

Patient Handbook



Contents

- Welcome to War Memorial Hospital 1
- About War Memorial Hospital 2
- Rights and Responsibilities 4
 - Patient Bill of Rights 4
 - Access to Care 4
 - Right to Privacy and Confidentiality 4
 - Personal Safety 4
 - Billing Process 5
 - Advance Directives 5
 - Transfer and Continuity of Care 6
 - Primary Care Physician 6
 - Patient Advocate 6
 - Bio-Ethics Committee 7
 - Patient Responsibilities 8
- Patient Comfort and Pain Management** 9
 - Information for Patients, Family and Friends 9
- Patient Restraints** 10
 - Information for Families and Friends 10
 - How You Can Help 10
 - If Restraints Are Needed 10
 - How Long Will the Patient be Restrained? 11
 - What You Need to Know 11
- For Medicare Beneficiaries** 11
 - Your Rights While You Are A Medicare Hospital Patient 11
 - Talk To Your Doctor About Your Stay In The Hospital 12
- Staff Uniforms** 13
- Hourly Patient Rounding** 14
- Patient Services** 14
 - Hospitalists 14
 - Nurse Practitioners 14
 - Laboratory Services 14
 - Mail & Floral Deliveries 15
 - Meals 15
 - Newspapers and Reading Material 15
 - Nurse Call System 15
 - Organ and Tissue Donation 16
 - Pastoral/Spiritual Care 16
 - Case Manager 16
 - Telephone Operation 16
 - Television Operation 16
 - Valley Health Transport Services 16
 - Other Services 17
- For Your Safety** 17
 - Falls 17
 - Fire Alarms 17
 - Medications 18
 - Use of Tobacco 18
 - Valuables 18
- Visitor Information** 23
 - Cellular Telephones 19
 - Visiting Hours 19
 - Visitor Dining 19
 - Wi-Fi 19
- Going Home** 20
 - Medical Care After Your Hospital Stay 20
 - How Was Your Stay? 21
 - Gifts and Memorials 21
- Post-Hospitalization Care** 21
 - Fitness Services 21
- Telephone Directory** 23
- Notes** 24

Welcome to War Memorial Hospital



War Memorial Hospital joined Valley Health's network of six not-for-profit hospitals and related health care entities in 2012 and serves the residents of Morgan County and the surrounding communities. Our team of outstanding employees and physicians are committed to ensuring that every patient receives excellent care: care that is timely, safe, supportive and patient-centered.

This handbook serves as our "user's guide" for patients and family. It provides information for commonly asked questions about our facility, services, policies and procedures. If you have any other questions, special needs, or concerns during your stay, we encourage you or your loved ones to talk with your nurse.

While we understand that most visits to a hospital are unplanned and can create anxiety, our team works tirelessly to address your physical and emotional needs. I hope your experience at War Memorial Hospital is positive. I hope our staff help make an emergency less traumatic, a diagnosis more understandable, or a chronic condition more manageable. We are privileged to serve you and, as partners in your care, we are truly "Healthier, together."

If you have any questions or concerns, please feel free to call me at 304-258-6502.

Sincerely,

Thomas Kluge

President

War Memorial Hospital

About War Memorial Hospital



Since 1947, the citizens of Morgan County have had their own hospital. Through the years, the tradition at War Memorial Hospital has always focused on providing high-quality healthcare with a personal touch.

Attracted by the therapeutic properties of the local mineral springs, The West Virginia Foundation for Crippled Children opened The Pines Crippled Children's Hospital, a treatment center for post-paralysis care, in 1934 on a wooded hilltop above Berkeley Springs. This treatment center became better known as "The Pines," the name by which it was recognized when it was the home of Morgan County Judge Josiah Dent and his wife, Anna. Pine trees had completely surrounded the home of the crippled judge.

With the expansion of crippled children facilities across the country and the decline in polio cases, "The Pines" experienced difficulties near the end of World War II. Recognizing a need for a local hospital and looking for a way to honor services provided by local war veterans, the ideas intertwined.

On July 1, 1947, The Foundation conveyed its land, buildings, and equipment to the Morgan County Court for a general hospital. The County Court through an Act of the West Virginia Legislature organized Morgan County War Memorial Hospital. Through the years, our board members, administrators, hospital medical staff and employees, and businesses and citizens of Morgan County and surrounding area have helped to make vast improvements to the facility and services.

The first major renovation to Morgan County War Memorial Hospital, known as Phase I, started in 1957 when an Emergency Room, Operating Room, Radiology, Laboratory, new Dietary area, new lobby, and more office space were added. Phase II of the renovation, which included a new wing housing a maternity section and chronic disease section, was completed in 1963. In 1977, a \$1.8 million, two-story addition designed to attract more physicians and expand services began.

During the late 1980s, War Memorial Hospital officials faced closing the facility's doors after several years of deficits averaging \$200,000. In 1989, the hospital's Board of Directors entered an affiliation agreement with Valley Health System to assume the management duties of the hospital.

In 1994, a \$1 million renovation project upgraded the physical plant (electrical, mechanical, heating, and air conditioning systems) in patient areas to provide a new nurse call system, fire alarm system, and fire sprinkler system. Patient rooms were relocated in the newest sections for improved safety and comfort. Ancillary departments were rearranged for more efficient use and the physical therapy department was expanded.

War Memorial Hospital joined Valley Health's network of six not-for-profit hospitals and related health care entities in 2012 and the current state-of-the-art facility was opened in April, 2012 off of Fairview Drive. The \$30 million, 87,000 square-foot facility includes upgraded technologies throughout, new operating rooms, outpatient rehab, a helipad, and ample, convenient parking.

War Memorial Hospital and its skilled, dedicated staff and employees are the results of many individuals who have contributed their money, time, and skills through the years. Our staff and employees strive to provide patients with high-quality care with a personal touch.

Rights and Responsibilities

Patient Bill of Rights

Access to Care

You have the right to...

- regardless of race, creed, national origin, sexual orientation, physical limitations, language barrier, or source of payment, to receive impartial medical treatment and care.
- to request information regarding protective and advocacy services through the 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.
- your treatment and care being conducted discreetly and those not involved with your care must have permission to be present.
- all records pertaining to your care being treated as confidential and reviewed only by the individuals directly involved in your care. You have the right to 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 be 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 behavioral management unless clinically necessary.

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 program 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. You have the right to accept and/or refuse treatment within the scope of the law.
- expect a prompt response to your report of pain by staff 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 health care 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, the right to inquire about financial assistance in paying your bill, and the right to inquire about assistance in filing any insurance claims.

Advance Directives

You have the right to...

- make a Living Will or a 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.

- in accordance with West Virginia state law, information about advance directives and living wills is distributed to all patients shortly after admission. If you do not have an advance directive and would like to make one, inform the nurse, case manager or social worker.

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.

Primary Care Physician

You have the right to...

- ask that your primary care physician be notified upon admission.

Patient Advocate

- Patient advocates are a link between patients and the hospital, providing a specific channel through which patients can seek assistance with special needs or concerns.
- If you have any questions about any aspect of your care, we ask that you first deal directly with the staff involved with your care, or management of that area. If further assistance is needed, please contact our patient advocate at ext. 46509 or is 304-258-6509.
- If discussions with your physician, patient advocate, treatment team, or hospital administration fail to resolve any concerns you may have about the quality of care you received, you are encouraged to contact:

Office of Health Facility Licensure & Certification

408 Leon Sullivan Way
Charleston, WV 25301
304-558-0050
304-558-2515 (fax)

West Virginia State Ombudsman's Office

304-263-8871

- You may also report safety concerns through the Valley Health website:

<http://www.valleyhealthlink.com>

Click on "contact us," then "War Memorial Hospital."

Bio-Ethics Committee

- War Memorial Hospital's Bio-Ethics Committee is available to assist with difficult healthcare decisions 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 health care issues. If you would like to request a consultation with the Bioethics Committee, please notify the nursing staff or ask the staff to contact the Administrator on call.

Morgan County Protective & Advocacy Agencies

Morgan County DHHR Office

304-258-1350

Morgan County Health Department

304-258-1513

Morgan County WIC Program

304-258-6074

Morgan County Partnership Alcohol & Drug Prevention

304-258-7807

Senior Life Services of Morgan County

304-258-3096

Berkeley Springs/Morgan County Chamber of Commerce

304-258-3738

War Memorial Hospital assumes no obligation or responsibility relative to any use made of these references. References are listed for your information only.

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 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 and if an outpatient, we reserve the right to refuse to provide service.

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 the nurse and your 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 effect 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

Patient Restraints

Information for Families and 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 of the 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 reorienting 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. You may wish to consider obtaining a sitter to stay with the patient when you are not able to be there. The nursing staff or the patient's physician can assist you with this if you wish.

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. 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 his or her 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 proved 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 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; 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 health care service.

In order to meet these requirements for medical care review, the Quality Improvement Organizations (KEPRO) collects and maintains information through a data system on the types and extent of healthcare services received by patients at this hospital. As a patient, you may request from the KEPRO 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 non-coverage 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:

Quality Improvement Organizations – West Virginia Medical Institute

Telephone: 855-886-0618
304-264-9864

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 does. 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 case manager will also help you with your questions and concerns.

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 the 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 is taking an additional step to help patients understand who is aiding them. We have adopted standard uniform colors for the clinical and key support functions.

Administrative Associate	Khaki
Certified Nursing Assistant	Wine
Environmental Services	Lime Green
Laboratory	Charcoal
LPN	Ceil blue
Medical Imaging	Caribbean blue
Nutrition Services	Turquoise
Patient Access	Light blue/light stone
Patient Transport	Red
Pharmacy	Chocolate brown
Respiratory	Hunter green
Rehabilitation (PT/OT/Speech)	Black
RN	Navy, white, or combination of navy/white
Supply Technician	Grape

(students in clinical rotations wear orange badges)

Hourly Patient Rounding

At Valley Health, the safety and comfort of our patients is a high priority. We continually look for ways to improve your experience in our hospitals. To better serve you and meet your needs, the nursing staff on our inpatient units perform hourly patient rounding. At least once each hour a member of our nursing team will enter your room to ask you about the “4 P’s.”

Pain: What is your current pain level?

Proactive Toileting: Can we assist you with any toileting needs?

Position: Are you comfortable in your current position and can we make you more so?

Promise to return: A member of our staff will be back to check on you in approximately one hour.

Patient Services

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.

Nurse Practitioners

Nurse Practitioners are advanced practice registered nurses that have received advanced clinical training to manage and diagnosis common acute and chronic health problems. Working in collaboration with your admitting physician, the Nurse Practitioner may direct and provide your medical care while you are in the hospital.

Laboratory Services

Valley Health Laboratory Services is a full service laboratory performing tests for both inpatients and outpatients. Our pathologists are board certified. We offer exceptional turn-around, quality results, a competitive fee schedule and participate in a wide range of insurances. We offer outpatient laboratory services upon discharge from War

Memorial, and offer convenient lab draw centers located in Winchester, Front Royal, Luray, New Market and Washington, VA. For more information, call 540-536-8785.

Mail & Floral Deliveries

Mail and flowers are delivered to patient's room each day. If you have mail you wish to send out, please notify the staff. Patient mail is received directly into our mailroom and will be delivered to your room. Our address is:

Patient Name
c/o War Memorial Hospital
1 Healthy Way
Berkeley Springs, WV 25411

We will forward to your home address any mail you receive after you have been discharged.

Meals

Just like other aspects of your care, your doctor orders your diet based on your nutritional needs, which may change during the course of your stay. Staff in Nutrition Services plan menus for a variety of different diets. In most cases, a representative from Nutrition Services will visit you in your room to assist you with menu selection and serve your meals. If you have any questions about your diet or meal services ask your nurse to contact Nutrition Services.

Newspapers and Reading Material

Complimentary issues of the local newspaper are provided to patients.

Nurse Call System

When you need assistance, please press the nurse call button located near your bed. After pushing the button, you will hear the voice of a call bell specialist coming from the speakers that are located behind your bed. Please tell the call bell specialist what is needed (for example, help getting to the bathroom, or if you need pain medication) so that your caregiver can respond appropriately to your request.

Organ and Tissue Donation

For information on becoming an organ and tissue donor visit www.donatelife.net.

Pastoral/Spiritual Care

We have a volunteer chaplain program to assist with the spiritual needs of patients and families. Chaplains are available on request. Your personal clergy may visit at any time with your permission. Please inform the nursing staff if at any time during your stay you would like us to contact the chaplain on-call or your personal clergy.

Case Manager

Our case manager will visit with you shortly after your admission. She/he will help you identify any special needs and will assist you in identifying resources to meet those needs. She/he will also assist with planning your hospital discharge by arranging for equipment, supplies, or at-home care.

Telephone Operation

Telephones are provided in each room. If you need to place a long distance call, dial "0". For local calls, please dial "9" first, to reach an outside line, then dial the number you wish to reach. Our main number is 304-258-1234.

Television Operation

The television control is located on either the bed rail or a handheld remote control. The on/off switch, volume control and channel selection buttons are marked on the pad. Television service is provided to patients free of charge. It is requested that the television volume be kept at a reasonable level. Wide varieties of cable channels are available for your viewing pleasure.

Valley Health Transport Services

Transport services are available for those who require basic and advanced life support, ambulance service. The transport team is staffed with EMT personnel. Ask your nurse or social worker for more information.

Other services

Many other services are offered at War Memorial Hospital for your convenience. We strive to provide a wide range of specialties to allow you access close to home. Some outpatient services offered are:

- Anticoagulation management
- Blood draws and other lab tests
- Cardiopulmonary Services and Testing
- Diabetes management
- Infusion therapy
- Physical, occupational, and speech therapy
- Sleep testing
- Radiology and other diagnostic imaging

For Your Safety

Falls

We take great pride in caring for our patients and one area that is very important to us is prevention of patient falls. Please remember to ask for assistance if you need to reach personal items, to go to the bathroom or to get up and walk. We would rather you ask for assistance than risk falling and harming yourself.

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

Your doctor will prescribe the medications you will need during your hospital stay. It is important to tell your nurse the names and dosages of the medicines you normally take at home. While you are in the hospital, you should not take any medications that you brought with you. You should give them to your nurse, or send them home with a friend or relative. If you are concerned about changes in your usual dosages, discuss this with your doctor or nurse.

When you get ready to go home from the hospital:

Make sure you

- Have written information about all the medications your doctor has prescribed for you.
- Know when to take all your medications
- Know what each medication is for
- Know how to take each medication
- Know what possible side effects to watch out for

Ask your nurse about having your prescriptions filled and delivered to your room before discharge.

Use of Tobacco

War Memorial Hospital is a tobacco-free organization. Use of any tobacco product by employees, patients, and visitors is strictly prohibited on hospital property, including all buildings, outside areas and parking garages.

Valuables

During your hospital stay, you will need only a few personal items, such as pajamas, bathrobe, slippers and personal toilet articles. 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. War Memorial is not responsible for the loss of money or other valuables retained by patients in their rooms.

Visitor Information

Cellular Telephones

The use of cell phones by visitors is allowed but may be restricted to certain times and areas of the facility to ensure that such use will not interfere with patient care and will not disturb the patients.

Visiting Hours

We recognize that family and friends play an important role in the patient's overall stay. In an effort to provide a healing and nurturing environment, the hospital has instituted the following guidelines:

- General visiting hours are 7 days a week from 9:00 A.M. to 8:00 P.M.
 - The care partner is permitted access 24/7, and this person is not considered a visitor.
 - The care partner will be identified by a patient care badge provided by nursing staff.
 - The number of visitors in a patient's room is limited to 2 at one time (not including the care partner). Visitors will be identified by visitor badge acquired at designated main entrances or nursing stations.
- Visitors are restricted to age 12 and over; except for children of the patient. Children should be supervised at all times.
- Extended Care, Skilled, and Transitional Care residents may have visitors 24/7 according to the resident rights guidelines.

Visitor Dining

As a convenience to our visitors, War Memorial Hospital's cafeteria is open to the public. Vending machines are available 24 hours a day and are located outside the cafeteria. Family members who wish to eat with a patient can request guest trays, available for a fee, by contacting the nurse in charge on the patient's unit at least one hour prior to mealtime.

Wi-Fi

Public access to the Internet is available free of charge in various locations throughout the hospital. 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 be connected using their own resources.

Going Home

Your doctor, case manager and nursing staff coordinate arrangements for your discharge. Any special equipment or supply needs will be arranged prior to your leaving. Written instructions are provided and explained by your nurse. They will include any medications that you are to take, follow-up appointments with your doctor, and other important aftercare measures.

Before you officially leave the hospital your doctor must sign your chart, and any new orders written by your physician such as laboratory or radiology testing must be carried out. This process, in addition to making any follow-up appointments or referrals and the preparation of your discharge instructions, does take time. Therefore, please understand that while it is our desire to complete your hospital discharge as quickly as possible, there could be a waiting period between the time your physician tells you that you are discharged and the time that you actually leave War Memorial Hospital.

Medical Care After Your Hospital Stay

Your doctor may determine that, although you no longer need the specialized services of a hospital, you still require medical care, and you may be referred to the hospital's long-term care unit, other skilled nursing facility or home care. The hospital's discharge planning staff will help arrange for the services you may need after your discharge.

Local Health Care Providers

Valley Health War Memorial Hospital Internal Medicine
226 Gayle Drive, Berkeley Springs, WV 25411
304-258-9433

Valley Health War Memorial Hospital Multispecialty Clinic
1 Healthy Way, Berkeley Springs, WV 25411
304-258-6981

Valley Health War Memorial Hospital Family Medicine / Hancock
2 Tonoloway Street, Hancock, MD 21750
301-678-6292

How Was Your Stay?

Your opinion regarding the care you receive while a patient here is very important to us. Several weeks after your discharge home, you may receive a survey through the mail asking for your comments and suggestions. We use these surveys to gauge how well you feel we have met your needs and your overall satisfaction with the medical center. Please take a few minutes to answer these questions and let us know how we are doing.

Gifts and Memorials

As a non-profit, charitable hospital, War 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 War Memorial Hospital Development Fund can help, call 540-536-4410.

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, rehabilitation services, 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

Valley Health Rehabilitation Services (located at 261 Berkmore Place, Suite 2A, Berkeley Springs, WV) – outpatient occupational therapy, physical therapy, speech and language pathology, cancer rehabilitation, aquatic physical therapy, and LSVT BIG program for Parkinson's Disease and movement disorders.

Fitness Services

War Memorial Hospital Fitness Services is the only medically based health and fitness center of its kind in the area and features functional fitness equipment, professional management and staff, as well as a full menu of services designed to create an invigorating, relaxing experience. These include: free weight training, resistance training, cardiovascular

training with television entertainment, individualized personal training, warm water therapy pool, a shower, and our locker room includes complimentary towel service.

As a part of the medical fitness experience, War Memorial Hospital Fitness Services offers a wide array of individualized, medically directed health education programs, conducted by interdisciplinary teams of health and fitness professionals. These programs combine education, exercise and lifestyle improvements to help participants take control of their health and their lives. Health Education is offered through our affiliation with Valley Health/East Mountain Health Advantage.

The center is open weekdays from 7:00 A.M. – 7:00 P.M. and Saturdays 8:00 A.M. – 12:00 P.M. For more information or to arrange a tour, call 304-258-8377.

Telephone Directory

If you are calling from a hospital phone, you may reach any of the following departments by dialing the extension. If you are calling from outside the hospital, please use the entire 7-digit phone number.

Department	In-house Extension	Outside Number
Administration	46525	258-6525
Care Management	46555	258-6555
Extended Care Unit	46561	258-6561
Fitness Services	258-8377	
Health Information Management	46538	258-6538
Housekeeping	46511	258-651
Laboratory	46507	258-6507
Main Number	45205	258-1234
Medical Imaging/Radiology	45115	258-6508
Nutrition Services	46991	258-6991
Patient Accounts (Billing, Credit, Insurance)		866-414-4576
Patient Advocate	46509	258-6509
Pharmacy	46528	258-6528
Rehabilitation Services	46516	258-6516
Respiratory Care	46530	258-6530



War Memorial Hospital

www.valleyhealthlink.com/war

1 Health Way • Berkeley Springs, WV 25411

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