

# Patient Handbook





# Contents

<b>Welcome</b> .....	3
<b>About Shenandoah Memorial Hospital</b> .....	4
<b>Rights and Responsibilities</b> .....	5
<b>Patient Responsibilities and Code of Conduct</b> .....	10
<b>For Medicare Beneficiaries</b> .....	12
Your Rights While You Are A Medicare Hospital Patient.....	12
Talk To Your Doctor About Your Stay In The Hospital.....	12
If You Think You Are Being Asked To Leave The Hospital Too Soon.....	13
How to Request A Review Of The Notice Of Noncoverage.....	13
<b>Staff Uniforms</b> .....	15
<b>Patient Services</b> .....	16
Auxiliary Gift Shop.....	16
Care Partner Program.....	16
Hospitalists.....	16
Laboratory Services.....	16
Lost and Found.....	17
Mail and Flower Deliveries.....	17
Meals.....	17
Notary Public.....	17
Nurse Call System.....	17
Reading Materials.....	17
Telephone Operation.....	17
<b>For Your Safety</b> .....	18
Fall Prevention Safety Tips.....	18
Fire Alarms.....	18
Medications From Home.....	19
Tobacco-Free Organization.....	19
Valuables.....	19
<b>Spiritual Wellness and Wholeness</b> .....	19
Benefits of Maintaining Spiritual Wellness.....	19
Ways to Maintain Spiritual Wellness.....	20
Community of Faith.....	20
Chaplaincy Services.....	20
<b>Visitor Information</b> .....	21
Visiting Hours.....	21
Visitor Dining.....	21
Wi-Fi.....	21
<b>Going Home</b> .....	22
About Your Bill.....	22
Gifts and Memorials.....	22
How Was Your Stay.....	22
<b>Post-Hospitalization Care</b> .....	23
<b>Volunteer Opportunities</b> .....	23
<b>Your Personal Safety</b> .....	23



# Welcome



Dear Patient:

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

We have prepared this booklet especially for you and your care partner to acquaint you with the services we provide, help answer your questions and explain necessary policies and procedures that are designed to maximize your safety while promoting a healing environment. If you have any special needs or concerns during your stay, please ask for assistance from any staff member involved in your care.

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

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

Sincerely,

**N. Travis Clark**  
*President*

# About Shenandoah Memorial Hospital

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

Since opening our doors in 1951, we have renovated and expanded our physical campus several times to include: Shenandoah Surgery Center (2007); Diagnostic Center (2010); three-story Emergency Department and Medical Building (2016); Critical Care Step Down Unit (completed in 2017); and a greatly enlarged and enhanced Rehabilitation Services (opened in 2021). These three expansion projects provide the physical environment in which our highly skilled physicians, nurses and clinicians can continue to provide expert patient and family-focused care.

In addition to investing in our physical plant, we continue to adopt new technologies that enhance our medical/surgical capabilities and expand outpatient services, which include cardiopulmonary rehabilitation, 3D mammography and CT imaging, sleep lab and physical/occupational/speech therapy.

Shenandoah Memorial Hospital affiliated with Valley Health in 2002, a not-for-profit network of six hospitals in Virginia and West Virginia. As a result, we are able to offer a strong network of providers and easy access to specialists, including cardiology, infectious disease, orthopedics, neurology and urology. Since 2022, Shenandoah Memorial Hospital has been recognized as a Top 100 Critical Access Hospital in the country, based on data compiled by The Chartis Center for Rural Health. Shenandoah Memorial Hospital was the only hospital in Virginia and one of just a few on the Eastern Seaboard to earn this recognition consecutively since 2022.



# 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 9 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 a Patient Advocate who may provide you with assistance with special needs or concerns.
- If discussions with your physician, patient advocate, 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](mailto:OLC-Complaints@vdh.virginia.gov)

**DNV Healthcare USA, Inc.**

Attn: Healthcare Complaints

1400 Ravello Drive • Katy, TX 77449

866-496-9647 • 281-870-48018 (FAX)

[hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)

**Valley Health Grievance Contact**

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

[PatientExperience@valleyhealthlink.com](mailto: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](mailto: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 1-540-323-0228.

**繁體中文 (Chinese):**

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

**한국어 (Korean):**

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

**Tiếng Việt (Vietnamese):**

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

**Tagalog (Tagalog – Filipino):**

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

**Français (French):**

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

**دبىرعلا (Arabic):**

مقرب لصتا. ناجملاب لكل رفاوتت ةيوغللل ةدعاسمل تامدخ ناف، ةغلل ركذا تدمحت تنك اذ: فطوح لم.

**አማርኛ (Amharic):**

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-540-323-0228.

**پسراف (Persian/Farsi):**

اب. دشاب یم مهارف امش یارب ناگیار تروصب ینابز تالیست، دینک یم وگتفنگ یراف نابز بب رگا: رجوت دیریگب سامت 1-540-323-0228

**Русский (Russian):**

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

**وئرا (Urdu):**

1-540-323-0228 یرک لاک - یم ہبایستد یم نغم تامدخ یم دم یک نابز وک پآ وت، یم ےتلوب ودرآ پآ رگا: رادربخ 323-0228.

**Bàsòò-wùdù-po-nyò (Kru/Bassa):**

Dè dè nià kè dyédé gbo: ɔ jù kè m̩ [Bàsòò-wùdù-po-nyò] jù ní, ní, à wudù kà kò dò po-poò b̩éin m̩ gbo kpáa. Dá 1-540-323-0228.

**Igbo asusu (Ibo):**

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

**èdè Yorùbá (Yoruba):**

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

**Deutsch (German):**

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

**हदी (Hindi):**

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

**বাংলা (Bengali):**

লক্ষ্য করুন: যদি আপনি বাংলা, কখা বলতে পারেন, তাহলে নিম্নেরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৫৪০-৩২৩-০২২৮.

# 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 Associate .....	Khaki
Certified Nurse Aide.....	Wine
Environmental Services .....	Olive Green
Laboratory.....	Gray
Licensed Practical Nurse .....	Ceil blue
Medical Imaging .....	Caribbean blue
Nutrition Services .....	Red
Patient Access .....	Light Blue
Patient Transport.....	Teal
Pharmacy .....	Brown
Respiratory .....	Hunter Green
Rehabilitation (PT/OT/Sp).....	Black
Registered Nurse .....	Navy, white or combination
Supply Technician .....	Grape

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

# Patient Services

## Auxiliary Gift Shop

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

All proceeds from the Gift Shop benefit Shenandoah Memorial Hospital.

## Care Partner Program

A Care Partner is a family member or trusted friend designated by the patient to be an active part of the care team. Care Partners participate in patient education and physical care, and provide emotional support. The presence of Care Partners positively contributes to the well-being of the patient, improves management of chronic and acute illnesses, enhances the patient's experience, ensures continuity of care, and reduces hospital readmissions. Care Partners must be 18 years of age or older.

## Hospitalists

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

## Laboratory Services

Our full-service laboratory performs 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, 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, Strasburg and Woodstock, VA.

## Lost and Found

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

## Mail and Flower Deliveries

Flower deliveries are made as they are received. We will forward to your home address any mail you receive after you have been discharged. If you have mail you wish to send out, please notify your nurse.

## Meals

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

## Notary Public

If you need notary public services, please notify your nurse or care provider. These services are provided to patients 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 located near your bed. After pushing the button, a staff member will either speak to you through a speaker located near your bed or will come directly to your room to assist you.

## Reading Materials

Complimentary issues of local newspapers are provided to patients.

## Telephone Operation

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

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

For Your Safety

## Fall Prevention Safety Tips

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

## Fire Alarms

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

## Medications From Home

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

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

## Tobacco-Free Organization

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

## Valuables

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

## Spiritual Wellness and Wholeness

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

### Benefits of Maintaining Spiritual Wellness

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

## **Spiritual Wellness can also help you:**

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

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

## **Ways to Maintain Spiritual Wellness**

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

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

## **Community of Faith**

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

## **Chaplaincy Services**

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

- Provide spiritual and emotional support
- Explore spiritual and religious concerns



- Care for people of all faiths and beliefs
- Offer prayer and meditation
- Arrange for sacramental ministry
- Supply devotional and religious resources
- Support those facing healthcare decisions
- Offer bereavement care and support

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

## Visitor Information

### Visiting Hours

For the safety of our patients, visitors, staff and the broader community, Valley Health reserves the right to restrict visitation for a variety of reasons, including the risk of transmission of Covid-19 or influenza. For the most current visitation policy and restrictions, please visit [valleyhealthlink.com/visitation](http://valleyhealthlink.com/visitation)



### Visitor Dining

The cafeteria is located on the lower level and is open to the public. Vending machines are available 24-hours a day. Please ask a staff member for locations.

### Wi-Fi

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

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

# Going Home

## About Your Bill

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

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

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

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

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

## Gifts and Memorials

As a non-profit, charitable hospital, Shenandoah Memorial Hospital depends upon gifts and donations to help us continue to provide compassionate care with state-of-the-art equipment and technology at an affordable cost. Gifts from individuals, businesses, and philanthropic organizations are actually investments in the future of quality healthcare in our region. To find out how your tax-deductible donation to the Shenandoah Memorial Hospital Foundation can help, call 540-459-1222 (ext. 31222).

## How Was Your Stay

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

# Post-Hospitalization Care

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

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

**Valley Medical Transport** – ambulance and wheelchair van transports

# Volunteer Opportunities

During your stay, you will probably come in contact with one of our many dedicated and caring volunteers. In addition to operating the Auxiliary Gift Shop, delivering mail and flowers, and escorting patients, our volunteers provide skilled services to nearly all areas of the hospital. We have many volunteer opportunities for both adults and teenagers. For more information, contact our Volunteer Services at 540-459-1367.

# Your Personal Safety

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

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





**Shenandoah Memorial Hospital**

759 South Main Street • Woodstock, VA 22664

**540-459-1100**

[valleyhealthlink.com/shenandoah](http://valleyhealthlink.com/shenandoah)

**Valley Health includes:** Hampshire Memorial Hospital, Page Memorial Hospital, Shenandoah Memorial Hospital, War Memorial Hospital and Winchester Medical Center in addition to Urgent Care and Urgent Care Express, Valley Medical Transport and Valley Pharmacy