

## VISITING HOURS

We recognize the importance of family members and friends participating in your care and recovery. Quiet time and rest are equally important; therefore we have established the following visiting hours:

### GENERAL UNITS, INTENSIVE CARE, CRITICAL CARE

- 11:00am-8:30pm
- Children under 12 at the discretion of the primary nurse.

### POST PARTUM

- Designated Support Person - unlimited
- Others: 11:00am - 8:30pm
- For the protection of our newborn babies, children under the age of 12 (unless a sibling of the newborn), are not permitted on the 3rd floor. We ask that you please wait with these children in our main lobby, located on the ground floor.

### NICU

- 10:00am - 6:00pm and 8:00pm-5:00am (Parents and Grandparents only)

### LABOR & DELIVERY

- Limited to three adults (including significant other)

### CAFETERIA

The *Southside Café* is located on the ground floor, adjacent to the main lobby and serves three meals and snacks each day for visitors and staff. For your convenience, food and drink machines as well as a bill changer are accessible 24 hours, 7 days a week in the cafeteria.

#### HOURS

- Breakfast 6:45am-9:45am
- Snack 9:45am-10:30am
- Lunch 11:00am-2:00pm
- Snack 2:00pm-4:00pm
- Dinner 4:30pm-6:30pm

## PHONE NUMBERS (area code 804)

General Hospital Information*	765.5000
Behavioral Health	765.5530
BirthPlace	765.5670
Business Office	765.5700
Cancer Treatment Center	765.5850
Cardiac Catheterization	765.5950
Cardiovascular Services	765.5200
Centralized Scheduling	957.6035
Chaplain	765.5593
Customer Services	765.5066
Dietitian Office	765.5176
Emergency Services	765.5680
Environment Hotline	765.4212
Gift Shop	765.5970
Health Care Plus (Colonial Heights)	526.2121
Health Information Management (Medical Records)	765.5764
Home Health Services	862.8345
Laboratory Services	765.5010
Nuclear Medicine	765.5584
Occupational Therapy	765.5174
Outpatient Surgery	765.5125
Patient Accounts	765.5700
Pharmacy	765.5080
Physical Therapy	765.5170
Radiology	765.5040
Renal Services	765.5261
Respiratory Therapy	765.5972
Security	765.5838
Speakers' Bureau	765.5393
Volunteer Services	765.5786

## NURSING UNITS

2 East	765.5130
2 West (ICU)	765.5100
2 South	765.5530
3 East	765.5165
3 West (Labor + Delivery)	765.5670
3 West (Nursery)	765.5180
4 East	765.5160
4 West	765.5120
4 South	765.5155
5 East	765.5150
5 West	765.5140
Same Day Services	765.5125

### SUPPORT GROUPS - Need more information? Call Extension 5789.

Bariatric, Behavior Modification, Bereavement, Cancer Support, Multiple Sclerosis

### COMMUNITY EDUCATION CLASSES - Call Extension 5381.

Labor and Delivery, Baby Care Basics, Lamaze, Breast Feeding, Infant and Child Safety & CPR, Siblings Are Special

# YOUR GUIDE

## TO SRMC INFORMATION

Welcome to Southside Regional Medical Center. We are committed to providing you with the optimum level of medical care in a comfortable setting. Our mission is to exceed your expectations. We will strive to provide healthcare which respects your dignity, trust, time and resources. This Guide is available in large print, Braille and Spanish. To obtain a copy, please ask any SRMC specialist for help. Esta información disponible en grande impresión, Braille y Español. Obtener una copia, por favor pregunta un empleado del hospital ayuda.

### CONSENT FORMS

The Patient Registration Representative will ask you to sign consent forms authorizing your physician and the hospital to care for you during your hospital stay. The consent form also allows us to release information for the purposes of billing your insurance company. During your stay, you may also be asked to sign additional consent forms which are specific to certain surgeries or procedures. These forms may be signed by you or your authorized representative or a guardian for minors. You have the right to speak with your attending physician or the physician who will perform the procedure and have your questions answered before signing.

### PRE-CERTIFICATION/AUTHORIZATION

If you are having outpatient surgery or a special procedure, you and your physician are responsible for the pre-certification of services according to your health insurance coverage. An SRMC Insurance Verification Representative will contact your physician's office for the authorization or pre-certification numbers. Questions concerning your bill can be answered by contacting our Business Office at 765-5700.

### INSURANCE AND FINANCIAL ARRANGEMENTS

Your health insurance is verified by an Insurance Verification Representative within 24 hours of admission, Monday through Friday, and within 72 hours for weekend admissions. Hospital insurance plans often do not provide full coverage of the hospital bill. Your health insurance coverage is a contract between you and your insurance company. We will work with you in the effort to collect the full amount of benefits from your insurance company. However, you are ultimately responsible for your hospital bill.

You will be required to make a deposit at the time of admission or prior to discharge if:

- You have no insurance coverage
- A deductible is due
- Your insurance coverage is less than 100%
- You request a private room and your insurance does not provide for it
- You owe previous outstanding balances

Patient Billing Services can be reached at extension 5700, between 8:00am and 4:30pm Monday through Friday. For your convenience, when all extensions are busy, we offer voice mail.



## Preparing for Admission

### LIVING WILL OR DURABLE POWER OF ATTORNEY FOR HEALTH CARE DECISIONS

Advance directives give you an opportunity to express your wishes for end-of-life decisions. If you have an advance directive, we ask that you bring a copy of it to the hospital at the time of admission. A copy of your advance directive will be placed in your medical record. Additional information about advance directives is included in this Patient Information Packet.

## ROOM ARRANGEMENTS

Most of our patient rooms are private. In the event our patient census is near capacity, you may be assigned to a semi-private room and every effort will be made to transfer you to a private room as one becomes available.

## SMOKING

The hospital is a smoke and tobacco-free facility. The use of tobacco products will not be permitted on any SRMC property or adjacent properties. Smoking cessation classes are offered to patients, employees and the public. Patients can discuss tobacco-free alternatives with their physician.

## ROOM TEMPERATURE

If you need help in adjusting your room temperature, ask your nurse for assistance.

## EMERGENCY MANAGEMENT DRILLS

As part of our concern for your welfare and care, the staff feels that reactions to possible internal and external disasters must be prompt. During your stay, we may have various drills to maintain our state of preparedness. The drills will not interrupt your care.

## Understanding Your Personal Environment

### WHAT TO BRING WITH YOU

*It will be necessary for you to bring:*

- Payment for deposits due upon admission (This may be discussed during a pre-admission telephone call)
- Your insurance card(s)
- A list of current medications including over-the-counter medications, as well as, herbal and vitamin supplements. For prescription medications, be sure to include dosage and frequency.
- A list of your allergies
- A copy of your Advance Directive if you have one.

*You may wish to bring:*

- Bathrobe and slippers
- Nightgown or pajamas
- Toiletries
- Toothbrush and toothpaste

### PERSONAL APPLIANCES

For safety reasons, personal hygiene appliances (curlers, hairdryers, etc.) and personal entertainment appliances (radios, video games, etc.) are permitted only if they are battery-operated.

### EYEGASSES/DENTURES

It is recommended that items such as eyeglasses, contact lenses, dentures, personal wheelchairs, walkers, and canes be labeled with your name. The hospital accepts no responsibility for the loss of these items.

### WIRELESS & DIGITAL ELECTRONICS

The use of cellular phones, computers, transmitters and/or receivers is permitted in restricted areas only due to possible interference with hospital electronic/monitoring equipment. Personal cell phones may not be used in patient rooms.

### VALUABLES

You are strongly encouraged to leave all valuables at home. The hospital is not responsible for the loss of any valuables brought into the hospital. A valuables safe is available in an emergency situation or in the event you have no other option. Call our Security office at 765.5838 if you need assistance.

If you should misplace or lose an article, please report it right away to a staff member. If you discover an article missing after discharge, call our Lost and Found at 765.5838.

## VOLUNTEERS

The Hospital Guild, known as the TWIGs, has nearly 100 members and the SRMC volunteer program has an additional 300 members. These volunteers contribute their time, energy, and talent assisting the hospital in accomplishing its mission.

All volunteers receive extensive training which enables them to provide comfort and aid to patients and family members, assist in patient and nursing unit support and perform community outreach and fund-raising activities. You can recognize our adult volunteers by their royal blue jackets. Volunteer Services can be reached at Extension 5786.



the twig shop

Located near the main lobby on the ground floor, a visit to the gift shop is an exquisite, original and unique experience. The Hospital Guild has provided this special service for many years. You will find a wide variety of gifts, cards, magazines, and snacks. If you need something from the TWIG Shop you may call Extension 5970 for assistance. The Shop is open seven days a week, Monday - Friday, 9:00am - 8:00pm and Saturday, Sunday and holidays, 11:00am - 8:00pm.

### USING THE TELEPHONE

Each patient room is equipped with a telephone. You may give your direct dial number to family and friends. Your direct dial phone number is 765-6+ your room number. For example, room number 410 would have a direct dial number of 765.6410.

To dial a local number, dial 9, then the number.

To dial a long distance number, ask your nurse for assistance.

TDD telephones and amplifiers for the hearing impaired are available upon request. Ask your nurse for assistance.

### TELEVISION

Television service is provided at no additional cost in all patient rooms. Closed-caption units are available upon request.

## Knowing Patient Services

### MAIL, FLOWER, AND BALLOON DELIVERY

Patient mail, flowers and balloons are delivered Monday through Saturday. If you wish to mail a letter, give it to your nurse or leave it at the nursing station. No flowers are permitted in ICU patient rooms and only mylar balloons are allowed in patient care areas.

### HOME HEALTH

SRMC Home Health services are available to patients who live within a 50-mile radius of the hospital. Most major insurance plans will cover the cost of home health services if the services are deemed medically necessary. To call SRMC's Home Health services directly, call 862.8345. If you live beyond a 50-mile radius of the hospital and require home health services, your case manager will gladly assist you.

### SPIRITUAL CARE

The services of a chaplain are available to you and your family at any time. Area clergy of various denominations and faiths assist the Hospital Chaplain in providing emotional and spiritual support during illness or other medical crisis. The nursing staff will be glad to contact the chaplain for you or you may call the chaplain directly at Extension 5593. The Chapel, located on the ground floor adjacent to the Main Lobby, is always open to patients and visitors. Bibles and other religious materials are available upon request.

### ETHICAL ISSUES

Sometimes healthcare decisions are difficult to make. You and your family have our Ethics Committee available to you as a resource. The Ethics Committee can also provide assistance in resolving conflicts with families and care providers or with discharge issues. The Director of Spiritual Care serves as the Vice Chair of the Ethics Committee. If you would like an ethics consultation please call Extension 5593.

### MEDICAL RECORDS

If you wish to request a copy of your medical record, you will be required to complete a special form which is available from our Health Information Management Department. There is a nominal fee for copies. Call 765.5764 for assistance.

### PATIENT EDUCATION

Health education for you and your family is provided by the hospital staff and is facilitated by our Education Department Instructors. Educational programs are designed to provide information and instruction according to your physician's plan of care for you. This service will help you understand and follow your treatment plan.

Television programming includes our Patient Education Channel, available 24 hours a day, seven days a week.