

What's Inside...

Understanding Your Bill

TV Channels

Cafeteria & Nutrition

Commonly Used

Phone Numbers

# PATIENT GUIDE

Key Information For Your Stay



**FREE!**

Take This  
Copy Home  
With You.

Room Number:

---

Security Code:

---

H O O P S  F A M I L Y  
 **Children's**  
H O S P I T A L  
AT CABELL HUNTINGTON HOSPITAL  
Member of MOUNTAIN HEALTH NETWORK

1340 Hal Greer Blvd. • Huntington, WV 25701 • 304.399.4667 (HOOP)



Scan this code using your smart phone for a safety video specific to your stay at Hoops Family Children's Hospital. Additional pediatric-themed videos about your stay can be found on Hoops TV (Channel 57).



Scan this QR code  
with a smart device  
to access this  
information and  
more online.

## Table of Contents & QR Code to access online content

---

|  |    |
|--|----|
| COO Welcome with our Mission, Vision, and Values         | 4  |
| Our Commitment to Your Care & Safety                     | 5  |
| Sharing Feedback   | 6  |
| Patient Rights & Responsibilities                        | 7  |
| Patient Confidentiality                                  | 10 |
| Infection Control  | 12 |
| Security   | 13 |
| General Safety Measures                                  | 14 |
| Fall Prevention  | 16 |
| Understanding Your Hospital Bill                         | 16 |
| Cafeteria & Nutrition                                    | 17 |
| Managing Your Pain                                       | 18 |
| Guest Services, Gift Shops, and General Stay Information | 19 |
| Visitation   | 20 |
| Ethics & Advance Directives                              | 20 |
| Palliative Care, Organ Donation, Patient Portal          | 21 |
| Medication and Discharge Information                     | 22 |
| TV Channels  | 23 |
| Commonly used Phone Numbers                              | 24 |
| Notes/Questions for My Care Team                         | 25 |
| Coloring/Activities Page                                 | 26 |
| GEM Cards for Staff                                      | 27 |

Dear Patients, Families and Friends,

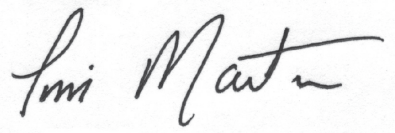


On behalf of our physicians, nurses, staff and volunteers, welcome to Hoops Family Children's Hospital at Cabell Huntington Hospital, a member of Mountain Health Network.

Our patients come first. While you are here, we want to do everything we can to make you comfortable, both physically and emotionally. Our team of health care professionals is specially trained to diagnose and treat your medical condition, and we will do our best to keep you and your family informed. Never hesitate to ask questions of your physician, nurse or any member of our Hospital staff. The goal of every person on our health care team is always to provide you with quality, compassionate care.

We realize that a hospital stay can be a stressful and overwhelming experience. The information in this guide will answer some of your questions about our services and procedures. We hope it will help you feel more at ease during your stay. Thank you for choosing Hoops Family Children's Hospital for your health care needs.

Sincerely,

A handwritten signature in black ink that reads "Tim Martin". The signature is fluid and cursive, with the first name "Tim" and last name "Martin" clearly distinguishable.

Tim Martin  
*Chief Operating Officer*  
*Cabell Huntington Hospital*

Our Mission is to meet the lifetime health care needs of those we serve, to provide the highest level of service, quality and efficiency, and to advance health care through education.

Our Vision is to be the hospital of choice for the communities we serve.

## Our Commitment to Your Care & Safety

It is our goal to provide competent and compassionate care during your stay. However, should you or your family have any concerns regarding your care, treatment, services or patient safety issues while you are hospitalized, we are committed to reviewing and resolving them as promptly as possible.

First, bring the issue to the attention of the unit staff. If the issue is not resolved satisfactorily, ask to speak directly to the unit manager. You may also contact the Hospital's Patient Advocate by dialing 2273 from your hospital phone. After 4:30 p.m., or on weekends, the Hospital operator can contact the nursing supervisor or administrator on call on your behalf. To reach the Hospital operator, just dial "0" from your hospital phone.

## SAFETY IS OUR PRIORITY

***We would like to provide all patients and families the opportunity to resolve any safety concerns as quickly as possible. Please contact the Patient Advocate at 304.526.2273 and we will be happy to assist you.***

**Patient safety concerns can be reported to The Joint Commission:**

Via the website: Navigate to [www.jointcommission.org](http://www.jointcommission.org)  
Click on *Report a Patient Safety Concern* in the Connect with Us section  
By mail to: Office of Quality and Patient Safety, The Joint Commission,  
One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

**Concerns regarding your care, treatment, services or patient safety issues unresolved by hospital staff can be reported to:**

WV Office of Health Facility Licensure and Certification, 408 Leon Way,  
Charleston, WV 25301-1713 • 1.304.558.0050 or 1.800.442.2888

West Virginia Medical Institute (WVMI) • 1.304.346.9864 or 1.800.MEDICARE.





## Sharing feedback

You may receive an automated follow-up phone call a few days after discharge to see how you are doing, ensure you understand your discharge instructions, and gather feedback about the care you received while in the hospital. The phone number we have on record will be the number used for this outreach.

As part of our commitment to always provide quality patient care, we survey a sampling of patients following discharge to learn more about their experiences at Hoops Family Children's Hospital. If you receive a survey by phone, mail, or email, please take a few minutes to provide feedback. Your comments and suggestions are confidential and



provide us with valuable information that helps us improve patient care services, as well as recognize and reward staff for a job well done.

During your stay, should you find any staff members who go "above and beyond," we have a GEM (Great Employees Making a difference) program which allows patients and families to fill out cards that go directly to the staff and leadership. These cards can be found in green boxes throughout the facility, as well as at the end of this booklet. Please give any GEM cards to the unit/department leader for appropriate distribution and recognition of staff.

## Patient Rights & Responsibilities

---

At Hoops Family Children's Hospital, we are committed to giving you quality care without regard to your race, religion, color, disability, gender identity, sexual orientation, national origin or source of payment. You should become an active participant in your health care. To do this, it is important that you understand your rights and responsibilities. The staff at Cabell Huntington Hospital wants the best care for you and for your stay to be as comfortable as possible. If you have concerns about services provided, or if there is any way we can better serve you, please contact the Patient Advocate at 2273 from your hospital phone.

If you or your family have any questions or concerns regarding your rights as a patient, contact the nursing staff responsible for your care. If you would prefer to speak to someone at a supervisory level, dial "0" and the operator will contact the appropriate individual. Hoops Family Children's Hospital supports the rights of each patient and is committed to ensuring the protection of those rights in its provision of care, treatment and services.

### Your Rights

- You have the right to information about Hospital rules and regulations, a safe environment and the name and title of anyone providing you with services.
- You have the right to be well-informed about your illness, possible treatments and likely outcomes and to discuss your care with your doctor. If there are questions that remain after the discussion, you have the right to seek an opinion from another doctor. If there is a dilemma that is not resolvable, you have the right to change doctors.
- You have the right to access the information contained in your medical record within the limits of the law.
- You have the right to obtain from your doctor information that is necessary to give or refuse informed consent prior to the start of any procedure or treatment.
- You have the right to refuse treatment. If you refuse treatment, you are entitled to other appropriate care and services that the Hospital provides or transfer to another hospital.
- You have the right to an advance directive (living will, medical power of attorney and/or organ donation) to express your choices about your future care if you cannot speak for yourself.
- You have the right to a Bioethics Committee consultation to assist you, your family, your doctor and the staff with difficult decisions involving your care and treatment.
- You have the right to personal privacy. Your medical information will be kept confidential subject to the requirements of law and Hospital policy and operations.
- You have the right to appropriate assessment and management of pain.

- You have the right to be free from restraints, except when necessary for medical treatment, for your own or others' safety, or when required by law, to have care provided by qualified, competent staff and to be free from all forms of abuse or harassment.
- You have the right to receive information about charges billed to your account.
- You have the right to request information about any business relationship Hoops Family Children's Hospital has with other health care providers or educational institutions that may influence your treatment or care. You have the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating you.
- You have the right to retain your personal belongings as space permits. The Hospital shall make reasonable efforts to maintain the security and privacy of patients' personal belongings.

### Your Responsibilities

- You/your family/visitors are responsible for following the Hospital's rules and regulations as detailed in this guide and on Hospital signage.
- You and your family/visitors have the responsibility to report and/or remove any items that are illegal or may be detrimental to the health and safety of yourself and other patients and visitors. Firearms (both open and concealed) are prohibited on Hospital property, pursuant of West Virginia Code 61-7-14. Other prohibited items include, but are not limited to:
  - Weapons and objects that can be used as weapons, including knives, box cutters, straight razors, etc.
  - Contraband and illegal substances.
- For the health and safety of the patient, these items should not be left in the patient's room:
  - Medications brought from home (including prescription and over-the-counter medications, supplements and herbal remedies)
  - Cigarettes, cigars, matches and other smoking items
- Discourage friends and family from visiting if they are sick or have been exposed to a communicable disease, such as chicken pox.
- You have a responsibility to make informed decisions and to ask as many questions as you need to fully understand your condition and treatment options.



- Report to the health care team any changes in your condition on a timely basis.
- For assistance with access to medical records, call the Health Information Management Department at 2010 from your hospital phone.
- You have the responsibility to provide the health care team with complete and accurate information about your health, past illnesses, Hospital stays and medications.
- You are responsible for outcomes if treatment is refused or the plan of treatment is not followed. You are responsible for informing your physician if you believe you cannot follow the treatment plan.
- Inform the Hospital staff if you have an advance directive and provide the most recent copy. If you do not have one, but are interested in completing this process, please inform your nurse. If you have any question regarding advance directives that cannot be answered by your nurse, Cabell Huntington Hospital chaplain services are available 24 hours a day to assist.
- For assistance or more information about Bioethics Committee consultations, call Pastoral Care from your hospital phone at 3730.
- You and your family have the responsibility to respect the rights, privacy, and confidentiality of other patients and Hospital personnel. This includes not smoking, controlling noise and distractions, and limiting visitors.
- You have the responsibility to provide information about your pain, communicate regarding unrelieved pain, participate in the management of your pain and accept responsibility for outcomes if treatment is not followed.
- You have a responsibility to follow appropriate Hoops Family Children's Hospital policies that you are informed about.
- Tobacco use is not permitted on the Hospital campus, except in designated areas.
- Smoking is not permitted on the Hospital campus, except in designated areas.
- You are responsible for providing information about your ability to pay for services and working with the Hospital to arrange payment.
- For assistance, call Patient Accounts at 2175 from your hospital phone, or 304.526.2175 or toll-free at 888.638.8555 from outside the hospital
- A Financial Counselor is available at 2084 from your hospital phone, or 304.526.2084 from outside the hospital.
- If you have a question about the relationship between your care, treatment and services and financial incentives, you may call the Patient Advocate at 304.526.2273 or just dial 2273 from your hospital phone.

## Patient Confidentiality

Each patient shall be provided with a copy of the Hospital's Notice of Privacy Practices. They will be made available to patients upon their first visit to the Hospital and thereafter, either upon request or whenever changes are made. The Notice of Privacy Practices may also be found on the Hospital's website, [www.hoopschildrens.org/](http://www.hoopschildrens.org/). The Notice of Privacy Practices shall describe in general terms how protected health information is to be used and disclosed by the Hospital and those who provide services to Hospital patients.

Patients shall have the right to authorize, in writing, uses and disclosures of their protected health information except for the following:

- Uses and disclosures that relate to the patient's treatment, payment for services or health care operations;
- Uses and disclosures that are permitted by the Health Insurance Portability & Accountability Act (HIPAA) Privacy Standards, so long as the requirements of the HIPAA Privacy Standards are met.

Unless there are emergency circumstances, patients shall have the right to object to the inclusion of their name, location, general condition and religious affiliation (if any) in the Hospital's directory. Patients who do not wish to be included in the Hospital's directory or patients with safety/security concerns will be placed in "Confidential Status." After being placed in "Confidential Status," the patient's name and location in the Hospital will not be given out to visitors.

Unless there are emergency circumstances, patients shall have the right to object to disclosure of protected health information to friends and family members. In the absence of such objection or other instructions, and outside the presence of the patient, the Hospital shall limit the health information shared to the friends and family members required to assist in the care of the patient during and after the Hospital visit. Also, in the absence of such objection or other instructions, the Hospital shall use its professional judgment in allowing friends or family members to pick up medical supplies, X-rays and other materials for the patient.

Unless there are emergency circumstances, patients shall have the right to object to disclosure of protected health information to public or private entities involved in disaster relief efforts.

Patients shall have the right to request restrictions on how their protected health information is used and disclosed. The Hospital shall determine whether it can comply with such restrictions and notify the patients accordingly. The most common type of restriction is to place patients in "Confidential Status," where the patient's name and location in the Hospital will not be given out to visitors.

Patients shall have the right to request in writing that they receive communications involving protected health information by alternate means or at alternate locations. The Hospital will attempt to accommodate all such reasonable requests, such as sending test results to an address other than the patient's home address.

Patients shall have the right to access their protected health information and request a copy, except for information contained in psychotherapy notes and otherwise protected by law. The request shall be made in writing on the authorization form provided by the Hospital's Health Information Management Department. The Hospital shall have the right to charge a fee for copies, whether furnished to the patient or other recipient designated by the patient. Patients shall have the right to request an amendment to their protected health information by making a request in writing on the "request for amendment" form provided by the Hospital and forwarded to the Hospital's Health Information Management Department. If the Hospital denies the request for amendment, it shall provide to the patient a written statement of why the amendment was denied and what further steps the patient may take.

Patients shall have the right to request an account of the disclosures of their protected health information by making a request in writing on the Request for Accounting Form provided by the Hospital and forwarded to the Hospital's Health Information Management Department. The account shall be limited to those disclosures made on or after April 14, 2003, and for a period of no more than six years prior to the date on which the accounting is requested. Pursuant to the HIPAA Privacy Standards, the following disclosures shall not be included:

- Disclosures used to carry out treatment, payment and health care operations;
- Disclosures made to the patient or pursuant to the patient's written authorization;
- Disclosures made through the Hospital's directory;
- Disclosures made to friends and family members, where the patient has not objected to such disclosures;
- Disclosures for national security or intelligence purposes;
- Disclosures to correctional institutions; or
- Disclosures as part of what is known as a limited data set.

If you have any questions about the contents of this notice or would like assistance in filing a written request or to report a problem, please contact the Cabell Huntington Hospital Privacy Officer, 1340 Hal Greer Boulevard, Huntington WV 25701-0195, 304.399.2997 or [privacyofficer@chhi.org](mailto:privacyofficer@chhi.org).

If you believe that your privacy rights have been violated, you may file a complaint with Cabell Huntington Hospital by sending a written statement describing the complaint to the Cabell Huntington Hospital Privacy Officer at the address listed above or [privacyofficer@chhi.org](mailto:privacyofficer@chhi.org).

If your complaint involves an individual other than an employee or volunteer of Cabell Huntington Hospital, it will be forwarded to the proper representative to handle complaints for that individual, and you will be notified of the name and contact information for that representative.

You may also file a complaint with the Office for Civil Rights, U.S. Department of Health and Human Services, by sending a letter to 200 Independence Avenue, S.W., Washington D.C. 20201, calling 1.877.696.6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints](http://www.hhs.gov/ocr/privacy/hipaa/complaints). There will be no retaliation for filing a complaint with either Cabell Huntington Hospital or the Office for Civil Rights.

## Infection Control

Hoops Family Children's Hospital follows Standard and Transmission-Based Precaution guidelines from the Centers for Disease Control (CDC) as part of our infection control program. Standard Precautions are designed to reduce the spread of germs from both recognized and unrecognized sources of infection. Principles of Standard Precautions apply to all patients whether or not they have a diagnosed infectious disease.

To protect you and your family, there may be times when we will need to limit visitation. Handwashing is the most important way to prevent the spread of infections. All staff, visitors, and patients should wash their hands or use the alcohol-based hand disinfectant provided in patient rooms when entering and leaving patient areas. It is okay to remind your caregivers, if necessary, to wash or sanitize their hands before they touch you.

**STOP**

**Contact Precautions**

ENTERING ROOM



Hand Hygiene



Apply Gloves



Apply Gown

EXITING ROOM



Hand Hygiene



Dispose of PPE Appropriately

DO NOT REMOVE SIGN UNTIL ROOM IS CLEANED BY EVS

**STOP**

**Airborne Precautions**

VISITORS – See nurse before entering room.

ENTERING ROOM



Hand Hygiene



Apply a N95 Respirator or PAPR



Apply Gloves

EXITING ROOM



Hand Hygiene



Dispose of PPE Appropriately


**Patient must wear a mask upon exiting the room**

DO NOT REMOVE SIGN UNTIL ROOM IS CLEANED BY EVS

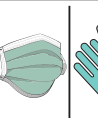
**STOP**

**Droplet Precautions**


ENTERING ROOM



Hand Hygiene




Apply Mask




Apply Gloves

EXITING ROOM



Hand Hygiene



Dispose of PPE Appropriately

**Patient must wear a mask upon exiting the room**

DO NOT REMOVE SIGN UNTIL ROOM IS CLEANED BY EVS

## Security

The Cabell Huntington Hospital Security Department offers 24-hour coverage and patrol of Cabell Huntington Hospital buildings, grounds, and parking areas. Upon request, a security officer is available to escort family members and guests to their cars after dark. Additionally, Security is available to secure patients' valuables during hospitalization. To contact Security, call 304.526.2223, or dial 2223 from your hospital phone.

- Make certain you are familiar with all members of your health care team. Hospital employees wear a photograph identification badge listing their name, title and department.
- Feel free to question anyone you are unfamiliar with who is not wearing an identification badge.
- We strongly encourage family members to take/send valuables home. However, when this is not possible, valuables may be locked in the Security Office until your discharge. Please tell your nurse immediately so that arrangements may be made.
- When leaving the Hospital, please make sure to collect all of your belongings and double-check closets and drawers.
- Eyeglasses, contact lenses, and dentures should be kept in protective containers when not in use.
- Please remember that patients are responsible for valuables left in their rooms. The Hospital cannot assume responsibility for lost or damaged valuables or other personal property. Valuables include, but are not limited to, jewelry, wallets, electronic equipment, cell phones, laptop computers, etc.
- A denture cup is provided for you upon request. If you are unable to care for these items, please notify your care providers to secure (if possible).

For the health and safety of everyone, the Hospital also reserves the right to remove or request that you remove items that are prohibited on Hospital property. This can include:

- Weapons (including firearms) and objects that can be used as weapons (e.g., knives, box cutters, straight razors, etc.)
- Contraband and illegal substances
- Home medications and herbal remedies
- Cigarettes, cigars, matches and other smoking items and tobacco products

If you have lost an item, please alert your nurse, the department manager, or the Patient Advocate at 304.526.2273 or dial 2273 from your hospital phone.

## General Safety Measures

---

We want you to have a safe and comfortable stay, and you play an important role in the outcome of your care as a patient at Hoops Family Children's Hospital. Here are some important safety tips:

- remind caregivers of any disabilities or allergies (such as dyes or medications) you may have. This is especially important when you are moved to another area of the Hospital or when health care providers care for you for the first time.

To ensure the safety of all guests,

- personal equipment that requires the use of an electrical outlet is not permitted in the Hospital. Such items include, but are not limited to, hair dryers, electric razors, hot plates, radios, curling irons, heating pads, fans or space heaters.
- Medical equipment that you need to bring to the Hospital must be checked by the Hospital's biomedical engineering department before use, and its use must be ordered by your physician.
- Our staff rehearses fire and other emergency evacuation procedures on a regular basis. Do not be alarmed if you hear fire alarms or observe other safety procedures. You will be informed in the event of an actual emergency.
- Because safety drills are not announced, it is important that the elevators not be used during any period when the fire alarms are sounding. If the fire alarm sounds or other emergencies are announced, patients and visitors are asked to remain in the patient's room. Our staff will provide you with further instructions, if needed.
- You were issued an identification bracelet on admission that must be worn throughout your Hospital stay. Our staff uses information contained on the bracelet to correctly identify you when giving medications, blood transfusions, performing tests and treatments, and when obtaining blood samples. This is a safety precaution.
- Special regulations are in effect in areas where patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is permitted in any room where oxygen is in use or on standby.
- In addition CHH and Marshall University are smoke-free campuses.
- Tell your physician if you take over-the-counter products such as aspirin, ibuprofen, acetaminophen, vitamins and herbal supplements. Make certain the physicians and nurses are aware of any medication, food or environmental allergies you have, including latex allergies.
- Look at all medicines before you take them. If the medication does not look like what you usually take, ask why. It may be a generic medicine or different medicine than normally ordered, but you need to make sure it is your ordered medication.



- You have the right to protective and assistance services. Community groups are available to assist you and/or your family. If you require assistance, you may contact a Cabell Huntington Hospital Case Manager or chaplain, or you may request that your physician or nurse contact them for you.

If you feel you need to talk with someone right away about thoughts of suicide, tell your nurse or call one of the following numbers:

**National Suicide Prevention Lifeline**

**800-273-TALK/800-273-8255**

**National Suicide Prevention Hotline**

**800-SUICIDE/800-784-2433**

Cabell Huntington Hospital has a Rapid Response Team. You or a family member can call this team if there is a concern about a serious change in your condition. You should first talk with the health care team to express concern about your condition. If the concern remains about your loved one's condition, you can call the Rapid Response Team. A member of the Rapid Response Team will come to the bedside to see if anything else might help.

**To contact the Rapid Response Team:**

- Dial 2123 from the hospital room.
- Explain that you are a patient or a family member who needs to see a member of the Rapid Response Team.
- Provide the patient's name and room number.

If you have any questions, ask your health care team. Our goal is to always provide you with quality, compassionate care.

**Safe Place for Healing**

Mountain Health Network is committed to providing a safe environment for patients, visitors and staff. We will not tolerate violent or aggressive behavior of any kind, including: • Verbal harassment and threats • Physical assault or inappropriate touching • Throwing items • Stalking • Damaging health system property • Refusal to follow hospital policies Violent or aggressive behavior will result in engaging Security and possible expulsion from hospital grounds. If necessary, we will notify the police. Pursuant to West Virginia Code 61-7-14, possession of firearms and other weapons are prohibited on the premises. Thank for your understanding and cooperation as well as your respect for our patients, visitors and staff.

## Fall Prevention

---

Being hospitalized increases a person's risk for falls. This is because when you are in the Hospital you are often weak from your illness. You may also be dizzy, lightheaded, or unsteady from your illness, medications, or other treatments you may have during your stay. The Hospital environment is also different from your home environment. Fall prevention is simply taking steps to prevent falls from occurring.

- "Call, don't fall!" The most important thing you can do to prevent a fall while you are in the hospital is to ask for help when getting up out of bed or getting up to go to the bathroom. Use your call button to ask for help.
- The Hospital beds can move up and down. Your bed should be in the lowest position unless it needs raised for care, and then it should immediately be put back into the lowest position. You can also help prevent falls by keeping the top two side rails of your bed in the up position.
- When you are out of bed, make sure you are wearing properly fitting footwear that will not slip on the floors (nonskid socks or rubber soled shoes). Use the handrails when walking in the halls. The floors are concrete and much harder than floors in your home. Pay extra attention to any posted signs, and follow the directions on the signs.
- Avoid quick, sudden movements and change positions slowly and carefully. Sit on the edge of the bed before standing, and do so slowly and fully to get your balance before you begin to walk. A cane or walker may also make walking safer.
- Check for a clear and safe path before you walk. Avoid walking on wet or cluttered floors. If you notice clutter in your room, please alert staff so it can be removed.
- Talk with your nurse about your risk for falling and follow all safety rules provided.

## Understanding Your Hospital Bill

---

Your Hospital bill reflects all of the services received during your stay. Charges fall into two categories: a basic daily rate and charges for special services. The basic daily rate includes your room, meals, nursing care and housekeeping. Charges for other services include items your physician orders for you, such as X-rays or laboratory tests.

If you have certain tests or treatments in the Hospital, you may receive bills from physicians you did not see in person. These bills are for professional services provided by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and may submit separate bills.

Please familiarize yourself with the terms of your insurance coverage. This will help you understand the Hospital's billing procedures and charges. If we have questions about your insurance coverage, a financial counselor will contact you or a member of your family while you are here. Additional information may be needed to properly process your claims. A copy of your insurance identification card is needed to check our verification of your insurance coverage.

## Cafeteria & Nutrition

The Food and Nutrition Services Department is pleased to serve you nutritious, appetizing meals within your prescribed diet. Your physician may order a specialized/restricted diet as part of your care, in addition to medication and other treatments. A hospitality associate will visit you to obtain menu selections.

Your 100% satisfaction is our number one goal. If for any reason we do not meet your expectations, please call 3017 from your hospital room phone, and let us know how we can correct our services immediately.



The Hospital's registered dietitian is available to answer questions about your diet and nutrition. The dietitian staff is available Monday through Friday, from 8 a.m. to 4 p.m. If you would like to speak to a registered dietitian, call 3438 from your hospital room phone.

Please speak to your nurse if you have any food allergies or requirements, including a need for kosher, vegetarian and special snack requests, so it can be documented in your medical record.

Your family and friends will find a cheerful and relaxing atmosphere in our Hospital cafeteria, located on the ground floor. The cafeteria offers a selection of hot entrées, soups, sandwiches, vegetables, fresh salad bar, desserts and beverages. Serving times are listed below.

Cabell Huntington Hospital cafeteria hours:

- Breakfast: 6:30 a.m. to 9 a.m.
- Lunch: 11:00 a.m. to 2 p.m.
- Dinner: 4:30 p.m. to 6:30 p.m.
- Midnight Meal: Daily from 12:01 a.m. to 1:30 a.m.

The cafeteria is open for beverages and snack items between meals, but closes daily from 1:30 a.m. to 6:30 a.m.

The coffee bar (Perk Place) is located on the ground floor, behind the Marshall University Medical Center Atrium. Perk Place hours are Monday through Friday from 6:30 a.m. to 4:30 p.m.

The patient care units have snacks available for patients. In addition, most units also have a microwave for patient use. Please ask a staff member for assistance.

A vending area is available 24 hours a day with hot and cold beverages, snacks and light food offerings. It is located on the ground floor around the corner from the cafeteria, across from the elevators near the north side of the Hospital. In addition, soft drinks machines are available on every floor, and snack machines are located on all but the fourth floor.

## Managing Your Pain

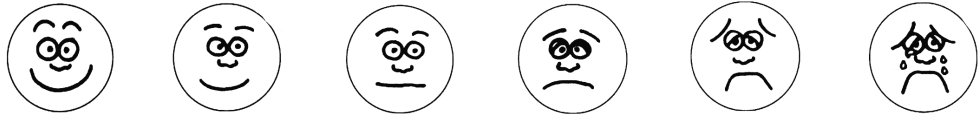
It is important to your care team that you are as comfortable as possible. Pain can be relieved most of the time. Good pain relief can help you be more active and help you in your recovery.

### What Can You Do to Get Good Pain Relief?

- Talk to your physicians and nurses about your pain. We cannot always tell when you are having pain. Therefore, it is important to let us know when you are hurting.
- Point to where the pain is located.
- Describe how the pain feels: aching, throbbing or burning. There may be many ways to describe your pain.
- Tell your physician and nurse how well your current pain medicine is working.
- Rate your pain on a scale of 0-10, with 0 meaning no pain and 10 meaning the worst pain you could imagine.
- Ask a trusted family member or friend to be your advocate.

### ARE YOU IN PAIN?

**Choose The Face That Best Describes How You Feel**

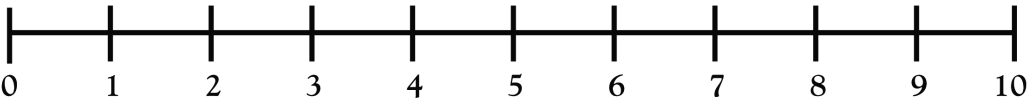


0                      2                      4                      6                      8                      10

*Doesn't Hurts Hurts Hurts Hurts Hurts Hurts*

*Hurt Little Bit Little More Even More Whole Lot Really Bad*

**CHOOSE A NUMBER FROM 0 TO 10 THAT BEST DESCRIBES YOUR PAIN**



0                      1                      2                      3                      4                      5                      6                      7                      8                      9                      10

*No Distressing Unbearable*

*Pain Pain Pain*

## Guest Services, Gift Shops, and General information about your stay

A Cabell Huntington Hospital Guest Services representative can assist you and your family with a variety of requests, including:

- Special rates and/or reservations for local hotels
- Driving directions
- Notary, copy, fax, and mail services
- Restaurant referrals and reservations
- Transportation arrangements to and from lodging accommodations
- Information on specific Hospital programs, services and registration procedures

For assistance, call 6070 from your hospital room.

For your convenience, all balloons, flowers and mail will be delivered to your care unit. Mail received after you have left the Hospital will be forwarded to your home. To avoid harm to patients with allergies, latex balloons are not permitted in the Hospital. Some units also have restrictions on fresh flowers and live plants. Please ask the nurse if you have questions.

Cabell Huntington Hospital has two gifts shops on-site. The main Cabell Huntington Hospital gift shop, An Added Touch, is on the ground floor in the parking garage connector hallway. The Children's Depot, a pediatric-centered gift shop, is located on the 5<sup>th</sup> floor of the Hospital.

The hours for each gift shop are as follows:

### **An Added Touch**

Monday & Friday, 7 a.m. – 7 p.m.  
 Tuesday – Thursday, 9 a.m. – 7 p.m.  
 Saturday, 11 a.m. – 5 p.m.  
 Sunday, Noon – 5 p.m.

### **The Children's Depot**

Monday – Friday, 9 a.m. – 5 p.m.  
 Saturday, Noon – 5 p.m.  
 Sunday, Closed

- Your room will be cleaned prior to your arrival and once each day. If you have questions or concerns, call the Housekeeping Department at 3711 from your hospital room.
- Cabell Huntington Hospital's non-English-speaking patients can communicate with staff members in more than 100 languages with the help of an interpreter service certified in medical translation. Please notify a nurse upon admission and arrangements will be made.
- Equipment for individuals who are hard of hearing is available for all telephones and televisions. We also have communication boards available for non-verbal patients. Please ask your nurse about any of these tools.

### Guest Services (continued)

---

- Cabell Huntington Hospital offers free wireless Internet access called CHHPatientInternet. The Hospital's wireless network is available in all patient rooms, waiting rooms, the cafeteria and most public areas. CHHPatientInternet is not a secure connection.
- An ATM is located in the CHH Main Lobby next to the cafeteria.
- Chaplains are advocates for spiritual health and offer spiritual care to you and your family. Chaplains provide prayer, Scripture reading, guided imagery, relaxation exercises, communion, religious literature and other spiritual care. You can request that a chaplain be called for spiritual support, during end-of-life discussions or during other challenging times. To speak with a chaplain, or for more information about pastoral care services, call extension 3730 from your room. The Cabell Huntington Hospital chapel is open 24 hours a day and is located on the first floor of the hospital at the top of the main stairs from the Registration Area.

### Visitation

---

Patients shall have the right, subject to their consent and subject to the requirements of this policy, to receive those visitors whom they designate, including, but not limited to, spouses, domestic partners, other family members or friends, and they shall have the right to withdraw or deny such consent at any time. Visitation privileges shall not be restricted, limited or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Parents/guardians of pediatric patients are permitted to stay 24 hours a day. Exceptions will be handled on a case by case basis. Please speak to the department manager in these instances. Our visitation policies are subject to change and may be adapted due to unforeseen circumstances.

### Ethics & Advance Directives

---

From time to time, there are difficult decisions that have to be made about health care. When patients, families and staff cannot reach a consensus about care, the Ethics Committee may help reach a decision. Any person may request a consultation with the Ethics Committee. Contact the chaplain, ask your physician or nurse, or call the operator by dialing "0" to make this request.

If you are an adult (18 years of age or older), you have the right to make a written declaration of your wishes about life-prolonging treatment and artificial nutrition and hydration. This written designation will identify a Medical Power of Attorney who will communicate your wishes if you become incapacitated. This written declaration and designation is called an advance directive. An informational brochure about advance directives (living wills/healthcare surrogates) and how to create one is available to you from your nurse or health care provider. Please inform your nurse if you are interested in completing this process. If you have questions that cannot be answered by your nurse, Cabell Huntington Hospital chaplain services are available 24 hours a day to assist.



## Palliative Care

---

Palliative care is patient and family-centered care that sees the person beyond the disease. It is specialized medical care for people living with serious and life limiting illnesses. Palliative care is a type of care that focuses on providing relief from the symptoms, side effects and the stress of the illness. The goal of palliative care is to improve quality of life for both the patient and the family. Palliative care also works to define patient and family goals of care throughout the illness.

Palliative care is based on the needs of the patient, not on the patient's prognosis. It is appropriate at any age and any stage of disease or serious illness. Palliative care can begin at the time of diagnosis and can be provided with or without curative treatment.

Palliative care can be consulted for a variety of reasons, such as physical symptoms or discomfort, spiritual concerns, emotional symptoms/mental health concerns such as anxiety or depression, and life concerns. If you would like to know more about Palliative Care, speak with your provider or nurse.

## Organ Donation

---

Please let your family know your wishes for organ donation. Your loved ones make the final call in these situations, so even if you are a registered donor, make sure it is documented and your family knows to share this with your provider or care team.

## Patient Portal

---

*myHealthFile* is the combined patient portal that allows you to access your health information from inpatient and outpatient visits at Cabell Huntington Hospital and clinic visits with Marshall Health providers.

Through the convenience of a single patient portal, you can view clinical summaries, test results and more 24/7 from anywhere you can access the internet. To request access, please call the HIM department at 304-526-2010, option 2, M-F 8-430. *myHealthFile* helps you manage the care of your loved ones by offering proxy access to their account and the health information it contains. In compliance with HIPAA laws and legal privacy, proxy access is available in three categories: minor, dependent adult, and patient assigned.

## Meds2Beds

Would you like the convenience of having your new prescriptions delivered to you at your bedside before you leave the hospital? Marshall Pharmacy offers this service to our inpatients here at Cabell Huntington Hospital. If you are interested in the Meds to Beds program please let your nurse know on admission or at any time during your hospital stay.

## Know Your Medications

When you are given your medications, be sure to "Ask 3!"

- 1) What is the name of this medication?
- 2) What am I taking this medication for?
- 3) What are the potential side effects?

Your care team can provide additional information on your medications on request.

## Medication List

- |          |           |
|----------|-----------|
| 1. _____ | 6. _____  |
| 2. _____ | 7. _____  |
| 3. _____ | 8. _____  |
| 4. _____ | 9. _____  |
| 5. _____ | 10. _____ |

## Discharge List

Our team is committed to you and your return home. Every effort is made to transition you home smoothly. Our discharge process includes many specific details to ensure your safety before leaving our facility. On occasion, our patients may be notified of discharge prior to their plan of care and treatment being completed. This may require several steps and hours to arrange based on your individual needs and diagnosis.

Below are some examples of the steps that we coordinate for all of our patients before the discharge process can be completed:

- Before you leave, your care team must be sure all your chart information is correct and complete.
- All medication and treatment orders from your physician must be verified before you leave.
- You will receive discharge instructions from your nurse. Be sure you understand these instructions. Ask questions if anything is unclear to you.
- If applicable, home care services may be arranged for a home health agency to review your plan of care and visit you after your discharge.
- Keep discharge instructions in a convenient place at home so you may refer to appointment dates and times.

# Television Channel Guide



| CHANNEL | CHANNEL | CHANNEL |                         |
|---------|---------|---------|-------------------------|
| 2       | 21      | 40      | 2 NBC                   |
| 3       | 22      | 41      | 3 Nickelodeon           |
| 4       | 23      | 42      | 4 WEBMD TV              |
| 5       | 24      | 43      | 5 PBS                   |
| 6       | 25      | 44      | 6 PBS Kids              |
| 7       | 26      | 45      | 7 TNT                   |
| 8       | 27      | 46      | 8 ABC                   |
| 9       | 28      | 47      | 9 The Weather Channel   |
| 10      | 29      | 48      | 10 The Serenity Network |
| 11      | 30      | 49      | 11 FOX                  |
| 12      | 31      | 50      | 12 USA Network          |
| 13      | 32      | 51      | 13 CBS                  |
| 14      | 33      | 52      | 14 TBN                  |
| 15      | 34      | 53      | 15 CNN                  |
| 16      | 35      | 54      | 16 ESPN                 |
| 17      | 36      | 55      | 17 ESPN2                |
| 18      | 37      | 56      | 18 Freeform             |
| 19      | 38      | 57      | 19 Animal Planet        |
| 20      | 39      |         | 20 OWN                  |

## Commonly Used Numbers

|  |              |
|--|--------------|
| Operator .....                                 | 0            |
| Cafeteria .....                                | 3020         |
| Clinical Resource Management/Social Work ..... | 2090         |
| Dietitian .....                                | 3438 or 3015 |
| Ethics Committee .....                         | 3730         |
| Financial Counselor .....                      | 6099 or 6344 |
| Food and Nutrition Services .....              | 3017         |
| Gift Shop (An Added Touch) .....               | 2114         |
| Gift Shop (The Children's Depot) .....         | 1644         |
| Guest Services .....                           | 6070         |
| Health Information Management Department ..... | 2010         |
| Housekeeping Services Department .....         | 3711         |
| Pastoral Care .....                            | 3730         |
| Patient Advocate/Lost & Found .....            | 2273         |
| Rapid Response Team .....                      | 2123         |
| Ronald McDonald House .....                    | 304.529.1122 |
| Security .....                                 | 2223         |

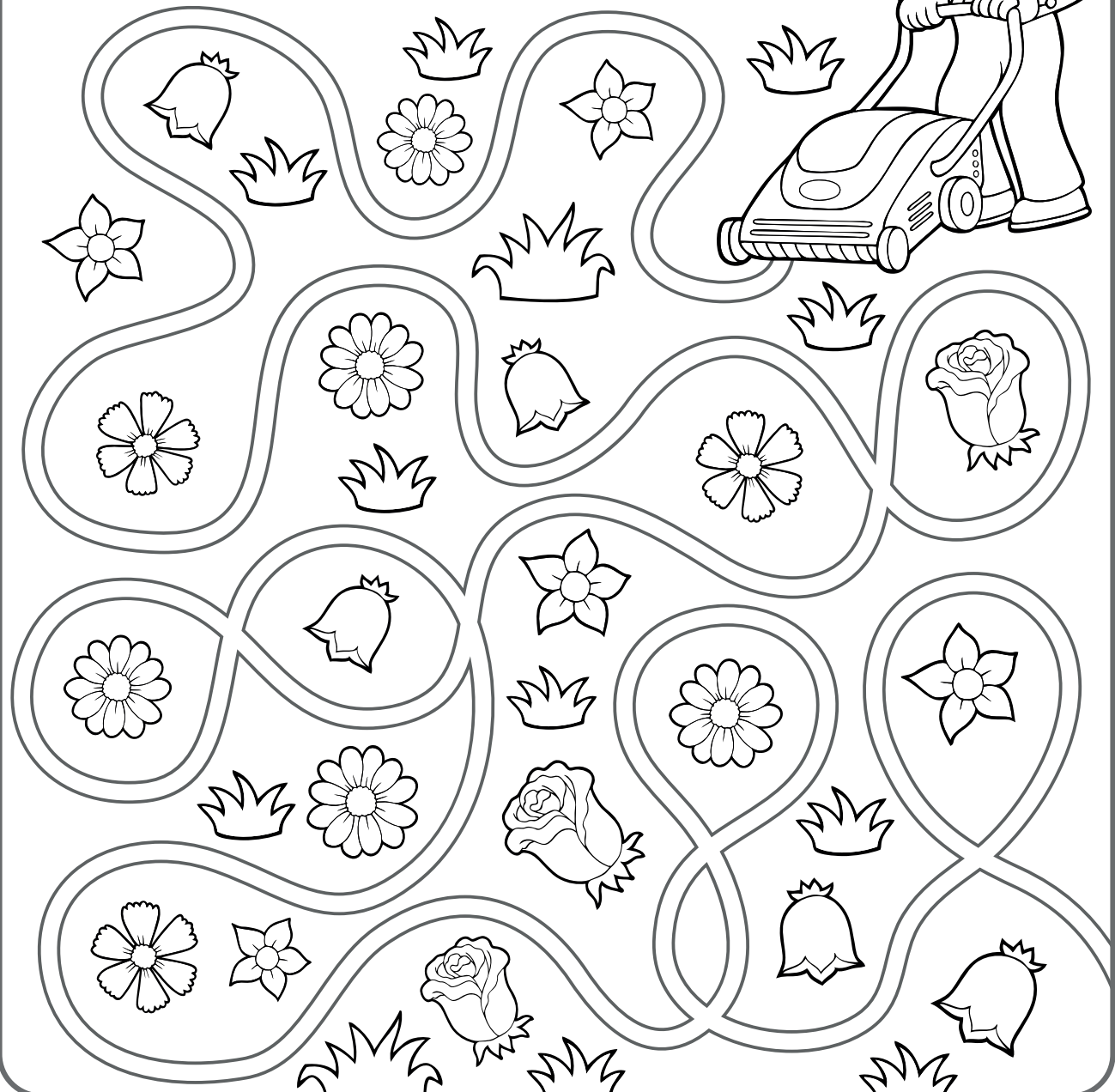
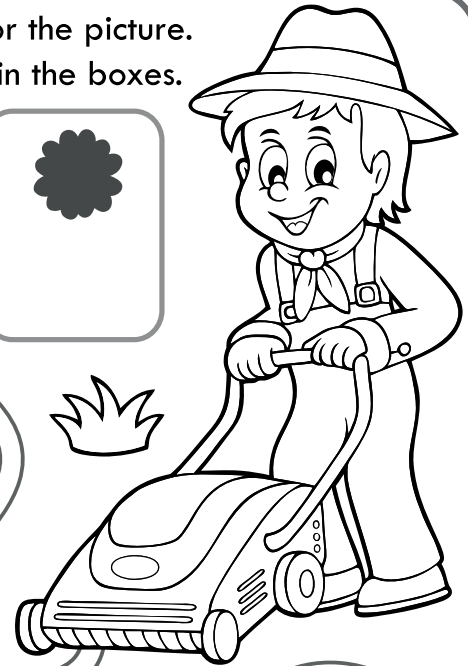
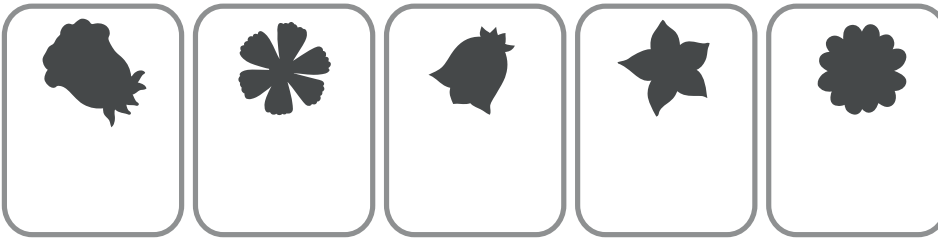
Calls made to Hospital departments from patient phones only require the four digits.

Calls placed outside the hospital require to dial a 9 first and then all ten digits (9.304.526.XXXX.)

# ACTIVITY SHEET

## Gardener theme image

Help gardener to mow the lawn. Trace line and color the picture.  
Count all flowers on garden and write correct sums in the boxes.



## Questions for my care team

[illegible]



# GEM CARD



*All your extra care and attention  
have really made a difference.  
Thank you!*

Employee Name: \_\_\_\_\_

Department: \_\_\_\_\_

Patient Name: (optional) \_\_\_\_\_

Patient Room Number/Unit: \_\_\_\_\_

Date: \_\_\_\_\_

## GreatEmployees

Making a Difference

*This person has made a difference in the  
following way:*

---

---

---

---

---

---

---

---

Your Name

# GEM CARD



*All your extra care and attention  
have really made a difference.  
Thank you!*

Employee Name: \_\_\_\_\_

Department: \_\_\_\_\_

Patient Name: (optional) \_\_\_\_\_

Patient Room Number/Unit: \_\_\_\_\_

Date: \_\_\_\_\_

## GreatEmployees

Making a Difference

*This person has made a difference in the  
following way:*

---

---

---

---

---

---

---

---

Your Name

# A Safe Place for Healing

Mountain Health Network is committed to providing a safe environment for patients, visitors and staff.

We will not tolerate violent or aggressive behavior of any kind, including:

- Verbal harassment and threats
- Physical assault or inappropriate touching
- Throwing items
- Stalking
- Damaging health system property
- Refusal to follow hospital policies

Violent or aggressive behavior will result in engaging Security and possible expulsion from hospital grounds.

If necessary, we will notify the police.

Pursuant to West Virginia Code 61-7-14, possession of firearms and other weapons are prohibited on the premises.

Thank for your understanding and cooperation as well as your respect for our patients, visitors and staff.



*For more information, scan the QR code.*

