Patient Handbook

ValleyHealth
Winchester Medical Center

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Welcome to Winchester Medical Center

Hello, and welcome to Winchester Medical Center. As hospital president, I would like to personally thank you for allowing us to care for you in our medical center.

Winchester Medical Center is an award-winning 495-bed hospital, and the hub of Valley Health's network of six not-for-profit hospitals. We serve as a regional referral center for more than a million citizens in an 18-county service area, offering a remarkable breadth of specialty services for our community. You'll take comfort in knowing that Winchester Medical Center is consistently recognized for top-tier patient safety performance, and has received six consecutive "A" Hospital Safety Grades from the Leapfrog Group, an independent national ratings program focused on patient safety.

Most visits to a hospital are unplanned and can create anxiety, which is why our team works tirelessly to address your physical and emotional needs while also striving to make your stay as positive and uplifting as possible. At Winchester Medical Center, we are committed to providing you with the excellent care that you deserve. Our outstanding physicians, nurses, staff and volunteers ensure that every patient receives excellent care: care that is timely, safe, supportive and centered around you.

To continue to provide excellent care, we would love to hear from you. Any feedback you have about your experience will help us continue to improve and grow. Please share your thoughts with us.

If you have any questions, needs or concerns during your stay, don't hesitate to reach out. We encourage you or your loved ones to talk with your provider. You can also call the hospital's operator (dial 6-8000) and ask for a member of the Patient Experience Team.

Our goal at Winchester Medical Center is to provide an exceptional experience for our patients. Our caregivers are here to help you in any way they can – they are your partners on your healthcare journey.

We hope this handbook addresses any questions you might have about our facility, services, policies, and procedures.

Thank you for choosing Winchester Medical Center for your care.

Privileged to serve you,

Tonya Smith, FACHE
President, Winchester Medical Center
Chief Operating Officer, Valley Health
WMCPresident@valleyhealthlink.com

About Winchester Medical Center

Opened in 1903 as a 36-bed hospital, Winchester Medical Center has grown into a 495-bed non-profit regional referral center offering a full range of medical, surgical, diagnostic and rehabilitative services to more than 400,000 residents in the tri-state area.

As part of a three-year, $161 million expansion project, Winchester Medical Center completed construction of the North Tower in 2011, which added 22,000 square feet of new space and increased the number of pre- and post-treatment rooms from 28 to 49. The project also included the opening of a second parking deck, an enlarged clinical Laboratory, an expanded Emergency Department, with a 20-bed observation unit, five stories that house critical care units, which have been increased to 48 beds, and an expanded Women & Children's Services, which includes an increase in the number of Labor/Delivery/Recovery rooms and NICU rooms, as well as shell space for future growth.

In 2016, after five years of planning, fundraising and construction, the Cancer Center at Winchester Medical Center was opened. The 52,000-square-foot Cancer Center includes expanded treatment space for medical, surgical and radiation oncology care, all housed together under one roof.

The 200-acre medical center campus also includes Valley Health Wellness & Fitness Center, a free-standing Diagnostic Center with MRI, CT, and mobile PET scanning, two physician office buildings, same-day surgery facility, 250-seat conference center, employee child care center, retail pharmacy, restaurants, parks and walking trails.

Winchester Medical Center is affiliated with Valley Health, which employs over 6,000 people and operates six hospitals in Virginia and West Virginia.

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 7 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 the 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 Department 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
19219 Katy Freeway, Suite 175 • Houston, TX 77094
866-496-9647 • 281-870-48018 (FAX) hospitalcomplaint@dnv.com
https://www.dnvhealthcareportal.com/patient-complaint-report

Valley Health Patient Experience
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):
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-540-536-4400.

አማርኛ (Amharic):
ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-540-536-4400.

فارسی (Persian/Farsi):
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-540-536-4400.تماس بگیرید.

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

اردو (Urdu):
خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں 1-540-536-4400.

Bàsɔ́ɔ́-wùɖù-po-nyɔ̀ (Kru/Bassa):
Dè ɖɛ nià kɛ dyéɖé gbo: Ɔ jǔ ké m̀ [Bàsɔ́ɔ́-wùɖù-po-nyɔ̀] jǔ ní, nìí, à wuɖu kà kò ɖò po-poɔ̀ bɛ́ìn m̀ gbo kpáa. Đá 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 করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 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 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.

Administrate Associate .....Khaki
Certified Nursing Assistant.....Wine
Central Supply .....Deep Purple
Environmental Services .....Olive Green
Laboratory .....Charcoal
LPN.....Ceil blue
Medical Imaging.....Caribbean blue
Nutrition Services .....Red
Patient Access.....Light blue/light stone
Patient Transport .....Teal
Pharmacy .....Chocolate brown
Respiratory .....Hunter green
Rehabilitation (PT/OT/Speech) .....Black
RN.....Navy
Supply Technician .....Red
Volunteer.....Royal Blue

(students in clinical rotations wear orange badges)

Please note that there are a number of times each year when staff can wear a uniform other than their assigned scrub color. 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 caring for you, speak with your nurse immediately.

Patient Services

Auxiliary Gift Shop

The WMC Auxiliary operates a Gift Shop on the Mall Level next to the South Entrance. The South Tower Gift Shop offers a wide range of items, including personal care products, greeting cards, magazines, candy, snacks, soft drinks, jewelry, gifts, including gifts for new moms and babies and fresh flowers.

South Tower Gift Shop Hours:
Monday – Wednesday: 10 A.M. – 8 P.M.
Thursday, Friday and Weekends: 10 A.M. – 6 P.M.

We accept Visa, MasterCard, Discover and personal checks with a valid ID. Deliveries to patient rooms are available. Dial ext. 68157. Gift Shop hours are subject to change. Please call extension 68157 with any questions.

The Nest

Located within the South Tower Gift Shop, The Nest is a baby care boutique featuring breastfeeding equipment and supplies and gifts for new moms and babies.

Bariatric Services

Winchester Medical Center offers a Bariatric Program that specializes in the surgical and medical management of obesity. To better meet the needs of our patients and visitors, the medical center has designated bathrooms that can safely accommodate up to 1,000 pounds. Look for the symbol B on restroom signs.

GetWellNetwork (Patient Education and Television Entertainment)

Winchester Medical Center has partnered with GetWellNetwork, Inc. to turn the television in your patient room into a fully interactive resource for you and your family. We need you to be an active participant in your care. From time to time, messages may appear on your screen inviting you to watch an education video or to provide feedback regarding your care. Through your television, you can use the GetWellNetwork system to:

- Learn more about your medical condition
- Access important hospital information
- Communicate with hospital staff — you may receive periodical messages from your caregivers that are specifically for you based on your healthcare needs

- Provide feedback regarding your hospital stay
- Watch Movies-On-Demand (Select "watch a movie" on GetWellNetwork)
- Surf the Internet
- Email family and friends

For more information on GetWellNetwork, or if you need assistance using the system, ask your nurse or call the GetWellNetwork Help Desk at 1-888-GWN-DESK (496-3375).

Patient rooms are also equipped with WiFi capabilities. Please see Visitor Information for more details.

To get started with GetWellNetwork:

- Make sure the TV is on
- Using the GetWellNetwork pillow speaker, press the green MENU button
- Use the arrow keys to navigate and press SELECT to make your choice
- Select GetWell from the on-screen menu

Helpful Tip: Press the MENU button and select TOOLS to zoom Internet pages, enable closed captions, access the TV guide or pause a movie.

If you do not have a GetWellNetwork pillow speaker or keyboard in your room, please ask your nurse for one.

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 Winchester Medical Center hospitalists are available around-the-clock to direct care for adult inpatients, obstetric patients and children.

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 on site and available for consults. We offer esceptional 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, Strasburg and Woodstock, VA. For more information call 540-536-8785 or visit our website to view outpatient laboratory services, www.valleyhealthlink.com/lab.

Lost & Found

To check on lost personal items, please dial ext. 68160.

Mail & Floral Deliveries

Patient mail and floral deliveries are made daily. Fresh flowers and potted plants are not permitted in any of the special care areas. Non-breakable containers must be used for floral deliveries to Behavioral Health Services. Flowers are available for purchase from the Auxiliary Gift Shop, ext. 68157. If the patient is discharged before flowers are delivered, the arrangement will be sent back to the florist so that alternate delivery arrangements can be made. Please note, latex balloons are not allowed in the hospital.

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, please contact Nutrition Services at ext. 68119.

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.

Reading Materials

Complimentary issues of the *Winchester Star* and *Northern Virginia Daily* are provided to patients Monday — Friday, courtesy of the WMC Auxiliary. Additional complimentary word puzzles, adult coloring books and other similar items are also available upon request by calling the Volunteer Services Office at ext. 68158.

Telephone Operation

The telephone is located on the bed rail. Any in-house extension may be reached by dialing the five-digit extension. A directory is located in the back of this handbook.

Patient Rooms - To reach another patient room, please follow the instructions below:

For example, to call the patient in room 317, dial 61+317.

- Dial 61+ Patient Room number for the following rooms:
  201-226, 242-278, 301-396, 401-488, 501-596
- Dial 78+ Patient Room number for the following rooms:
  227-237
- Dial 8+ Patient Room number for the following rooms:
  2501-2520, 2701-2712, 4501-4556

Callers wishing to reach you by phone from outside of the hospital should follow the instructions below:

For example, to call the patient in room 317 from outside of the hospital, dial 540-536-1317.

- Dial 540-536-61+ Patient Room number for the following rooms:
  201-226, 242-278, 301-396, 401-488, 501-596
- Dial 540-538+ Patient Room number for the following rooms:
  2501-2520, 2701-2712, 4501-4556

Critical Care and NICU do not have telephones in patient rooms.

Local Calls - To make a local call outside of the medical center, press 9, listen for a dial tone, then dial the number you wish to reach.

Long Distance Calls - To make a long distance call using your calling card, dial 9 + 1 and the number on your calling card. Long distance calls cannot be charged to the patient's hospital bill. We apologize for any inconvenience. To make a collect call or bill to your home phone, dial 9 + 0 and then stay on the line.

For additional assistance in placing a long distance call or to speak to a medical center operator, dial 0, then say Operator at the prompt.

Hearing Impaired - Telecommunication devices for the deaf (TDD) are available free of charge to patients through the main switchboard by dialing 0, then say Operator at the prompt. Amplified telephones are also available through Information Systems by calling ext. 68999, weekdays from 8:00 a.m. to 5:00 p.m. A TDD is available in the main lobby for visitor use.

Valley Pharmacy

Valley Pharmacy is a retail pharmacy located on the Mall level in Medical Office Building II. In addition to providing prescription needs the pharmacy offers a variety of over the counter medications, vitamins, personal care products, and gifts. The pharmacy hours are:

Monday –Friday: 8:30 A.M. – 8:30 P.M.
Saturday: 9 A.M. – 1 P.M.
Sunday: 9 A.M. – 1 P.M. and 6 P.M. – 9 P.M.
Holidays: 9 A.M. – 1 P.M.

We accept all major credit cards and personal checks. Ask your nurse about having your prescriptions filled and delivered to your room before discharge. To speak with a Valley Pharmacy team member dial ext. 68899.

Volunteer Patient Representatives

During your stay, you may be visited by a volunteer patient representative. Volunteers can provide answers to non-medical questions about your stay at the hospital.

For Your Safety

Use of Tobacco

Winchester Medical Center is a tobacco-free organization. Use of any tobacco product by employees, patients, and visitors is strictly prohibited on medical center 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 send home with family/support any valuables, personal medications and large sums of money. Patients electing to retain valuables in their possession must assume full responsibility arising from breakage or loss. Winchester Medical Center is not responsible for the loss of money or other valuables retained by patients in their rooms.

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.

Spiritual Wellness

Winchester Medical Center recognizes that we are more than what can be measured and monitored. Your spiritual wellness is as important as your physical and mental wellness. During your hospitalization, you may experience emotional and/or spiritual difficulties. This is not uncommon with a serious illness, injury, or sudden loss. We have professional chaplains on staff who can support you as you try to navigate these new waters. They are available 24 hours/day, 7 days/week.

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
- Seek the place of the Sacred in your experiences
- Feel calm and at peace
- Feel more in control
- Feel more hopeful about things

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
- Talking with trusted family, friends, or professionals

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 help make that connection for you if you like, and they can even facilitate a 'virtual visit' over Zoom or FaceTime.

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 or you may call the Chaplaincy Services office by dialing ext. 68181.

The hospital's Chapel, located on the Mall Level adjacent to the Main Lobby, is available 24 hours/day for use as a quiet place of prayer and meditation.

Parish/Faith Community Nurse

What is a Faith Community Nurse (FCN)? A parish/faith community nurse is also an excellent resource for providing spiritual support and promoting whole person health of body, mind, and spirit. Contact your church or congregation to see about the availability of a parish/faith community nurse.

A Faith Community Nurse is a registered nurse (RN) who has had educational preparation in wholistic ministry (to body, mind, and spirit) and who provides special

health promotion services within a faith community. She/he assists individuals in gaining optimal mental, physical and spiritual health by complementing the ministry provided by the Pastor(s) and other lay ministers.

Faith Community Nurses perform different services, based on the congregation's needs. Some of the services/ programs may include:

- Hospital, long term care, and home visits for assessment of health care needs and follow-up post discharge
- Screenings for blood pressure, cholesterol, diabetes, glaucoma and overall fitness
- Classes for all age groups offered on health related issues (e.g., advance directives, nutrition, exercise, parenting, elderly parents care, stress management and CPR)
- Special prayer and healing services
- Referrals to appropriate community resources
- Health tips in newsletter, bulletin or informational board.

For more information contact Chaplaincy services, ext. 68181.

Visitor Information

24-hour ATM Service

Winchester Medical Center offers a 24-hour ATM service. An ATM, provided by Truist Bank, is located on the Garden Level of the hospital, near the Courtyard Café.

de Grange Orchard Park & Charlie Horton Deck

Visitors who would like to spend a little bit of time in a serene, outdoor setting are encouraged to take a stroll through the de Grange Orchard Park, located just to the west of Medical Office Building I, across the ring road, or the Charlie Horton Deck, located at the pond on the north side of the medical center campus, directly across the road from the Emergency Department. The six-acre de Grange park includes a walking path, benches, and a pond with a gazebo. The park was made possible thanks to the generosity of Eleanor de Grange Heath, whose family home and peach and apple orchards were formerly on the grounds where the medical center campus now stands. The Charlie Horton Deck was funded through donations to the WMC Foundation in memory of Charlie Horton, who served in several administrative capacities during his more than 17-year tenure with Valley Health.

Hurst Hospitality House

The Winchester Medical Center Auxiliary's Hurst Hospitality House offers visitors/guests who have limited resources or special circumstances safe, secure and comfortable lodging accommodations while their family member is being treated at Winchester Medical Center. This is a lodging only facility. Staff is composed of volunteers who are not medically trained and cannot provide medical assistance. Guests must live outside of the immediate service area (40 miles and beyond) and are able to function independently in a shared home-like setting. For more information, please call 540-536-4470.

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:

- An identified Care Partner may remain with the patient following the Care Partner guidelines.
- All children must be accompanied by an adult. See the visitation website for more information.
- Exceptions may be based on the patient's condition and needs.

Please note that specialty areas, including Mother/Baby and all critical care units, have different visiting guidelines specific to their particular patients' needs. Please see the staff in these areas for information on visitation.

Courtesy Shuttle

The Courtesy Shuttle runs Monday–Friday, 8 A.M.– 2 P.M. It makes a loop through the Green, Teal, Silver and Orange parking lots, stopping at the entrances. Contact the shuttle driver by calling 540-550-3900.

Valet Parking

Free valet parking is available at the South Tower entrance and the Clyde A. Smith Heart & Vascular Center entrance. The South Tower valet service is available Monday-Friday, 7:30 A.M. – 6 P.M. The Clyde A. Smith Heart & Vascular entrance valet service is available Monday-Friday, 7:30 A.M. – 5 P.M. If you return for your car outside normal operating hours, please call 540-536-4175.

Visitor Dining

Courtyard Café – located on the Garden Level. To help ease congestion during peak employee lunch breaks (11:30 A.M. – 1 P.M. weekdays), visitors are asked to consider using Subway.

Starbucks Coffee – located next to Medical Office Building II, just past the Valley Pharmacy. Starbucks is open Monday-Friday from 6 A.M. – 8:00 P.M. and Saturday–Sunday from 6 A.M. – 12 noon.

Lakeside Bistro – located in the System Support Building (behind the parking deck and across the road from the Wellness & Fitness Center), the bistro offers an assortment of breakfast and lunch items and is open weekdays from 7:30 A.M. – 2 P.M.

Subway – located on the Mall Level between the hospital and Medical Office Building I. Subway offers a variety of breakfast and lunch fare, along with daily specials. Takeout is also available. Orders may be phoned in at 540-773-2529. Subway is open Monday–Friday, 7 A.M. – 11 P.M. and Saturday–Sunday, 8 A.M. – 10 P.M.

Vending – Vending machines are located on the Garden Level near the Courtyard Café, in the Emergency Department waiting area and in the Labor & Delivery waiting room. The North Tower Market, located next to the North Tower lobby, offers high-end vending options, including quick meals, snacks, coffee, soft drinks and a water refill station.

* *Hours are subject to change.*

Waiting Areas

A visitor waiting room is located on each floor. The critical care area on Level 3 has two waiting rooms. Volunteers staff the critical care and surgical waiting rooms and act as liaisons between family members and medical center staff. The surgical waiting area is located just inside the main entrance and is staffed by volunteers each weekday morning. If you have questions about a patient, please ask a volunteer for assistance.

Lactation Suites

A Lactation Suite is located on the Ground Level of the South Tower, near the cafeteria, and also in the North Tower near the information desk. These suites provide a private, secure space for nursing mothers to support their babies. Mothers who wish to use one of the suites can simply scan the QR code next to the door and use the Mamava app to unlock it.

Wi-Fi

Public access to the Internet is available free of charge in various locations throughout the medical center, including patient rooms; waiting rooms; the main lobby and Subway, both located on the Mall Level; Courtyard Café, located on the Garden Level; and Lakeside Bistro, located in the System Support Building. Please note that the use of laptops, cell phones, PDAs, hand-held games and other electronic devices is prohibited in critical care patient treatment areas. They are permitted only in critical care waiting rooms. 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

After your physician has authorized your discharge, your nurse will review your physician orders, including any activity restrictions, medications, and other special instructions. When you are ready to leave, you will be escorted to either the Main Entrance or Outpatient Entrance where you will be assisted into your vehicle. For your convenience, staff will assist you in arranging transportation from the medical center. If transportation is not available at the time of your discharge, special accommodations will be made for you.

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 there 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 100, Winchester, VA 22604

Customer Service Telephone Number: 866-414-4576

Gifts, Honorarium/Memorials, and Thank You's

As a non-profit, charitable hospital, Winchester Medical Center 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 investments in the future of quality healthcare in our region. Giving is also a unique way to remember, honor, or show appreciation of a family member, friend, or healthcare provider (physician, nurse, department). We will send a note of appreciation to the designated individual or group, acknowledging the gift and the difference it will make. Thank you messages do not require a gift be made to share a note of thanks to an individual or department. To find out how your tax-deductible donation to the Winchester Medical Center Foundation can help, contact us at 540-536-6939 or at jgrooms@valleyhealthlink.com . To make your gift, send a thank you note, or get involved, visit www.valleyhealthlink.com/giving

How Was Your Stay?

Your opinion regarding the care you receive while a patient here is very important to us. After your discharge home, you may receive a survey through the mail, email, or text message 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're doing.

Outpatient Nutrition Clinic

Offered through Valley Health Wellness & Fitness Services, a registered dietitian provides patients with education and counseling on a wide variety of nutrition needs, such as weight control, heart disease, high cholesterol, high blood pressure, celiac disease. Our staff is happy to help you with nutrition and lifestyle changes that will improve your health. A physician referral is required prior to scheduling your appointment. Your appointment may be covered by your insurance provider. For more information or to schedule an appointment, call 540-536-3050.

Patient Discharge Time

Winchester Medical Center's patient discharge time is encouraged for 11 A.M. 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:

Winchester Medical Center, in partnership with Lifeline – offers a state-of-the-art home response system that can summon help 24/7/365 at the push of a button. This service is particularly valuable for individuals with multiple chronic conditions and/or is at risk of falling. Call 540-536-6102 for more information.

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

Advanced Home Care – home oxygen and medical equipment with locations in Winchester, Front Royal, Gainesville, and Waynesboro, among others

Valley Medical Transport – ambulance and wheelchair van transports

Valley Pharmacy – retail pharmacy services located on the Winchester Medical Center Campus; ask your nurse about having your prescriptions filled and delivered to your room before discharge

Volunteer Opportunities

During your stay, you may come in contact with one of our many dedicated and caring volunteers. Volunteers provide support and skilled services throughout the medical center. We have a variety of volunteer opportunities for both adults and teenagers. For more information, please contact our Volunteer Office at 540-536-8158 .

Wellness & Fitness Services

Valley Health offers a wide range of health education and wellness classes, including smoking cessation, nutrition, weight management, and stress reduction. Located inside Valley Health's Wellness & Fitness Center, located on the WMC campus, Wellness Services is a convenient and friendly destination for health information. Stop by or call 540-536-3050.

Valley Health Wellness & Fitness Center is the only medically-based health and fitness center of its kind in the area. Features include free weight/resistance/cardiovascular equipment, lap pool and warm-water exercise pool, indoor cushioned walk/jog track, group exercise studios, personal training, and spacious locker rooms with separate women's and men's steam, sauna and massage rooms. Daily and weekly guest passes are available. The center is open weekdays from 5 A.M. – 9:30 P.M. and Saturday and Sunday 7 A.M. – 5 P.M. For more information or to arrange a tour, call 540-536-3000 or visit our website at vhwellfit.com.

Wellspring

A service of Winchester Medical Center, Wellspring is a source for people living with cancer and other chronic illnesses. We help patients and their families find the resources they need. We offer products, gifts to lift the spirit and show support, and services to address needs during and after treatment. Wellspring is located at 525 Amherst Street in Winchester, and is open weekdays from 8 A.M. – 4 P.M. For more information, call 540-536-4981.

Your Personal Safety

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

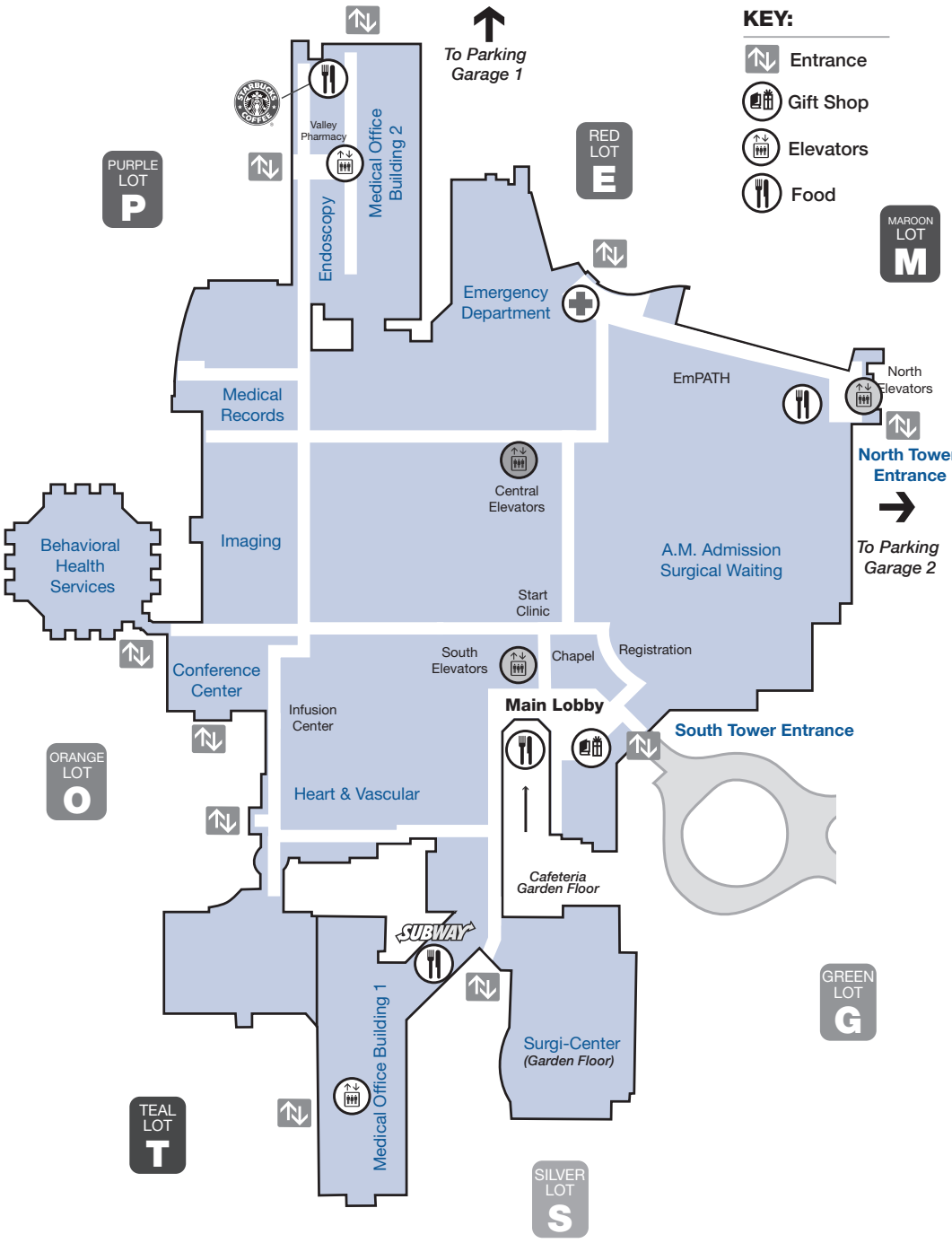
The Laurel Center *(formerly The Shelter for Abused Women)* 24-Hour Hotline 540-667-6466

Virginia Domestic Violence Hotline – Toll-free 800-838-8238

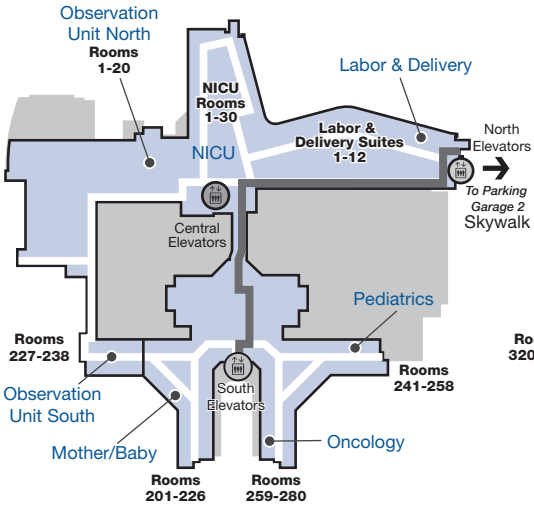
Telephone Directory

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	Inhouse Extension	Outside Number
Administration	68000	536-8000
Amplified Telephones	64400	536-4400
Auxiliary Gift Shop	68157	536-8157
Closed Caption Decoders	64400	536-4400
Courtesy Van	77433	550-3900
Foundation	68620	536-8620
Health Information Center	68080	536-8080
Home Health Services	65200	536-5200
Housekeeping	68160	536-8160
Hurst Hospitality House	64470	536-4470
Lifeline (Medical Alert Service)	66102	536-6102
Lost & Found	64145	536-4145
Marketing & Communications	60688	536-0688
Nutrition Services	68000	536-8000
Operator	68000	536-8000
Pastoral Care	68181	536-8181
Patient Accounts (Billing, Credit, Insurance)		toll-free 866-414-4576
Social Work	62498	536-2498
Valley Pharmacy	68899	536-8899
Volunteer Office	68158	536-8158
Wellness & Fitness Services	63050	536-3050
Wellspring	64981	536-4981


KEY:
Entrance
Gift Shop
Elevators
Food
To Parking Garage 1
PURPLE LOT P
RED LOT E
MAROON LOT M
Valley Pharmacy
Medical Office Building 2
Endoscopy
Emergency Department
EmPATH
North Elevators
North Tower Entrance
To Parking Garage 2
Medical Records
Central Elevators
Behavioral Health Services
Imaging
A.M. Admission Surgical Waiting
Start Clinic
Conference Center
South Elevators
Chapel
Registration
Infusion Center
Main Lobby
South Tower Entrance
ORANGE LOT O
Heart & Vascular
Cafeteria Garden Floor
SUBWAY
GREEN LOT G
Surgi-Center (Garden Floor)
Medical Office Building 1
TEAL LOT T
SILVER LOT S

MALL FLOOR



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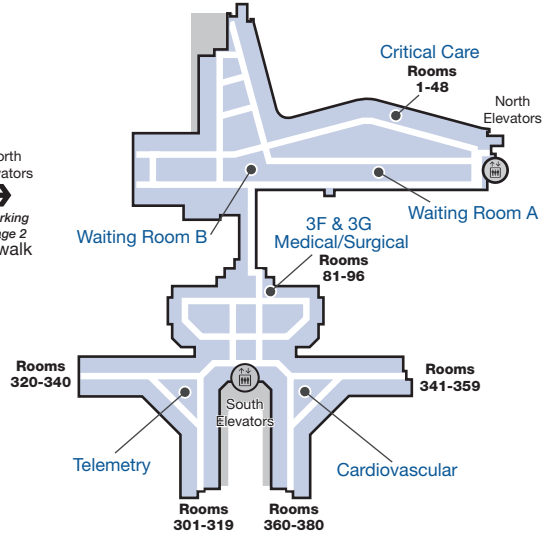
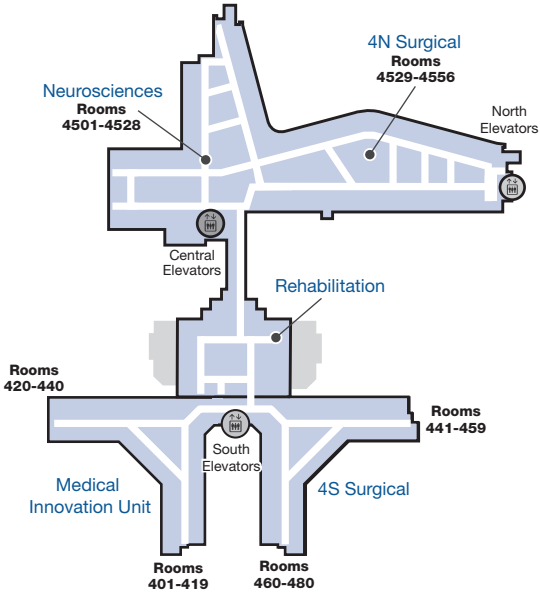
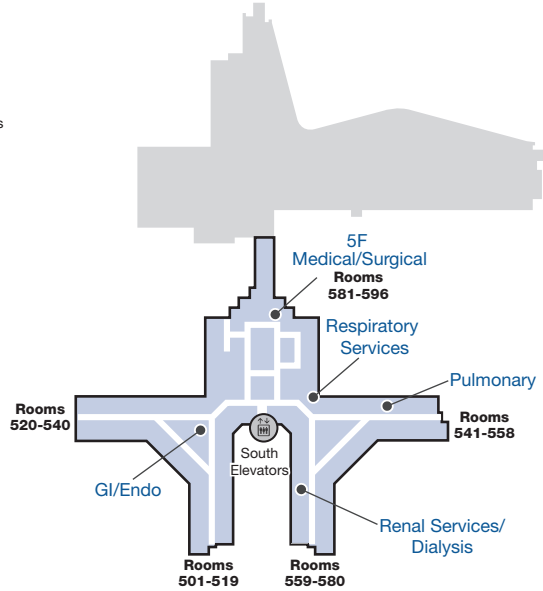


THIRD FLOOR



FOURTH FLOOR



FIFTH FLOOR

Winchester Medical Center

valleyhealthlink.com/wmc

1840 Amherst Street • P.O. Box 3340 • Winchester, VA 22604

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
Valley Health Winchester Medical Center | Mary Free Bed Rehabilitation