisions for yourself. This document is often called a "living will." The second type of advance directive, often called a "durable power of attorney for health care," covers those situations when you cannot make treatment decisions for yourself but do not have a terminal condition, such as when you have an accident or take a drug that leaves you unconscious.

You will be given a booklet, "Your Right to Decide: Communicating Your Health Care Choices," that will explain more about advance directives.

PATIENT COMMENT CARDS

How's Our Service? and Caught in the Act of Caring

All Southampton Memorial Hospital employees have attended special *Community ♥Cares* customer service classes. These classes emphasize that all employees should deliver excellent customer service every day.

It is very important that we know if we are providing the quality medical care and customer service that you expect and deserve. There are two ways that patients and families can give us feedback on how we are doing.

Included in your admission packet and located throughout the hospital are *How's Our Service?* cards and *Caught in the Act of Caring* cards. *How's Our Service?* cards ask you to let us know if there is a problem during your stay. Patients or family members may fill out one of the cards and drop them in one of the boxes conveniently located on each patient floor and throughout the hospital. If you let us know there is a problem we will respond to it quickly and try to resolve it.

Caught in the Act of Caring cards allow patients, families and physicians to tell us about employees who did an excellent job of providing care. Employees will receive recognition for the comments that are submitted.