

Patient Handbook

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Welcome

Dear Patient:

For more than 70 years, Valley Health Warren Memorial Hospital has steadfastly cared for the residents of Front Royal, Warren County and the surrounding community. June 23, 2021, marked an important milestone in our long history as we relocated from our former home on Shenandoah Avenue to a thoroughly modern replacement facility that better reflects 21st century healthcare priorities.

Every aspect of our hospital and adjoining medical building is designed with patient comfort and safety in mind; from all private rooms offering spectacular views of the natural beauty that surrounds us to the adoption of state-of-the-art technology and increased access to services.

When it comes to health care, we realize that you have choices, and we thank you for entrusting your care to Warren Memorial Hospital. Our team of healthcare professionals 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. In addition, we are pleased to introduce MyChart Bedside, which provides patients with a secure and an innovative way to manage medical information and communicate with their care team. More information is available in this book and instructions for use can be found in patient rooms.

After your hospital stay, you may receive a patient satisfaction survey. We would greatly appreciate your feedback and comments so that we can continue to improve our services.

On behalf of the entire staff at Valley Health Warren Memorial Hospital, we wish you a speedy recovery and continued good health.

Sincerely,



Jennifer A. Coello, MHA, FACHE
Vice President, Operations and Administrator
Warren Memorial Hospital



Delores A. Gehr, MPA, BSN, RN, NEA-BC
Chief Nursing Officer, Director of Patient
Care Services

About Warren Memorial Hospital

On June 29, 1951, Warren Memorial Hospital opened its doors at 1000 Shenandoah Avenue, and thus began its mission of caring for the residents of Front Royal, Warren County and the surrounding community.

In 1993 Warren Memorial Hospital became the first hospital to affiliate with Winchester Medical Center to form what is now known as Valley Health System. The not-for-profit organization consists of six hospitals, physician practices, urgent care centers and a robust network of outpatient services.

On June 23, 2021, Warren Memorial Hospital moved into its thoroughly modern 177,000-square-foot facility just off of Leach Run Parkway. The new facility is designed to offer a modern and efficient environment of care with flexibility to meet patient, provider and community needs well into the future. Consistent with greater emphasis on outpatient care, the three-story hospital and adjacent medical building has 36 all-private inpatient rooms along with larger, more modernized Emergency Department and Surgical Services. Thanks to the generous support of our community, our one-of-a-kind campus boast a system of walking trails, gardens and green space that is open to the community so that all may enjoy the natural beauty that surrounds us.

As a patient at Warren Memorial Hospital, you will experience award-winning, trusted care. Some notable accomplishments over the last several years include:

- Pathway to Excellence® (2014, 2018)
- ACC Chest Pain Center Accreditation (since 2018)
- American Institute of Architecture Design Award (2022)
- Chartis Top 100 Rural & Community Hospitals (2024, 2025)
- Recognized as one of the top 75 teaching hospitals in the country by the Leapfrog Group



Rights and Responsibilities

You have the right to:

- **Access** to treatment or care that is available or medically indicated regardless of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identify or expression, disability, association or veteran or military status, or sources of payment for care.
- **Safety** including receiving care in a safe setting, free from all forms of abuse, neglect, harassment, and mistreatment, as well as an expectation of reasonable safety in the environment where you are receiving care.
- **Being free from restraint or seclusion**, unless needed for immediate physical safety of you, staff or others in the environment. If the use of restraint or seclusion is necessary to protect safety, the least restrictive method must be used to protect your rights and to ensure your and others' safety.
- **Privacy and confidentiality, including:**
 - Refusing to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital, but not directly involved in your care.
 - Wearing appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
 - Having interviews and examinations in surroundings designed to assure reasonable visual and auditory privacy. This includes the right of a minor child to have a parent(s) present (if such presence does not interfere) during exams, treatments or procedures.
 - Expecting that any discussion or consultation involving your case are discreetly conducted and that individuals not directly involved in your care will not be present without permission of you and/or your representative.
 - Having your medical record protected with privacy and confidentiality.
 - Expecting all communications and other records pertaining to your care, including the source of payment for treatment, be treated as confidential.
 - Requesting a transfer to another room if another patient or a visitor in the room is unreasonably disturbing you.
 - Having protective privacy when considered necessary for personal safety.
- **Information, including:**
 - Obtaining, from the practitioner responsible, complete and current information concerning your health status, including diagnosis (to the degree known), treatment, and any known prognosis in a way you or your representative understand.

- Accessing and obtaining a copy of your medical record, as well as the right to access, request amendments to, and obtain information on disclosures of your medical record.
- **Identity**, including knowing the identity and professional status of individuals providing services to you and which physician or other practitioner is primarily responsible for your care. This includes your right to know of the existence of any professional relationship among individuals who are treating you, as well as the relationship to any other healthcare or educational institutions involved in your care. Your participation in clinical training programs or in the gathering of data for research purposes is voluntary.
- **Participation in care and treatment**, including participating in the development and implementation of your plan of care and treatment, including refusing treatment.
- **Informed consent**, including:
 - Making informed decisions regarding your healthcare, including explanations of your condition and of all proposed technical and medical procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation, and probability of success.
 - Requesting a second opinion or consultation with a physician of your choice, at your own expense.
 - Consenting to transfer to another facility.
- **Pain management**, including communicating concerns about your pain and expecting a prompt response to your report of pain by staff.
- **Alternative means of communication**, including:
 - Effective communication with your healthcare providers.
 - Appropriate adaptive aids for persons with communication barriers, such as Deaf/Hard of Hearing or Limited English Proficiency. This assistance may include trained language and sign language interpreters, translated documents, electronic aids such as Telecommunication Device for the Deaf (TDD/TTY) and amplified telephones. (*See page 8 for Language Assistance or call 540-323-0228*)
- **Advance directives**, including:
 - Having an advance directive, such as a living will or durable power of attorney for health care, concerning your treatment.
 - Expecting that the hospital will honor your advance medical directive to the extent permitted by law and hospital policy.
- **Healthcare surrogates**, including:
 - Designating a surrogate who will exercise your rights and make decisions on your behalf if you are incapacitated.
 - Expecting that the hospital will honor the directions of your surrogate as designated in your advance medical directive or as permitted by law.

- Clinical research, including:
 - Being informed if your care is to be delivered under the auspice of any clinical training programs within the institution
 - Expect that the hospital will respect your rights during research, investigative or clinical trials should you choose to participate.
- Understanding hospital charges, including:
 - Requesting and receiving an itemized and detailed explanation of the total bill for services rendered in the Hospital, regardless of the source of payment for your care.
 - Timely notice prior to termination of eligibility for reimbursement by any third-party payer for the cost of your care.
- **Visitors**, including receiving visitors who you designate, including your spouse, domestic partner, another family member or friend, and receiving information about your visitation rights, including any clinical or reasonable limitations that the hospital may need to place on your right to visitors.
- **Information about your responsibilities**, including receiving information about your responsibilities during your admission and the right to information about the hospital rules and regulations applicable to you as a patient.
- **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.
- **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.

• **Expressing concerns and grievances about your care, including:**

- Receiving information about the hospital’s policy for review and resolution of patient complaints, including the right to voice concerns to either the hospital or the Virginia Department of Health about the quality of care that you received.
- Contacting the Patient Experience, which may provide you with assistance with special needs or concerns.
- If discussions with your physician, treatment team, or hospital administrator fail to resolve any concerns you may have about the quality of care you received, you are encouraged to contact:

Virginia Department of Health, Office of Licensure and Certification

Telephone: 1-800-955-1819

Email: OLC-Complaints@vdh.virginia.gov

DNV Healthcare USA, Inc.

Attn: Healthcare Complaints

1400 Ravello Drive • Katy, TX 77449

866-496-964 • 281-870-4818

hospitalcomplaint@dnv.com

Valley Health Experience Contact

Telephone: 540-536-8122 of ext. 68122 if calling within hospital

Email: PatientExperience@valleyhealthlink.com

You may also report safety concerns on the Valley Health website: <http://www.valleyhealthlink.com> Click on “contact us.”

- 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:

Valley Health Compliance Department

220 Campus Blvd., Suite 420 • Winchester, VA 22601

540-536-8909 • 540-536-5497 (FAX)

civilrights@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: 1-800-368-1019 or 1-800-537-7697 (TDD)

U.S. Mail: U.S. Department of Health and Human Services

200 Independence Avenue, SW, Room 509F

HHH Building

Washington, DC 20201

Contact for Language Assistance

ATTENTION: If you require language assistance, language assistance services, free of charge, are available to you. Call 540-536-4400.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-540-536-4400.

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 1-540-536-4400。

한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-540-536-4400. 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 1-540-536-4400.

Tagalog (Tagalog – Filipino):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-540-536-4400.

Français (French):

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-540-536-4400.

العربية (Arabic):

مقرب لصتا. ناجملاب لكل رفاوتت ةيوعلللا ةدعاسملا تامدخ ناف، ةغلللا ركذلا ثدحتت تنك اذا: فطوحلم

አማርኛ (Amharic):

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ። 1-540-536-4400.

فارسی (Persian/Farsi):

اب دش اب یم مهارف امش یارب ناگیار ترو صب ین ابز تالیست، دینک یم وگتفنگ یراف نابز ب رگا: هجوت اب دیریگب سامت. 1-540-536-4400.

Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-540-536-4400.

وئرا (Urdu):

ی رک لاک - ییہ باہیستد یم نغم تامدخ یک ددم یک نابز وک پآ وت، ییہ ےتلوب ودرآ پآ رگا: اردبج 1-540-536-4400.

Bàsòò-wùdù-po-nyò (Kru/Bassa):

Dè dè nià kè dyédé gbo: Ǿ jù ké m̄ [Bàsòò-wùdù-po-nyò] jù ní, ní, à wudù kà kò dò po-poò b̄éin m̄ gbo kpáa. Dá 1-540-536-4400.

Igbo asusu (Ibo):

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-540-536-4400.

èdè Yorùbá (Yoruba):

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-540-536-4400.

Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-540-536-4400.

हिंदी (Hindi):

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-540-536-4400 पर कॉल करें।

বাংলা (Bengali):

লক্ষ্য করুন: যদি আপনি বাংলা, কখা বলতে পারেন, তাহলে নিম্নেরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১ 1-540-536-4400.

Patient Responsibilities and Code of Conduct

Please join us as active partners in your health care. Patients, their families and their visitors are responsible for their own personal and environmental wellbeing. The following Code of Conduct outlines the responsibilities of a patient, family member, visitor, or person accompanying a patient who is seeking health care at any Valley Health entity:

As a patient, family member, visiting guest or individual accompanying a patient who is seeking healthcare services at any Valley Health entity, we expect you to comply with the following:

- Treat all Valley Health employees and all medical care providers with respect and courtesy.
- Behave in a manner that is not disruptive to your own care, the care of other patients, the safety of patients, visitors and Valley Health employees, medical care providers or the general operation of the facility.
 - Disruptive conduct would include conduct that is confrontational, threatening, rude or abusive to Valley Health employees, medical care providers, other patients or visitors.
- Use respectful language and avoid any inappropriate or objectionable language, such as profanity.
- Provide truthful and accurate information about your health, including your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Provide truthful information about your address, phone number, date of birth, insurance carrier and employer.
- Pay your hospital bills promptly, provide the information necessary for insurance processing and ask questions you may have concerning your bill.
- Participate in and follow the treatment plan recommended by the healthcare practitioner caring for you.
- Comply with reasonable directions and requests from all care providers.
- Obtain a responsible adult to transport you home and, if needed, stay with you for up to 24 hours if directed by the practitioner caring for you.
- Keep appointments and/or give advance notice when you need to cancel an appointment.
- Maintain a quiet environment respectful of other patients, visitors, Valley Health employees and medical care providers.
- Respect others' property and privacy, including Valley Health employees, medical care providers and other patients or visitors.
- Do not bring or ask anyone to bring weapons of any kind on to Valley Health facilities.
- Do not bring or ask anyone to bring drugs, alcohol or other prohibited substances on to Valley Health facilities.
- Do not take pictures, videos or recordings without permission from Valley Health employees or medical care providers.
- Abide by all Valley Health rules and regulations.

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 you violate these rules, we reserve the right to transfer you 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.

Everyone has a role in making healthcare safe. 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.

Speak Up if you have questions or concerns. If you don't understand, ask again. It's your body and you have a right to know. Your health is too important to worry about being embarrassed if you don't understand something. Ask about safety. Tell the nurse or medical care provider if you think you are about to receive the wrong medication. Tell any 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 healthcare team if something does not seem quite right.

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 healthcare team 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 in the hospital or accompany you to a healthcare visit. 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 healthcare team about any allergies you have or negative reactions to medications in the past. If you are taking multiple medications, ask your medical care provider or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.

Participate in all decisions about your treatment. You are the center of your healthcare team. You and your healthcare team should agree on exactly each step of your care. Understand that more tests or medications may not always be better. Ask your medical care provider what a new test or medication is likely to achieve. Ask for a second opinion as appropriate. 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 decisions made.

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 Assistant.....Wine
- Environmental ServicesCeladon green
- Laboratory.....Charcoal
- LPNCeil blue
- Medical ImagingCaribbean blue
- Nutrition ServicesTurquoise
- Patient AccessLight blue
- Patient Transport.....Red
- PharmacyChocolate brown
- Respiratory.....Hunter green
- Rehabilitation (PT/OT/Speech).....Black
- Registered Nurse (RN)Navy, white or combination of navy/white
- Supply TechnicianGrape

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 Warren Memorial Hospital Gift Shop is located in the hospital's main lobby on Level Two. The Gift Shop offers a range of items from personal care products, snacks and gifts. The shop is typically open weekdays, 9 A.M. – 4 P.M. All proceeds from the Gift Shop benefit Warren Memorial Hospital.

Care Partner Program

Warren 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 and participate in the education, physical and emotional care 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.

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 and Woodstock.

Lost and Found

Personal items found at Warren Memorial Hospital will be held for 30 days. Inquiries can be made by calling Security at ext. 33267 or from outside the hospital at 1-540-636-0267.

Mail and Flower Deliveries

Patient mail and flowers are delivered 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 that 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.

MyChart Bedside

Inpatients have access to a tablet and a smart TV that open a world of possibilities. From sending and receiving message with your care team and accessing important information, including vital signs, test results and patient education materials to choosing your meals, streaming your favorite shows, play games or listen to music. Instructions are available in each room or please ask a member of your care team for assistance.

Why is My Caregiver on Their Phone?

You may see your caregiver using a Valley Health smartphone. This device has tools that allow them to scan barcodes, capture images, and correspond with your treatment team. The purpose is to enhance the care you receive.

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 call button for assistance, a staff member will receive your call and respond in person to assist you. You may also message a care team member for non-urgent responses by using the MyChart bedside application.

Bedside Connect In-Room Video Visits

During your hospital visit, you may meet virtually with some of your hospital care team via the TV in your room. Through this, your hospital care team will have the ability to host an audio/video telehealth visit as an alternative way to meet with you and to take care of your needs.

By offering inpatient virtual care to our patients, doctors and other care team members can quickly connect to your patient TV to answer questions, check on your progress, meet with family members outside of the hospital and more. Your dedicated bedside care team will still be there to help you, with virtual and in-person teams working closely together.

Your nurse can provide additional information to you about the type of visits that you may receive virtually during your hospital stay and answer any questions that you may have.

What to expect during your virtual visits

Virtual Knocking

When a member of your care team wants to visit with you virtually, they will notify you with a “virtual knock,” -a tone that plays in your room. They will then ask you for permission to turn on the camera, making sure your privacy is maintained.

Connecting

Once you verbally accept the visit, a member of the video care team will then initiate an audio/video connection. The caregiver will then be able to see and hear you via a camera located above the TV.

Virtual Session

Once the visit is complete, the TV will return to the previous status. No need to do anything else.

Benefits

- Enhanced communication
- Expert nursing assistance
- Inpatient and pre-discharge education
- Continuity of care
- Family or care partner involvement
- Scheduled consults
- Ancillary care support

Frequently Asked Questions

What is a virtual nurse?

Your virtual nurse is a member of your care team whose role is to assist the bedside nurse in caring for you. The virtual nurse is an experienced registered nurse who will assist you with your admission, discharge, education, and answer any questions you have about your care. This allows your bedside nurse to focus on helping you with things such as administering medications, performing physical assessments, dressing changes and other hands-on nursing care.

Can my family join a virtual visit to ask questions?

Yes! With your consent, your video care team can send a link via text or email to join a secure meeting from their mobile device or computer.

How do I know when the camera is on?

The camera rests in a “home state,” pointed away from you when not in use. Prior to turning on the camera, your virtual care team will send an audio alert (virtual knock) to your room and ask for permission to turn the camera on. The camera remains turned away until verbal consent is given.

In-room cameras reset at certain times throughout the day and will swivel around. They are not active at these times. Cameras are only active after you have given verbal permission following the “virtual knock.

Is my information safe?

Yes. The inpatient care solution complies with the Health Insurance Portability and Accountability Act (HIPAA), a US law that protects patient information.

Where will my video care team be located?

Your video care team will be located at a secure and private location. Bedside staff are also there to provide assistance during your virtual visit.

What if I need assistance or have questions during my visit?

If you need assistance with repositioning yourself or communicating with your caregiver, please use the call bell to notify your floor staff.

Reading Materials

Complimentary issues of local newspapers are provided to patients courtesy of the WMH Auxiliary.

Telephone Operation

All patient rooms have telephones. To make a local call outside the hospital, press 0 and then call the number you desire. To place a long-distance call, press 0 to reach the operator. Long-distance calls cannot be charged to the patient’s hospital bill. We apologize for any inconvenience. For additional assistance in placing a long-distance call, or to speak to a hospital operator, please dial 0.

Recognize a Staff Member

If you would like to thank a caregiver, please scan the QR code:

You will see a description of three “Thank a Caregiver” awards and the description of each one. If you have any questions, please ask to speak with the Clinical Manager of the unit.



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

We encourage patients to keep an updated list of all medications, over-the-counter medications, vitamins, and supplements that they take routinely. You may be asked by a care provider to bring in your medications for review. If not needed, we encourage you to leave your medications at home for safe keeping.

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. Warren 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 positively 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 anxiety, sadness, anger, doubt or loss of faith and other and/or spiritual difficulties. This may happen after a serious illness or injury or after a sudden loss. It is appropriate to ask for help from trained professional chaplains and spiritual advisors who can support you.

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 — communion, baptism, last rites
- Supply devotional and religious resources
- Support those facing health care decisions
- Offer bereavement care and support
- Advance care planning, including Advance Directives

Chaplains are on site weekdays and on call 24/7/365.

A Spirituality Room is located on Level Two across from the Business office. A non-denominational chapel is located on Level Three inside the Critical Care Step Down Unit.

Visitor Information

Andreae Family Walking and Recreation Trail

Thanks to the generous support of Fred and Christine Andreae, our community, we medical campus boasts a series of walking trails that is approximately 2.5 miles long. The surface is natural and the grade averages between 7 and 8% making it friendly for hikers of all abilities. The area is open to the community to enjoy the natural beauty that surrounds us.

Banking Services

For your convenience, an automated teller machine is located on the 1st floor in the cafeteria area.

Visiting Hours

General visiting hours are subject to change for health-related or safety reasons, such as during flu season. For current visiting hours go to valleyhealthlink.com/visitation or use the QR Code provided.



Additional information about visiting hours:

- Visitors must be age 12 or older, except for children of the patient; all children must be accompanied by an adult.
- 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.

Visitor Dining

The cafeteria is located on Level One 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 110, Winchester, VA 22604
Customer Service Telephone Number: 866-414-4576

Gifts and Memorials

As a non-profit, charitable hospital, Warren 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 Warren Memorial Hospital Foundation can help, call 540-636-0363 or email donations@valleyhealthlink.com.

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 through the mail, email, or text message. 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 Warren 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.

Valley Pharmacy

Located on Level One, this full-service pharmacy can fill your prescriptions before you are discharged. Open weekdays, 9 A.M. to 6 P.M., and Saturdays, 9 A.M. to 1 P.M., Valley Pharmacy also offers a wide range of over-the-counter medications and is open to the public.

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. We have many volunteer opportunities for both adults and teenagers. For more information, contact our Volunteer Office at 540-636-0299.

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) 540-635-4357
- Project Phoenix** (domestic violence) 540-635-2300
- National Suicide Prevention Lifeline** 800-273-TALK (8255)
- Virginia Domestic Violence Hotline** 800-838-8238

Warren Memorial Hospital

351 Valley Health Way
Front Royal, VA 22630
540-636-0300

valleyhealthlink.com/warren

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