

Patient Handbook



 **ValleyHealth**

Shenandoah Memorial Hospital



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Welcome



Dear Patient:

When it comes to your health care, we realize that you have choices, and we thank you for entrusting your care to Shenandoah Memorial Hospital. Our team of healthcare professionals and volunteers is committed to making your time with us as comfortable as possible.

We have prepared this booklet especially for you and your family to acquaint you with the services we provide, help answer your questions and explain necessary policies and procedures. If you have special needs or concerns during your stay, please ask for assistance from any of the staff members involved in your care. If further assistance is needed, please contact our patient representative at extension 31126.

We constantly strive to improve our services and enhance the overall patient experience. After you are discharged from the hospital, you will receive a patient satisfaction survey. We encourage you to take a few minutes to complete the survey and provide us your feedback. By working together, we will continue to make your community hospital the area's premiere provider of choice.

On behalf of our physicians, staff and volunteers, we wish you a speedy recovery and continued good health.

Sincerely,

N. Travis Clark
President

About Shenandoah Memorial Hospital

As a licensed 25-bed Critical Access Hospital, Shenandoah Memorial Hospital, located in the heart of Woodstock, Virginia, has a strong tradition of providing high-quality medical, surgical, diagnostic, rehabilitation and around-the clock emergency care to the residents in and around Shenandoah County.

Since opening our doors in 1951, we have expanded our physical campus several times to include the Shenandoah Surgery Center (completed in 2007); renovations to the Diagnostic Center (completed in 2010); a new three-story Emergency Department and Medical Building (opened in 2016); and a renovated Critical Care Step Down Unit (completed in 2017). These three expansion projects provide the physical environment in which our highly skilled physicians, nurses and clinicians can continue to provide expert patient and family-focused care.

In addition to investing in our physical plant, we continue to adopt new technologies that enhance our medical/surgical capabilities and expand outpatient services, which include cardiopulmonary rehabilitation, 3D mammography and other imaging, sleep lab and physical/occupational/speech therapy. Our comprehensive wellness and fitness programs are available to the public and various education programs are offered throughout the year.

In 2002, Shenandoah Memorial Hospital affiliated with Valley Health, a not-for-profit network of six hospitals in Virginia and West Virginia. As a result, we are able to offer a strong network of providers and easy access to specialists, including cardiology, orthopedics, neurology and urology.

Rights and Responsibilities

Access to Care

You have the right to:

- receive impartial medical treatment and care regardless of race, creed, national origin, sexual orientation, physical limitations, language barrier or source of payment.
- request information regarding protective and advocacy services through Care Management Department.

Right to Privacy and Confidentiality

You have the right to:

- privacy regarding your medical care program, including case discussion, consultation, examination and treatment.
- have your treatment and care conducted discreetly and those not involved with your care must have permission to be present.
- have all your records pertaining to your care treated as confidential and reviewed only by the individuals directly involved in your care.
- access information contained in your medical record within a reasonable time.
- have a person of your own sex present during certain exams, procedures and treatments.
- have a family member or proxy of your choice and your own physician notified of your admission to the hospital.

Personal Safety

You have the right to:

- expect that reasonable safety standards are followed within the hospital practices and environment, free from all forms of abuse and harassment.
- be free from restraints used in the provision of acute medical/surgical care or behavior management unless clinically necessary.

Information

You have the right to:

- know the identity and professional status of those providing your care.
- be informed if your care is to be delivered under the auspice of any clinical training programs within the institution.
- obtain complete and current information concerning your diagnoses, treatment and prognoses in terms you can readily understand. When it is not medically advisable to give this information to you, it should be made available to an appropriate individual on your behalf.
- collaborate and participate with the physician and treatment team regarding your plan of care, and accept and/or refuse treatment within the scope of the law.
- expect a prompt response to your report of pain by staff who are trained in pain management measures.
- sufficient information to enable you to give informed consent prior to any procedure or treatment
- request access to consultation with another private physician at your own expense.
- be informed by the practitioner responsible for your care of any continuing healthcare requirements following discharge.
- expect that the hospital will respect your rights during research, investigative or clinical trials should you choose to participate.

Billing Process

You have the right to:

- Information about your hospital bill; inquire about financial assistance in paying your bill; and inquire about assistance in filing any insurance claims.

Advance Directives

You have the right to:

- make choices about your health care, including the right to accept or refuse treatment.
- make a Living Will or Durable Power of Attorney for Health Care, which gives you the right to determine who you want to make decisions about your health care in the event that you are unable to do so.

- receive the standard treatment and care for your condition or illness.
- receive information about advance directives and living wills which will be distributed to you shortly after admission. This is in accordance with Virginia law. If you do not have an advance directive and would like to make one, please inform your physician, nurse or therapist.

Transfer and Continuity of Care

You have the right to:

- receive a complete explanation of the need for transfer to another health care facility and the risks and benefits from such a transfer.

Quality of Care Concerns

Shenandoah Memorial Hospital is committed to providing high quality care in an environment that is safe and secure

You have the right to:

- contact the hospital's Administration with any quality of care or safety concerns you may have.

Shenandoah Memorial Hospital

759 South Main Street
Woodstock, VA 22664
540-459-1120

- notify the Virginia Department of Health or The Joint Commission about any quality of care or safety concerns you feel have not been resolved to your expectations.

Virginia Department of Health

Office of Licensure and Certification
9960 Mayland Drive, Suite 401
Henrico, VA 23233
800-955-1819

The Joint Commission

Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-944-6610
630-792-5636 (FAX)
complaint@jointcommission.org

Bioethics Committee

You have the right to:

- Contact Shenandoah Memorial Hospital's Bioethics Committee, which is available to assist you with difficult healthcare decision that may arise between you and your physician or family members. The professionals who serve on this committee have expertise in helping you and your family better understand and work through difficult healthcare issues. If you would like to request a consultation with the Bioethics Committee, please notify your physician, nurse or therapist.

Patient Notice of Non-Discrimination

Valley Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Valley Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Valley Health:

- provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - qualified sign language interpreters
 - written information in other formats (large print, audio, accessible electronic formats, other formats)
- provides free language services to people whose primary language is not English, such as:
 - qualified interpreters
 - information written in other languages

If you need these services, please tell your caregiver and he/she will help arrange for assistance. You may also contact Valley Health's Language Access Coordinator, at 540-323-0228.

If you believe that Valley Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Compliance & Privacy Officer

Valley Health Compliance Department

220 Campus Blvd., Suite 420

Winchester, VA 22601

540-536-8993

540-536-8019 (FAX)

wsowers@valleyhealthlink.com

You may file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Compliance & Privacy Officer is available to assist you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights in the following ways:

Electronically: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Telephone: 800-368-1019 or 800-537-7697 (TDD)

U.S. Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW, Room 509F
HHH Building
Washington, DC 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Contact for Language Assistance

ATTENTION: If you require language assistance, language assistance services, free of charge, are available to you. Call 1-540-323-0228.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-540-323-0228.

繁體中文 (Chinese):

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-540-323-0228。

한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-540-323-0228 번으로 전화해 주십시오.

Tiếng Việt (Vietnamese):

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-540-323-0228.

Tagalog (Tagalog – Filipino):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-540-323-0228.

Français (French):

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-540-323-0228.

ايرب لآ (Arabic):

1-540-323-0228 مقرب لصرتا. نآاملاب لآل رفاوتت ؤيوغللآ ؤءءاسملا تامءء نآف، ؤغللا ركءا ءءءءت ءنك اذا: ؤظءلم

አማርኛ (Amharic):

1-540-323-0228 ማስታወሻ: ማህተሞች ለሁሉም አገራት ለሁሉም ሰዎች ተዘጋጅተዋል። ወደ ማከተለው ቁጥር ይደውሉ 1-540-323-0228.

پسراف (Persian/Farsi):

اب. ءشاب یم مءارف امش یراب نآگیار ءءروصب ینآببء ءال یمءء، ءءنک یم وگءءفنگ یسراف نآببء ءب رگا: ءءوء 1-540-323-0228 ءیریگب سامء.

Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-540-323-0228.

وئرا (Urdu):

1-540-323-0228 یرک لآک۔ یم ءبایءسء یم ءءقم ءامءء یم ءءم یم نآببء وک ءب آوء، یم ءءءلوب وءرا ءبآ رگا: برءءءءء 323-0228.

Bàsòò-wùdù-po-nyò (Kru/Bassa):

Dè dè nià kè dyéyé gbo: ɔ jù ké m̄ [Bàsòò-wùdù-po-nyò] jù ní, ní, à wuɖu kà kò d̄ò po-poò béin m̄ gbo kpáa. Dá 1-540-323-0228.

Igbo asusu (Ibo):

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-540-323-0228.

èdè Yorùbá (Yoruba):

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-540-323-0228.

Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-540-323-0228.

हदी (Hindi):

ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-540-323-0228 पर कॉल करें।

বাংলা (Bengali):

লক্ষ্য করুন: যদি আপনার বাংলা, কমা বলতে পারেন, তাহলে নিখরচায় ভাষা সহায়তা পরামিতি উপলব্ধ আছে। ফোন করুন ১-৫৪০-৩২৩-০২২৮.

Prescription Monitoring Program

The Virginia General Assembly passed a law in response to serious public health concerns related to prescription drug abuse. The law establishes a statewide **Prescription Monitoring Program**. This program collects information about certain types of drugs called controlled substances and puts the information into a database. The information can be viewed by healthcare workers who are authorized by law to promote the appropriate prescribing and dispensing of controlled substances.

The law specifically states: *As authorized users of the program, prescribers in this practice/facility may request information from the Program on all Schedule II-IV prescriptions previously dispensed to a patient in order to establish a treatment history of the patient and assist them in making future treatment decisions.*

The information collected in this program is maintained by the Department of Health Professions (DHP). The DHP enforces strict security and confidentiality measures. Only those persons authorized by law can be provided information from the database.

Patient Responsibilities

Patients and their families are responsible for their own personal and environmental well-being. The following code of conduct outlines the responsibilities of a patient, family member, visiting guest or accompanying person to a patient who is seeking healthcare at any Valley Health entity:

As a patient, family member, visiting guest or accompanying person to a patient who is seeking healthcare services at any Valley Health entity, you are expected to:

- abide by all Valley Health rules and regulations, such as the No Smoking/Tobacco Use and Visitation policies.
- treat all Valley Health employees and all medical care providers with respect and courtesy.
- provide truthful and accurate information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- contribute to and follow the treatment plan that is recommended for your medical problems by the healthcare practitioner caring for you.
- keep appointments and/or give advance notice when you need to cancel an appointment.
- maintain a quiet environment respectful of others.
- respect others' property.
- pay your hospital bills promptly; provide the information necessary for insurance processing and ask questions you may have concerning your bill.
- refrain from bringing in or asking anyone to bring in any weapons of any kind.

- refrain from bringing in or asking anyone to bring in drugs, alcohol or other prohibited substances.
- refrain from acting in a manner that is confrontational, threatening, rude or abusive to Valley Health employees, medical care providers, other patients or visitors.
- refrain from using inappropriate language.

Valley Health reserves the right to have any person who violates the above Patient Responsibilities and Code of Conduct escorted from the premises, and, if necessary, contact local law enforcement and/or file a complaint with local law enforcement. If a patient violates these rules, we reserve the right to transfer the patient to another facility as medically appropriate and in adherence with State and Federal laws. We reserve the right to refuse to provide service to an outpatient who violates these rules.

The Joint Commission's Speak Up Program

To prevent healthcare errors, patients are urged to speak up.

Everyone has a role in making health care safe – physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, and your family, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the national healthcare system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The Speak Up Program, sponsored by The Joint Commission, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. Research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

Speak Up if you have questions or concerns. If you don't understand, ask again. It's your body, and you have the right to know. Your health is too important to worry about being embarrassed if you don't understand something. Don't be afraid to ask about safety. Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication. Don't hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

Pay Attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right healthcare professionals. Don't assume anything. Tell your doctor or nurse if something doesn't seem quite right. Expect

healthcare workers to introduce themselves. Notice whether your caregivers have washed their hands. Don't be afraid to gently remind a doctor or nurse to do this. Make sure your doctor or nurse confirms your identity by checking your wristband or asking your name before giving you a medication or treatment.

Educate Yourself about your diagnosis, the medical tests you are undergoing and your treatment plan. Gather information about your condition. Write down important information your doctor tells you. Thoroughly read all medical forms and make sure you understand them before you sign anything.

Ask a trusted friend or family member to be your advocate. He or she can ask questions that you may not think of while under stress. Ask this person to stay with you while you are hospitalized. You may be able to rest more comfortably, and your advocate will make sure you get the right treatments and medications. Make sure this person understands your preferences for care.

Know what medications you take and why you take them. Medication errors are the most common type of healthcare mistakes. Ask about the purpose of the medication and ask for information about it. If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing them and read the contents of bags of intravenous fluids. Be sure to tell your doctor or nurse about any allergies you have or negative reactions to medications in the past. If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.

Use a hospital, clinic, surgery center or other type of healthcare organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission. Go to Quality Check at www.jointcommission.org to find out whether your hospital or healthcare organization is accredited.

Participate in all decisions about your treatment. You are the center of your healthcare team. You and your doctor should agree on exactly what should be done during each step of your care. Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve. Don't be afraid to ask for a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with an additional specialist. The more information you have about the options available to you, the more confident you will be in the decision made.

Patient Comfort and Pain Management

Information for Patients, Family and Friends

Valley Health is committed to assisting you in addressing your comfort needs while in our care. We will be asking you about your pain level when we take your temperature, blood pressure, pulse and respirations. At Valley Health, we use a pain scale from 0 – 10, with 0 meaning that you are experiencing no pain and 10 meaning that you have the highest level of pain you have ever experienced.

As a patient you have the right to:

- expect a quick response to your report of pain/comfort concerns.
- have your pain/comfort assessed and monitored.
- have your pain/comfort managed appropriately in a holistic manner.
- have information about pain and pain relief measures.
- be included in making care decisions, including managing pain effectively and promptly.
- evaluate how effectively we are managing your pain

So that we may effectively meet your pain/comfort needs, we ask that you assist us by:

- discussing your pain experiences, using the pain scale, with your nurse and physician.
- asking your physician or nurses about what to expect regarding pain and pain management.
- participating in developing a plan to manage your pain.
- reporting your pain promptly and reporting any side effects associated with the treatment of pain.
- reporting to your nurse or physician if the treatment provided is not effective.
- learning the names of your pain medications and treatment.
- reporting any concerns about taking pain medications to your nurse or physician.
- identifying an appropriate family member who can receive information about your pain when you go home.

If you are worried about a sudden change in the condition of your family member, such as chest pain, trouble breathing, difficulty with speaking or moving, confusion or fuzzy thinking, call the nurse first.

If you are still concerned, please dial 0 and tell the operator you need Rapid Response. A team member will arrive and evaluate your family member.

Patient Restraints

Information for Families & Friends

Valley Health is committed to patient comfort and providing quality care for patients and their families. Safety is also a primary concern; therefore, restraints are utilized when other methods have not succeeded. The information below outlines some important things you need to know when restraints are used and identifies things you might do to help us provide care of your family member or friend.

How You Can Help

We recognize the patient's family or significant others as a valuable part of the healthcare team. Often the presence of a familiar person or object is beneficial in calming or re-orienting the patient. Our staff may talk to you about the following measures that you can do to help us provide care to your loved one in a safe and caring manner.

- **Companionship** – If possible, have a family member or friend stay with the patient. This may be especially helpful at night or after a special procedure.
- **Offering Comfort Measures** – Encourage social contact. Provide physical care such as back rubs and holding hands. Bring in a familiar object from home for the patient to hold. Involve the patient in conversations. Read or talk to the patient in a calm, supportive tone.
- **Create Changes in the Patient's Environment** – Use television, radio or music as a distraction. Place the call light close to the patient. Bring in any adaptive devices the patient may have used when at home like eyeglasses, sturdy slippers, hearing aids and batteries.

If Restraints Are Needed

Restraints are not always successful and have the potential to cause serious harm, loss of dignity and violation of an individual's rights. Because of the associated risks and consequences, a restraint may only be used when a patient's behavior poses serious risk to their own safety or the safety of others. Restraints are used after alternatives have been tried and are unsuccessful. Then the least restrictive type of restraint is used and individualized to the particular needs and behavior of each patient. The use of restraints is time-limited and must be approved by the physician. They cannot be applied simply because of a family's request.

How Long Will the Patient Be Restrained?

Restraints are used based on the behavior exhibited by the patient for as short a duration as possible. They are removed when the patient improves, alternatives are proven successful, or life support/medical devices are removed. They are also removed if the patient becomes able to cooperate in his or her care and becomes more aware of his or her surroundings.

What You Need to Know

When a decision to use a restraint is being considered (or must be made in the case of emergency), the physician or nurse will make every effort to inform you as soon as possible in order to discuss the reasons and alternatives tried, and to explore other possible strategies to help keep the patient as safe and comfortable as possible. We encourage your questions and discussions about your family member's care.

For Medicare Beneficiaries

The care and services you will receive during your hospital stay are subject to professional medical review. Benefits available, including both admission and length of stay, are dependent upon determination of medical necessity through the review process. In addition, federal law requires that institutional care provided be reviewed on a continuing basis to ensure that patients are receiving adequate and appropriate healthcare service. In order to meet these requirements for medical care review, Health Quality Innovators (HQI) collects and maintains information through a data system on the types and extent of healthcare services received by patients of this hospital. As a patient, you may request from the HQI information on your hospitalization.

Your Rights While You Are A Medicare Hospital Patient

You have a right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to federal law, your discharge date must be determined solely by your medical needs, not by DRGs (Diagnosis-Related Groups) or Medicare payments.

You have the right to be fully informed about decisions affecting your Medicare coverage or payment for your hospital stay and for any post-hospital services.

You have a right to request a review by a peer review organization of any written notice of noncoverage that you receive from the hospital stating that Medicare will no longer pay for your hospital care. Peer Review Organizations (PROs) are groups of doctors

who are paid by the federal government to review medical necessity, appropriateness, and quality of hospital treatment furnished to Medicare patients. The PRO for your area is:

Health Quality Innovators

9830 Mayland Drive, Suite J

Richmond, VA 23233

Main Telephone: 804-289-5320

Fax: 804-289-5324

Talk To Your Doctor About Your Stay In The Hospital

You and your doctor know more about your condition and your health needs than anyone else. Decisions about your medical treatment should be made between you and your doctor. If you have questions about your medical treatment, your need for continued hospital care, your discharge, or your need for possible post-hospital care, do not hesitate to ask your doctor. The hospital's social worker or case manager will also help you with your questions and concerns.

If You Think You Are Being Asked To Leave The Hospital Too Soon

Ask a hospital representative for a written notice of explanation immediately, if you have not already received one. This notice is called a "Notice of Noncoverage." You must have this notice if you wish to exercise your right to request a review by the PRO. The Notice of Noncoverage will state either that your doctor or the PRO agrees with the hospital's decision that Medicare will no longer pay for your hospital care.

If the hospital and your doctor agree, the PRO does not review your case before a Notice of Noncoverage is issued. But the PRO will respond to your request for a review of your Notice of Noncoverage and seek your opinion. You cannot be made to pay for your hospital care until the PRO makes its decision, if you request the review by noon of the first work day after you receive the Notice of Noncoverage.

If the hospital and your doctor disagree, the hospital may request the PRO to review your case. If it does not make such a request, the hospital is required to send you a notice to that effect. In this situation the PRO must agree with that hospital or the hospital cannot issue a Notice of Noncoverage. You may request that the PRO reconsider your case after you receive a Notice of Noncoverage, but since the PRO has already reviewed your case once, you may have to pay for at least one day of hospital care before the PRO completes this reconsideration.

If you do not request a review, the hospital may bill you for all the costs of your stay beginning with the third day after you receive the Notice of Noncoverage. The hospital, however, cannot charge you for care unless it provides you with a Notice of Noncoverage.

How to Request A Review Of The Notice Of Noncoverage

If the Notice of Noncoverage states that your physician agrees with the hospital's decision, you must make your request for review to the PRO by noon of the first working day after you receive the Notice of Noncoverage by contacting the PRO by phone or in writing. The PRO must ask for your views about your case before making its decision. The PRO will inform you by phone and in writing of its decision on the review. If the PRO agrees with the Notice of Noncoverage, you may be billed for all costs of your stay beginning at noon of the day after you receive the PRO's decision. Thus, you will not be responsible for the cost of hospital care before you receive the PRO's decision.

If the Notice of Noncoverage states that the PRO agrees with the hospital's decision, you should make your request for reconsideration to the PRO immediately upon receipt of the Notice of Noncoverage by contacting the PRO by phone or in writing. The PRO can take up to three working days from receipt of your request to complete the review. The PRO will inform you in writing of its decision on the review. Since the PRO has already reviewed your case once, prior to the issuance of the Notice of Noncoverage, the hospital is permitted to begin billing you for the cost of your stay beginning on the third calendar day after you receive your Notice of Noncoverage, even if the PRO has not completed its review.

Thus, if the PRO continues to agree with the Notice of Noncoverage, you may have to pay at least one day of hospital care. NOTE: The process described above is called "immediate review." If you miss the deadline for this immediate review while you are in the hospital, you may still request a review of Medicare's decision to no longer pay for your care at any point during your hospital stay or after you have left the hospital. The Notice of Noncoverage will tell you how to request this review.

Do not hesitate to ask questions. If you have questions or complaints, you may call HQI at 1-804-289-5320.

Staff Uniforms

Patient safety is central to delivering quality care. When staff members enter a patient’s room, or come to the bedside to provide care, they are instructed to introduce themselves and state the role they play on your healthcare team. Staff members are also required to wear an ID badge that indicates their job title. However, if you do not hear their introduction, or you cannot read their badge, please ask them to introduce themselves. It is important to know who is assisting you.

Valley Health has taken an additional step to help patients understand who is providing their care. Uniform colors are standardized for the following clinical roles and key support functions:

- Administrative AssociateKhaki
- Certified Nurse AssistantWine
- Environmental ServicesLime Green
- Laboratory.....Charcoal
- LPNCeil blue
- Medical ImagingCaribbean blue
- Nutrition ServicesTurquoise
- Patient AccessLight blue/light stone
- Patient Transport.....Red
- PharmacyChocolate brown
- Respiratory.....Hunter green
- Rehabilitation (PT/OT/Speech).....Black
- Registered Nurse (RN)Navy, white or combination of navy/white
- Supply Technician.....Grape

Please note that there are a number of times each year when staff can wear a uniform other than their assigned scrub color (i.e. holiday scrubs or national health observances). Staff members are still expected to introduce themselves and wear an ID badge so patients can readily identify who is caring for them. If you have questions about who is providing your care, speak with your nurse immediately.

Patient Services

Auxiliary Gift Shop

The Shenandoah Memorial Hospital Gift Shop is located in the lobby of the South Entrance, in between the Shenandoah Surgery Center and Emergency Department. The Gift Shop offers a wide range of items from personal care products, snacks, greeting cards, flowers, plush toys and jewelry. The Auxiliary is proud to support local artisans through the sale of handmade soaps and lotions, one-of-a-kind miniature figurines, regional photography and custom-made wreaths.

The shop is typically open weekdays, 9 A.M. – 5 P.M. All proceeds from the Gift Shop benefit Shenandoah Memorial Hospital.

Care Partner Program

Shenandoah Memorial Hospital encourages patients to designate a relative or friend to become an active member of their care team. Care Partners are invited to stay with the patient around the clock and participate in the education, physical care and emotional for the duration of the patient's hospitalization.

If you elect to have a Care Partner, this individual will receive an orientation for the nursing unit and instruction as needed on routine care tasks.

Hospitalists

A hospitalist is a physician who specializes in the care of hospitalized patients. If you do not have a family physician, or your physician has arranged for hospitalists to admit and direct care for his or her hospitalized patients, the hospitalist provides medical care for you until you are discharged from the hospital. At Shenandoah Memorial Hospital, hospitalists are available around the clock to direct care for adult and pediatric inpatients.

Laboratory Services

Valley Health Laboratory Services is a full service laboratory performing tests for both inpatients and outpatients. Our pathologists are board certified and there is a medical director, PhD chemist and PhD hematologist available for consults. We offer exceptional turn-around, quality results, a competitive fee schedule and participate in a wide range of insurances. If you require outpatient laboratory services upon discharge, we also offer convenient lab draw centers located in Winchester, Front Royal, Luray, New Market, Woodstock and Washington, VA.

Lost and Found

Personal items found at Shenandoah Memorial Hospital will be held for 30 days. Inquiries can be made by calling Security at ext. 31129 or from outside the hospital at 1-540-459-1129.

Mail and Flower Deliveries

SMH Auxiliary volunteers deliver patient mail and flowers each day. We will forward to your home address any mail you receive after you have been discharged. If you have mail you wish to send out, please notify your nurse.

Meals

Your nutritional needs are part of your treatment plan and are ordered by your physician. Just as your condition may change during your hospitalization, your nutritional needs may also change and require that your meals be modified. The Nutrition Services Department plans menus that cover a wide variety of different diets. In some cases, your physician may order a consultation with a registered dietitian. The dietitian will visit you in your room to assist you with your nutritional needs and provide education on a specialized diet if ordered by your physician. Also, tests may have been ordered by your physician may in some cases delay your meals. Your nurse should inform you when meals are held until after a test has been performed or lab samples taken. If you have special nutritional needs, please inform your nurse or ask to speak with the dietitian so that your meals may be prepared with your individualized needs in mind.

Notary Public

If you need notary public services please notify your nurse or care provider. The notary public services are provided to patient free of charge during regular business hours.

Nurse Call System

When you need assistance, please push the nurse call button located on the hand-held device. After pushing the button, a staff member will either speak to you through a speaker located near your bed or will come directly to your room to assist you.

Reading Materials

Complimentary issues of local newspapers are provided to patients courtesy of local businesses and the SMH Auxiliary. Auxiliary members will also bring reading materials to your room upon request.

Telephone Operation

A telephone is located in each room. Any in-house extension may be reached by dialing the five-digit extension number. A brief directory is located in the back of this handbook.

- **Patient Rooms** – To make a call to another patient room, dial 3 plus 0 plus the patient's room number. For example, to call the patient in room 302, bed A, dial 30302. Callers wishing to reach you by phone from outside the hospital should dial 459, plus 0 plus the room number. For example if you were in room 302, bed A, your family could reach you by dialing 540-459-0302. Callers wishing to reach a patient in a B bed will need to dial the next number higher than the room number. For example, to reach the patient in room 302, bed B, dial 540-459-0303.
- **Local Calls** – To make a local call outside the hospital, press 9, listen for a dial tone, then dial the number you wish to reach.
- **Long Distance Calls** – Long distance calls cannot be made from patient rooms or charged to the patient's hospital bill.
- **Hearing Impaired**– A TDD is available in the Emergency Department Registration area for visitor use. Please let the registration clerk know if you have special language or hearing needs.

For Your Safety

Fall Prevention Safety Tips

- Always **follow instructions** regarding whether you must stay in bed or require help to get out of bed or go to the bathroom.
- When you need help, use the call bell by your bed or in the bathroom and **wait for the nurse to help you.**
- Ask the nurse for help if you feel dizzy or weak getting out of bed or the chair.
- **Do not lean or support yourself on rolling objects** such as IV poles or your bedside table.
- **Wear shoes or non-skid slippers** when you walk throughout the hospital.

Fire Alarms

By law, hospitals are required to conduct at least one fire drill every month. If you hear the fire alarm sound, please remain in your room. If necessary, your nurse will give you any appropriate instructions.

Medications From Home

It may be a good idea to bring your medications from home (or ask a family member to bring them) so that the physician or pharmacist may review them. They will be returned to you or someone you designate to return to your home, as possession of outside medication while you are a patient is not allowed for security reasons. If you are unable to send the medication home, it will be stored in a secure location and returned to you upon discharge. Any medications will be held for 30 days beyond discharge and then will be properly disposed of.

Occasionally it may be necessary to ask that you continue to use your personal supply of medication while a patient. In this event, a physician will write an order for this, and your supply will be secured and administered by the nursing staff during designated medication administration times.

Tobacco-Free Organization

Valley Health is a tobacco-free organization. Use of any tobacco product by employees, patients, vendors and visitors is strictly prohibited on any Valley Health property, including hospital buildings, medical building, outside areas and parking lots.

Valuables

During your hospital stay, you will need only a few personal items, such as pajamas, bathrobe, slippers and personal toiletries. You are encouraged to leave any valuables and large sums of money at home. However, if you do wish to store something valuable during your stay, the hospital safe is available. Please ask your nurse for assistance. Shenandoah Memorial Hospital is not responsible for the loss of money or other valuables retained by patients in their rooms.

Spiritual Wellness and Wholeness

The staff of Valley Health's Chaplaincy Services acknowledges the importance of your spiritual care and overall sense of well-being. We offer the following information as a helpful guide for your consideration during and after your hospital stay.

Benefits of Maintaining Spiritual Wellness

Maintaining your spiritual wellness can help you cope emotionally, spiritually, and physically with the challenges and stresses related to health concerns and needs.

Spiritual Wellness can also help you:

- Put things into perspective
- Make decisions more easily
- Improve your outlook on things
- Relate more satisfyingly to others including the God of your understanding
- Feel calm and at peace
- Feel more in control
- Feel more hopeful about things

During your hospitalization, you may experience emotional and/or spiritual difficulties. This may happen after a serious illness or injury or after a sudden loss. It is nothing to be ashamed of, and it is appropriate to ask for help from trained professional chaplains and people you trust.

Ways to Maintain Spiritual Wellness

You may find it helpful to continue any of the following practices before, during, or after discharge from the hospital:

- Inspirational reading
- Daily prayer
- Maintain supportive relationships
- Participation in faith community of your choice
- Meditation
- Relaxation exercise

Community of Faith

The support of a faith community can be of great help in maintaining your spiritual wellness. While a patient in a hospital or institutional care setting, you may want to contact your religious leader or someone from your faith community to let them know that you are in the hospital and desire a visit. One of our hospital chaplains can also assist you with a visit if you like.

Chaplaincy Services

Hospital chaplains receive special training in the care of persons requiring healthcare services. Chaplains are available to provide emotional and spiritual support to you and your family during your stay. Chaplains minister to patients, families, visitors and staff in many of the following ways:

- Provide spiritual and emotional support
- Explore spiritual and religious concerns
- Care for people of all faiths and beliefs
- Offer prayer and meditation
- Arrange for sacramental ministry
- Supply devotional and religious resources
- Support those facing health care decisions
- Offer bereavement care and support

If you would like to speak with a chaplain you may ask hospital staff to page the on-call chaplain.

Visitor Information

Banking Services

For your convenience, an automated teller machine is located near the Emergency Department lobby.

Visiting Hours

General visiting hours are subject to change for health-related or safety reasons, such as during flu season. You will be informed of visiting hours at the time of admission.

Additional information about visiting hours:

- The number of visitors in a patient's room is limited to two at one time.
- An adult, other than the patient, must supervise children less than 12 years of age.
- An identified Care Partner may remain with the patient following the Care Partner guidelines.
- Exceptions may be based on the patient's condition and needs.
- Infants and children under age 12 are not permitted in specialized units.

Exceptions to the visiting hours include:

- Departments may allow visitation beyond the visiting hours in special situations depending on circumstances related to patient care or customer service. Any exception must have approval from the Nursing Supervisor. Department Director will be notified via email with an explanation of the reason for the exception.
- An identified Care Partner may remain with the patient and will follow the policy regarding exceptions.
 - The visitor will arrive to ED Registration and make the request to visit the patient.
 - Registration staff will call to the patient care unit, to find out if the patient wishes to receive the visitor.
 - If the visit is approved, the Registration staff will contact the Security Guard to escort the visitor to the patient room.
 - Visitors must remain in a patient's room after visitation hours unless they are going to vending machines and/or restroom. Visitors are not allowed to leave the area until they are leaving the visit.

Visitor Dining

The cafeteria is located on the lower level and is open to the public.

Vending machines are available 24-hours a day. Please ask a staff member for locations.

Wi-Fi

Public access to the Internet is available free of charge in various locations throughout the hospital, including patient rooms; waiting rooms; the main lobby.

The public Wi-Fi uses a non-secure computer wireless network that is not connected to Valley Health's secured computer network. Users of public Wi-Fi do so at their own risk, and Valley Health is not responsible for material viewed, downloaded, or received via the public Internet. Valley Health is not able to provide technical support for personal devices, and users must get connected using their own resources.

Going Home

About Your Bill

You will receive a bill for your hospital services shortly after discharge. Your hospital bill will include charges for the cost of your room, nursing care, supplies, x-rays, lab work and other services. The services of the physicians that helped care for you, including consulting specialists, surgeons, radiologists and pathologists, will not be included on this bill; they will bill you separately. If you have any questions about their bills, please contact their billing office directly.

If you have insurance coverage and you have communicated that information to us, we will file your hospital claim. Please remain involved in the process of getting your account paid by following up periodically with your insurance payor. If you do not have insurance, we will bill you directly. Valley Health facilities offer several financial assistance programs, including charity assistance, no-interest payment plans and hands-on assistance if you want to apply for state funding programs such as Medicaid.

You must contact us and, in most cases, supply us with appropriate information to assist with determining whether you qualify for an assistance program. Please contact us at the below telephone number to talk about possible assistance.

Our Patient Accounts office is located on the Winchester Medical Center campus at:

220 Campus Blvd, Suite 210, Winchester, VA 22604
Customer Service Telephone Number: 866-414-4576

Gifts and Memorials

As a non-profit, charitable hospital, Shenandoah Memorial Hospital depends upon gifts and donations to help us continue to provide compassionate care with state-of-the-art equipment and technology at an affordable cost. Gifts from individuals, businesses, and philanthropic organizations are actually investments in the future of quality healthcare in our region. To find out how your tax-deductible donation to the Shenandoah Memorial Hospital Foundation can help, call 540-459-1222.

How Was Your Stay

Your opinion about the care you received while a patient is very important to us. After your discharge, you may receive a survey asking you for your comments and suggestions. It is important to hear back from you. We use this feedback in our ongoing efforts to give patients the best possible experience during their stay at Shenandoah Memorial Hospital.

Patient Discharge

Patients are typically discharged before noon. We hope that this will allow patients and family members adequate daytime hours to make any necessary arrangements before going home, such as getting prescriptions filled or contacting community resources. It will also provide the hospital with sufficient time to prepare the room for new admissions. If you need assistance with transportation, please speak with your nurse.

Post-Hospitalization Care

As part of our services, any needed post-discharge care will be arranged for you. This includes home health services, home medical equipment, and medical transportation as ordered by your physician. You have the right to choose any provider you wish for these services. A list of providers serving your area is available upon request. The following providers are affiliated with Valley Health:

Valley Health Home Health Services – nursing, physical therapy, occupational therapy, speech therapy

Valley Medical Transport – ambulance and wheelchair van transports

Volunteer Opportunities

During your stay, you will probably come in contact with one of our many dedicated and caring volunteers. In addition to operating the Auxiliary Gift Shop, delivering mail and flowers, and escorting patients, our volunteers provide skilled services to nearly all areas of the hospital. We have many volunteer opportunities for both adults and teenagers. For more information, contact our Volunteer Office at 540-459-3167.

Your Personal Safety

If you have concerns about your personal safety after leaving the hospital, the following contact information may be helpful:

- Concern Hotline** (substance abuse) 540-459-4742
- Response Hotline** (domestic violence) 540-459-5161
- National Suicide Prevention Lifeline** 800-273-TALK (8255)
- Virginia Domestic Violence Hotline** 800-838-8238



Shenandoah Memorial Hospital

759 South Main Street
Woodstock, VA 22664

540-459-1100

valleyhealthlink.com/shenandoah

Valley Health includes: Hampshire Memorial Hospital • Page Memorial Hospital
Shenandoah Memorial Hospital • Surgi-Center of Winchester • Urgent Care
Valley Medical Transport • Valley Pharmacy • War Memorial Hospital
Warren Memorial Hospital • Winchester Medical Center • Winchester Rehabilitation Center