

Patient Handbook



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Welcome to Winchester Medical Center



Winchester Medical Center is the hub of Valley Health's network of six not-for-profit hospitals and related healthcare entities, and serves as a regional referral center for more than 1.2 million citizens in an 18-county service area. Winchester Medical Center offers a remarkable breadth of specialty services for a community of this size, and continues to bring high quality care and advanced treatments to the patients and communities we serve. For more than a century, our team of outstanding physicians, staff and volunteers has been committed to ensuring that every patient receives excellent care: care that is timely, safe, supportive and patient-centered.

This handbook serves as our "user's guide" for patients and family members. It provides information that addresses commonly asked questions about our facility, services, policies and procedures. If you have any other questions, special needs or concerns during your stay, we encourage you or your loved ones to please talk with your nurse, or call the hospital's operator (dial 6-8000) and ask for the patient advocate.

We want to hear from you and we strive to provide the best possible care and patient experience. Our focus on excellence means that Valley Health remains committed to ongoing improvement. We are always listening and learning, and encourage you to share any feedback you have about your care or our facilities and services. Your input helps us continue to improve.

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

Sincerely,

Grady W. (Skip) Philips, III, FACHE
Senior Vice President, Valley Health System
President, Winchester Medical Center
skip@valleyhealthlink.com

About Winchester Medical Center



Opened in 1903 as a 36-bed hospital, Winchester Medical Center has grown into a 455-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 Heart & Vascular Center 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, a five-story North Tower that houses 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 bassinets, 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 5,000 people and operates six hospitals in Virginia and West Virginia.

Rights and Responsibilities

Patient Bill of Rights

Access to Care

You have the right to...

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

Right to Privacy and Confidentiality

You have the right to...

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

Personal Safety

You have the right to...

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

Information

You have the right to...

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

Billing Process

You have the right to...

- information about your hospital bill, the right to inquire about financial assistance in paying your bill, and the right to inquire about assistance in filing any insurance claims.

Advance Directives

You have the right to...

- make a Living Will or a Durable Power of Attorney for Health Care, which gives you the right to determine who you want to make decisions about your health care in the event that you are unable to do so.
- receive the standard treatment and care for your condition or illness.
- in accordance with Virginia state law, information about advance directives and living wills is distributed to all patients shortly after admission. If you do not have an advance directive and would like to make one, inform your physician, nurse, or therapist.

Transfer and Continuity of Care

You have the right to...

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

Patient Advocate

- Patient advocates are a link between patients and the hospital, providing a specific channel through which patients can seek assistance with special needs or concerns.
- If you have any questions about any aspect of your care, we ask that you first deal directly with the staff involved with your care, or management of that area. If further assistance is needed, please contact our patient advocate at ext. 68122, or call the hospital operator at ext. 0, and say patient advocate at the prompt.
- If discussions with your physician, patient advocate, treatment team, or hospital administration fail to resolve any concerns you may have about the quality of care you received, you are encouraged to contact:

The Joint Commission, Office of Quality Monitoring

Phone: 1-800-994-6610 (Complaint Division)

E-mail: complaint@jointcommission.org

Virginia Department of Health, Office of Licensure and Certification

Phone: 804-367-2102 or 804-367-2103

Fax: 804-527-4502

Medicare

Medicare Hotline:

1-800-638-6833

Acute Care Division:

Phone: 804-367-2104

Fax: 804-527-4504

To File a Complaint:

Hotline: 1-800-955-1819

- You may also report safety concerns through the Valley Health website:
www.valleyhealthlink.com
Click on “contact us,” then “Winchester Medical Center.”

Bio-Ethics Committee

- Winchester Medical Center’s Bio-Ethics Committee is available to assist with difficult healthcare decisions that may arise between you and your physician or family members.
- The committee includes doctors, nurses, social workers, ethicists, community members, administrative personnel, the patient advocate, and a hospital chaplain. These professionals have expertise in helping you and your family better understand and work through difficult health care issues, such as withholding/withdrawing treatment, patient confidentiality, Do Not Resuscitate (DNR) orders, patient capacity/competency, informed consent, and organ donation.
- If you would like to speak to a member of the Bio-Ethics Committee, please call Chaplaincy Services at ext. 68181.

Patient Notice of Non-Discrimination

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

Valley Health:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, tell your caregiver and they will help arrange for assistance. You may also contact Katy Pitcock, Language Access Coordinator, at 540-323-0228.

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

Compliance & Privacy Officer

Valley Health Compliance Department
220 Campus Blvd., Suite 420
Winchester, VA 22601
540-536-8993 Direct, 540-536-8019 Fax
wsowers@valleyhealthlink.com

You can 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 help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

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

Contact for Language Assistance

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

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

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

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

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

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

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

عربي (Arabic):
مقرب لصتا. اناجملاب لكل رفاوتت ةيوغلل ا تدعاسملا تامدخ ناف، ةغلل ركذا ثدحتت تنك اذا ةظوحلم 1-540-323-0228.

አማርኛ (Amharic):
ማስታወሻ: የማናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ማከተለው ቁጥር ይደውሉ 1-540-323-0228.

پارسی (Persian/Farsi):
مه‌ارف امش ی‌ارب ناگیار ترو صرب ی‌نابیز تال‌ی‌هست، د‌ی‌نک یم وگت‌فنگ ی‌س‌راف ن‌ابیز هب رگا: ه‌جوت د‌ی‌ری‌گب س‌امت 1-540-323-0228 اب. دش‌اب یم

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

اُردُو (Urdu):
لاک۔ سی۔ ہا ی‌تس د سی۔ تفم تامدخ ی‌ک ددم ی‌ک نابیز وک ہا وت، سی۔ ے تلوہ و درا ہا رگا: رادربخ 1-540-323-0228 سی‌رک

Bàsɔ̀̀-wùdù-po-nyɔ̀̀ (Kru/Bassa):
Dè dɛ nià kɛ dyédé gbo: ɔ̃ jũ ké m [Bàsɔ̀̀-wùdù-po-nyɔ̀̀] jũ ní, nií, à wuɖu kà kò dọ po-poò béim m̩ gbo kpáa. Ɖá 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 নশ্বরচায় ভাষা সহায়তা পরিসেবা উপলব্ধ আছে। ফোন করুন ১-৫৪০-৩২৩-০২২৮.

Patient Responsibilities

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

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

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

- refrain from acting in a manner that is confrontational, threatening, rude or abusive to Valley Health employees, medical care providers, other patients or visitors
- refrain from using inappropriate language

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

The Joint Commission's Speak Up Program

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

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

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

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

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

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

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

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

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

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

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

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

Patient Comfort and Pain Management

Information for Patients, Family and Friends

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

As a patient, you have the right to:

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

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

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

If you are worried about a sudden change in the condition of your family member such as:

- chest pain
- trouble breathing

- difficulty with speaking or moving
- confusion or fuzzy thinking

Call the nurse first.

If you are still concerned, call the rapid response team at 67447 and tell the operator you have a Condition H. Explain your location and the rapid response team will arrive and evaluate your family member.

Patient Restraints

Information for Families & Friends

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

How You Can Help

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

Companionship – If possible, have a family member or friend stay with the patient. This may be especially helpful at night or after a special procedure. You may wish to consider obtaining a sitter to stay with the patient when you are not able to be there. The nursing staff or the patient's physician can assist you with this if you wish.

Offering Comfort Measures – Encourage social contact. Provide physical care such as back rubs and holding hands. Bring in a familiar object from home for the patient to hold. Involve the patient in conversations. Talk to the patient in a calm supportive tone.

Create Changes in the Patient's Environment – Use television, radio, or music as a distraction. Place the call light close to the patient. Bring in any adaptive devices the patient may have used when at home like eyeglasses, sturdy slippers, hearing aids and batteries.

If Restraints Are Needed

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

How Long Will the Patient Be Restrained?

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

What You Need To Know

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

For Medicare Beneficiaries

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

Virginia Health Quality Center

9830 Mayland Dr., Suite J, Richmond, VA 23233

Telephone: 804-289-5320

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 utilization review coordinator or social worker 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 VHQC at 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.

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

(students in clinical rotations wear orange badges)

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 Shops

The WMC Auxiliary operates Gift Shops on the Mall Level next to the South Entrance and the Mall Level in the North Tower, near the Emergency Department Lobby. Both shops offer a wide range of items, including personal care products, cards, magazines, candy, jewelry, gifts and flowers. The North Tower shop has special items for new moms and babies, as well as ice cream.

North Tower Gift Shop Hours:

Monday – Friday: 10 A.M. – 5 P.M.

South Tower Gift Shop Hours:

Monday – Friday: 10 A.M. – 8 P.M.

Saturday: 10 A.M. – 6:30 P.M.

Sunday: 10 A.M. – 6 P.M.

We accept MasterCard, Visa, payroll deduction and personal checks. Deliveries to patient rooms are available. Dial ext. 68157 (South Tower) or ext. 63453 (North Tower).

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 (\$8 for 24 hours of viewing)
- Surf the Internet
- Email family and friends

You can purchase the movies by using a major credit card or purchasing a gift card from the hospital Gift Shop or Daily Grind. 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 exceptional turn-around, quality results, a competitive fee schedule and participate in a wide range of insurances. If you require outpatient laboratory services upon discharge,

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

Lost & Found

To check on lost personal items, please dial ext. 68980.

Mail & Floral Deliveries

Volunteers deliver patient mail each day; floral deliveries are made after 2 P.M. 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.

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.

Notary Public

Patients needing notary public services should ask their nurse to contact the patient advocate or nursing supervisor. These services are provided to patients free of charge.

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* are provided to patients daily, courtesy of the WMC Auxiliary. If you would like a copy of the paper delivered to your room, please call the Volunteer Office at ext. 68156. Volunteers make daily rounds to patient rooms with complimentary magazines and books; or you may call the Volunteer Office directly with your requests at ext. 68156.

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, dial 6 plus 1 plus the patient's room number. For example, to call the patient in room 317, dial 61317. Callers wishing to reach you by phone from outside of the hospital should dial 536, plus 1 plus the room number. For example, to call the patient in room 317 from outside of the hospital, dial 536-1317.

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.

The Nest

A baby care boutique featuring breastfeeding equipment and supplies and gifts for new moms and babies .

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.

We accept all major credit cards, payroll deduction (for Valley Health employees), 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 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. 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 and Wholeness

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

Benefits of Maintaining Spiritual Wellness

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

Spiritual Wellness can also help you:

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

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

Ways to Maintain Spiritual Wellness

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

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

Community of Faith

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

Chaplaincy Services

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

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

If you would like to speak with a chaplain you may ask hospital staff to page the on-call chaplain 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 on parish/faith community nursing dial ext. 67255 or rmarklan@valleyhealthlink.com.

Visitor Information

Banking Services

Apple Federal Credit Union operates a full-service financial center located in the Medical Office Building II (in the corridor linking the medical center and parking deck), next to the Pharmacy. The hours of operation are Monday – Friday from 9 A.M. – 5 P.M. and Saturday from 9 A.M. – 1 P.M. In addition to a complete array of financial services, the credit union also offers Notary services, Medallion Guarantee, Visa gift cards and 24-hour ATM. For more information on Apple's financial services, visit AppleFCU.org.

An ATM, provided by BB&T, is also located on the Garden Level of the hospital, near the Courtyard Café.

Courtesy Van

Complimentary shuttle service between the hospital and various parking lots is offered Monday – Friday, 8 A.M. – 5:30 P.M. To arrange for shuttle service to your car, please stop by any information desk or call ext. 68155.

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.

Helping Hands

Thanks to the generous support of Winchester Medical Center's Auxiliary, trained volunteers are available to assist out-of-town patients and visitors with various services, such as transportation and accommodations, during their hospitalization. For Helping Hands assistance, contact a patient advocate at ext. 66406 (Emergency Department) or ext. 68122, 24-hours, a day seven days a week.

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

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

- General Visiting Hours - 7 A.M. – 9 P.M. daily (the hospital is locked during non-visiting hours)
- The number of visitors in a patient room at one time is limited to 4 (2 in critical care)
- Children under 12 may visit with an adult

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.

Visitor Dining

Chick-fil-a - located on the Garden Level inside the Courtyard Café. Chick-fil-a is open Monday - Saturday, 10 A.M. - 9 P.M.

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 either Subway or the Daily Grind.

Daily Grind – located next to Medical Office Building II, just past Valley Pharmacy. Daily Grind is open from 6 A.M. – 5 P.M. In addition to an assortment of coffee, Daily Grind serves continental breakfast and a variety of lunch sandwiches and other specialty items. Take-out is available. The Daily Grind Coffee Bar is located on the Garden Level near the Courtyard Café.

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 ext. 67178.

Vending – Vending machines are located on the Garden Level near the Courtyard Café and in the Emergency Department waiting area.

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.

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 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, 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 actually investments in the future of quality healthcare in our region. To find out how your tax-deductible donation to the Winchester Medical Center Foundation can help, contact Kevin Callanan at 540-536-8620 or at kcallana@valleyhealthlink.com.

How Was Your Stay?

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

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

Valley Home Care – home oxygen and medical equipment with locations in Winchester, Front Royal, and Woodstock (*Valley Health is also affiliated with Gateway Home Care in Martinsburg, and Charles Town, WV.*)

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 will probably come in contact with one of our many dedicated and caring volunteers. In addition to operating the Auxiliary Gift Shop, Auxiliary Attic, delivering mail and flowers, and escorting patients, our volunteer provide skilled services to nearly all areas of the medical center. We have many volunteer opportunities for both adults and teenagers. For more information, contact our Volunteer Office at 540-536-8156.

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 9 A.M. – 5 P.M., and Saturdays from 9 A.M. – noon. 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	68999	536-8999
Auxiliary Gift Shop	68157	536-8157
Closed Caption Decoders	66558	536-6558
Courtesy Van	68155	536-8155
Foundation	68620	536-8620
Health Information Center	68877	536-8877
Helping Hands	66406	536-6406
Home Health Services	55200	536-5200
Housekeeping	68160	536-8160
Hurst Hospitality House		536-4470
Lost & Found	68980	536-8980
Marketing & Communications	55325	536-5325
Notary Public	68190	536-8190
Nutrition Services	68119	536-8119
Operator	68000	536-8000
Pastoral Care	68181	536-8181
Patient Accounts (Billing, Credit, Insurance)	toll-free	866-414-4576
Social Work	68190	536-8190
Valley Pharmacy	68899	536-8899
Valley Home Care	55254	536-5254
Volunteer Office	68156	536-8156
Wellness & Fitness Services	63050	536-3050
Wellspring	64981	536-4981



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 • Winchester Rehabilitation Center