

WELCOME

Welcome to Wesley Medical Center. We are very pleased that you have chosen us for your hospital stay. Wesley Medical Center is proud to have a team of healthcare professionals trained to ensure that you and your loved ones have as positive of a stay here as possible.

At Wesley Medical Center we take a patient-centered approach in our delivery of healthcare services. We believe that each patient is an individual with rights, responsibilities and choices regarding their personal health and lifestyle. Our goal is to create a nurturing hospital environment – one that is supportive, friendly, caring and safe – where concepts and practices of good health can be integrated and applied personally for the benefit of individuals and the community at large.

Our staff will always treat you with courtesy and respect while listening very carefully to your needs, and explaining treatments and procedures in a way that you can easily understand them. Compassionate care coupled with the latest, most up-to-date technology, services and training provides our patients at Wesley Medical Center with the best healthcare in the region.

Along with state-of-the-art medical technology, Wesley Medical Center offers many additional services to assist you in your journey toward restored or improved health. These services include nutritional planning, cardiovascular rehabilitation, physical rehabilitation, occupational health services, wound care, home health care and an exercise facility with a swimming pool, weight room, basketball court and a variety of aerobic-style classes. As a part of your healing process, we encourage you to take full advantage of all that Wesley Medical Center has to offer.

Wesley Medical Center uses the HealthStream organization to measure patient satisfaction. You may be randomly selected by HealthStream to answer questions about your hospital stay. If you are contacted, we encourage you to participate in the survey. Your responses will help us know our areas of strength and opportunities for improvement.

Thank you again for choosing Wesley Medical Center as your healthcare provider. We work hard every day to provide the best possible care for our patients and their loved ones, and we want to make sure that your needs are always being met. If you have any questions or needs while you are a patient at Wesley Medical Center, please don't hesitate to ask any member of our Wesley family.

GENERAL INFORMATION

Upon your arrival to Wesley Medical Center, all patients, whether undergoing an outpatient or inpatient procedure, are asked to register at Patient Registration, which is located to the right of the main hospital entrance lobby. Please bring any paperwork or directives given to you by your physician or physician's office so that we may move you through the registration process as quickly as possible.

IDENTIFICATION

Upon admission you will receive an identification wristband, which includes your name and your birth date along with other important personal information. Please take a moment to verify that the information is correct. If changes need to be made, notify your registrar so that corrections can be made immediately. You will wear this identification wristband throughout your hospital stay, and this information will be checked multiple times by your

healthcare providers to ensure that you are receiving correct and safe care.

HOSPITAL STAFF

All Wesley Medical Center employees wear picture identification badges. If an unfamiliar person without identification approaches you or directs you in any way, please notify hospital personnel immediately.

After you have been registered you will be escorted either to your treatment area or to your patient room.

FINANCIAL SERVICES

At the time of registration, you will be asked to provide your insurance card or policy information. You will then be asked to pay any applicable deductibles or co-insurance.

VISITATION INFORMATION/DINING

VISITATION POLICY AND VISITATION HOURS

Access for visitors is determined by each patient's condition and desires as well as by the activity constraints of various patient-care areas. All visitors are expected to be considerate of patients, other visitors and the staff while in the facility or on the grounds of the hospital.

The number of visitors, and visiting in general, may be restricted by the patient's physician, charge nurse or by request of the patient's family.

Children are allowed to visit a patient unless restricted by a nurse or physician. A responsible adult must accompany a child at all times. No children under the age of 12 shall be left in a patient room alone with the patient. Children are not allowed to visit patients in the ICCU, and children under the age of 12 are not allowed in the ICCU waiting area.

General visiting hours begin at 6:00 a.m. and end each evening at 9:30 p.m. At 9:15 p.m. an announcement is made throughout the hospital that visiting hours will end in 15 minutes. We ask that visitors take this time to gather their personal belongings and begin making their way to the hospital exits.

Access to the hospital building is limited between 9:30 p.m. and 6:00 a.m. Entrance to and exit from the hospital during this time is allowed only through the Emergency Services Department, which is located at the front of the hospital.

If a patient room door displays an Isolation or Restricted Visitation sign, visitors must first check in with the nurses' station before entering the patient room. For any clarification or questions about visitation, please ask your nurse.

FREE PARKING

Wesley Medical Center offers free parking for our guests. Parking lots are located in several areas surrounding the hospital, and allow easy access into the facility. Guests arriving after 9:30 p.m. should park in the parking garage directly in front of the hospital and enter the building through the Emergency Services Department.

HOSPITAL GIFT SHOP

Whether you are looking for that perfect get-well card or a gift for the baby just born in Wesley's Birth Center, Lori's Gift Shop has what you need. Lori's is located in the north-west wing of the hospital's first floor, directly across from the cafeteria. Lori's is open Monday through Friday from 7:00 a.m. - 8:00 p.m., Saturday from 10:00 a.m. - 6:00 p.m. and Sunday from 11:00 a.m. - 6:00 p.m. For more information call 601-268-8125.

DINING

Wesley Medical Center's Dietary Department takes pleasure in serving nutritious and

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appetizing meals. Proper nutrition plays a very important part in your recovery, and your doctor has ordered the diet, which best suits your needs and physical condition. If there are changes in your diet throughout your stay, please understand it is in keeping with your physician's specific instructions.

You will have the opportunity to select your food options on the menu you will receive each morning on your breakfast tray. The diet clerk will pick up your menu daily and is available to assist you with your choices.

- Patient room breakfast service begins at 7:00 a.m.
- Patient room lunch service begins at 11:00 a.m.
- Patient room dinner service begins at 4:00 p.m.

A clinical dietitian is also available to consult with you and your loved ones about your individual dietary plan. They can also provide you with information on nutrition and food preparation. To speak with a Wesley Medical Center dietitian please dial 8191 from your patient room.

WESLEY MEDICAL CENTER'S CAFETERIA

The cafeteria is located in the northwest wing of the hospital's first floor. Hours of operation are as follows:

- Breakfast 7:00 a.m. - 10:00 a.m.
(Grill service is available)
- Lunch 11:00 a.m. - 1:30 p.m.
(Grill service is available)
- Dinner 5:00 p.m. - 6:00 p.m.

The cafeteria is also open from 1:30 p.m. - 4:00 p.m. for visitors to purchase soup, salad, dessert and snack items.

Vending services are also available 24 hours a day and are located on the first floor of the hospital.

SUBWAY

Wesley Medical Center has a Subway Restaurant. Subway offers sandwiches, pizzas, salads, soup, soft drinks, potato chips and cookies. Subway is open Monday through Friday from 9:00 a.m. - 10:00 p.m. and Saturday and Sunday 9:00 a.m. - 9:00 p.m. Subway is located on the first floor of Tower B. To place a call-ahead order or to request a delivery, please call 601-296-3780.

SAFETY INFORMATION

Upon admission to the hospital, each patient will receive an identification wristband, which includes the patient's name and birth date along with other important information. For your safety, your healthcare team members will check your wristband and verify with you that the information it states is correct. For your safety throughout your stay at Wesley Medical Center we ask that you always wear your wristband.

SPEAK UP

To ensure the prevention of healthcare errors, patients should **SPEAK UP**.*

Speak up if you have questions or concerns, and if you don't understand, ask again.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications from the right healthcare professionals.

Educate yourself about your diagnosis, the medical test you are undergoing and your treatment plan.

Ask a trusted loved one to be your personal advocate while you are in the hospital.

Know what medications you take and why you take them.

Use a hospital, clinic, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation.

Participate in all decisions about your treatment. You are the center of the healthcare team.

* *The Joint Commission*

FIRE OR OTHER EMERGENCY

All emergency situations should be brought to the immediate attention of a staff member. To report a fire or another emergency, dial 0 from any hospital telephone. If you hear the fire alarm, stay in your room and you will be directed or escorted by a Wesley Medical Center employee to the nearest evacuation location.

FALL PRECAUTIONS

For some patients, certain medical conditions, procedures, equipment, treatment, and medications increase the risks of experiencing a fall. You and your family can help us reduce your risk of a fall accident by following some important measures. They are:

- Keeping the walkways in your room and bathroom unobstructed and free from clutter
- Keeping the floors of your room and bathroom dry
- Keeping items you will need during the day or night within easy reach
- Keeping the nurse call button within easy reach
- Keeping your bed positioned low and closer to the floor when treatments aren't being given

Appropriate footwear is also important in preventing a slip and fall. Please let your nurse know if you do not have a pair of slippers or flat shoes with a non-skid sole so that we may provide you with a pair of non-skid socks to wear.

Upon admission and at times throughout your hospital stay your nurses will be evaluating

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your risk for a fall. If your nurse determines you are at an increased risk for falling, a yellow armband will be placed on your wrist. This yellow armband will alert other health-care professionals throughout the hospital to take certain precautions to keep you from falling. If the yellow band is placed on your wrist, it will tell others you require assistance when you are out of bed and be a reminder to you to call for assistance before you attempt to get out of the bed.

An additional safety measure that may be used is a bed exit alarm. This alarm will sound in your room and at the nurses' station if you get out of bed. This alarm will alert the nurses and remind you not to get up without assistance.

SMOKING

Wesley Medical Center is a smoke-free facility. There are designated smoking areas outside the building. For your own safety and the safety of the patients and visitors of Wesley Medical Center we ask that all patients and visitors cooperate with the hospital's smoking rules.

HAND WASHING

Hand washing is a simple habit, something most people do without thinking. Yet hand washing, when done properly, is one of the best ways to avoid getting sick. This simple habit requires only soap and warm water or an alcohol-based hand sanitizer – a cleanser that doesn't require water. At Wesley Medical Center every healthcare professional that enters your room to perform a medical procedure is required to wash their hands. If some-

one does not follow this procedure, please ask them to do so, or speak with your nurse.

MEDICATIONS

Your medication therapy is as important to us as it is to you. Along with diagnostic tests and physical evaluations, your physician will review the medication you take at home. Other medications may be ordered for you in order to treat or cure your symptoms. Your physician, nurse and pharmacy staff are dedicated to empowering you to know as much as possible about your medications. We will tell you what each medication is for and are always more than happy to discuss any questions you may have. Most medications have potential to cause mild to severe side effects. Your caregivers will explain these to you as well.

Always ask questions and let your healthcare professionals know if you believe you are experiencing any side effects from medication therapy. Prior to discharge, your physician and/or nurse will review your list of medications with you. This is also a good time to ask any questions you may have about the medications you are prescribed. It is important to take your prescription medication bottles with you to each physician visit and hospital admission. If you would like to speak with one of the Pharmacists at Wesley Medical Center, please let your nursing staff know.

PAIN

We want to do everything possible to control your pain. If you are in pain please notify your nurse immediately so that appropriate action can be taken.

PATIENT SERVICES

Wesley Medical Center is pleased to offer a variety of services designed to assist you during your stay and after your return home. We encourage you to take full advantage of these services as needed.

PATIENT ADVOCATE

At Wesley Medical Center we want to ensure that you always receive excellent care and service while you are at our hospital. As a patient at Wesley, you have a dedicated Patient Advocate who will visit with you during your stay. They are here to assist you with any needs you might have. If you have concerns or issues about any aspect of your care or the services provided to you, please let your Patient Advocate know immediately. You may also contact Wesley's Customer Service Department by calling 8069 from your patient room or 601-268-8069 if you are calling from outside the hospital.

FINANCIAL SERVICES

Wesley Medical Center's Patient Business Services personnel are committed to working with patients to ensure that their medical claim is filed in a timely and accurate manner. Their efforts to assist you with your financial arrangements during your stay will be done so in a professional and private manner.

At the time of registration you will be asked to provide your insurance card or policy information. You will then be asked to pay any applicable deductibles or co-insurance. During your stay, a Benefits Coordinator or an Eligibility Screener may contact you to schedule an in-room appointment, which will be held at your convenience. During your appointment the Patient Business Services personnel will be reviewing your personal information as well

as your insurance benefits and coverage. If you do not have insurance coverage, the Eligibility Screener will work with you to determine whether or not you qualify for financial assistance. This assistance may include Medicaid, Medicare or disability programs.

Fees charged by your physician, consulting physicians or emergency room physicians are not included in hospital charges and are billed directly by the professional involved. Additionally, all radiological services are billed separately. While Wesley Medical Center charges include the cost of the physical facilities and x-ray equipment, the Hattiesburg Radiology Group physicians bill separately for their review of the x-ray films. If you are undergoing surgery during your stay, you will be billed directly for any anesthesia or pathology services.

All financial arrangements should take place prior to your discharge from the hospital so that your time at home can be focused on recovery. If you have any questions regarding financial arrangement or your bill, please contact our Benefits Coordinator directly by calling 2096 from the patient room or 601-268-2096 outside the hospital or our Eligibility Screener at 5717 from the patient room or 601-268-5717 from outside the hospital.

Additionally, Wesley Medical Center now offers the option of paying your bill online. Simply visit the hospital's website at www.wesley.com and click on the "Online Bill Pay" link.

PASTORAL SERVICES

An important part of Wesley Medical Center's Mission Statement is, "Loving God." Our

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Chaplain can provide emotional and spiritual support and is happy to meet with you and your loved ones at any time. To request Pastoral Services, dial 8403 from your patient room. If it is after 5:00 p.m. call the operator by dialing 0 from your patient room telephone and ask that the Chaplain be paged.

SOCIAL SERVICES AND CASE MANAGEMENT

Wesley Medical Center's Social Services and Case Management personnel help patients and their loved ones find the most practical solutions to any problem, which might interfere with making the best use of the medical facilities and provide direct social work service and counseling in the following areas:

- **Discharge Planning** – Discharge planning assistance is provided when a patient may be unable to return to their previous home situation. Alternatives such as longterm care facilities and nursing home placement are examined and discussed with the patient and loved ones to determine the best choice.
- **Counseling for Patients and Family** – Social workers are available to meet with patients and families who have needs for counseling or coping skills in order to better adjust to lifestyle changes due to illness, physical disability or advanced medical care.
- **Utilization of Community Resources** – Information and counseling is available regarding community resources, which will assist patients in their recovery and the maintenance of their health. These resources can include home health programs, transportation and financial assistance.

Please dial 8066 from your patient room for any Social Services assistance.

LANGUAGE SERVICES

Language translation assistance and sign language services are available by simply informing nursing personnel of the need. Closed caption televisions TDDs (Telephone Devices for the Deaf) are available upon request. Special services are also available for the blind.

PATIENT HEALTHCARE DECISIONS, ADVANCE DIRECTIVES AND ORGAN/TISSUE DONATIONS

A patient has the right to formulate advance directives and to have those directives followed. Advance directives are documents, which state your choices about medical treatment or name someone to make decisions about your medical treatment if you are unable to make these decisions yourself. For more information contact Pastoral Services by dialing 8403 from your patient room or ask your nurse for assistance.

HOME HEALTH

Some patients need medical assistance after discharge from the hospital. Wesley Home Health offers home medical services in 11 counties of southern Mississippi. Our services, available through a physician referral, provide medical care to patients in their own homes and are personalized to meet each patient's needs. In addition to skilled nursing services, Wesley Home Health can provide physical, occupational and speech therapy, as well as certified nursing aides and medical social services. Call 1-800-821-0195 today to find out how Wesley Home Health can help you.

FOREVER YOUNG

Forever Young is Wesley Medical Center's exclusive membership club for those individu-

als better than 50. Forever Young focuses on all aspects of your health – physical, spiritual, emotional, mental and social wellbeing. Forever Young offers many benefits, some of which include a discount in the cafeteria, a discount in Lori's Gift Shop, one complimentary guest meal ticket per day for the cafeteria when the Forever Young member is admitted to Wesley, special education classes, discounted membership rates to the Institute for Wellness and Sports Medicine and much more. Membership is free. For an application, or to receive more information, dial 8192 from your patient room.

INSTITUTE FOR WELLNESS AND SPORTS MEDICINE

Discover a new you at the William K. Ray Institute for Wellness and Sports Medicine. This recently renovated, comprehensive fitness facility offers the newest in exercise equipment along with one-on-one fitness instruction and a wealth of aerobic-style classes that will improve your overall health and wellness. Features include a lap pool, locker rooms with a sauna, whirlpool and steam room; Racquetball courts, cardio equipment, a therapy pool, weight room and cycling room. For more information or to set up a facility tour call 601-268-5010.

REHABILITATION SERVICES

When therapeutic rehabilitation is needed, Wesley Rehabilitation Services is the right choice. Our whole-patient approach to therapy is geared to get the patient back to performing regular, everyday activities. Wesley Rehabilitation Services therapists are trained in physical therapy, occupational therapy and speech therapy and offer a wide array of treatments to meet the needs of patients. While you are in the hospital your physician may have a therapist visit you to begin therapy.

Additionally, your physician may order outpatient therapy to begin when you have been discharged from the hospital. For more information contact Wesley Rehabilitation Services at 601-268-5015.

WOUND CARE

Time cures many ills. But for people who suffer from chronic wounds, time and TLC alone are not enough. The good news is, Wesley Medical Center can help. With industry-leading treatment, Wesley's Wound Care Center is the solution for the wounds time doesn't heal. In many cases, our team of healthcare professionals can heal wounds that have resisted months or even years of conventional treatment. If you or someone you know is suffering from a non-healing wound, our team of specialists is here to help. To make an appointment or to request more information call 601-268-5280.

TRANSITIONAL CARE UNIT

Wesley Medical Center's Transitional Care Unit (TCU) is a skilled nursing unit on the 4th floor in Wesley's Tower A. If your physician certifies that you need skilled care, and you meet the criteria for TCU, this unit of healthcare professionals will provide nursing services, physical, occupational, speech and respiratory therapies for a more extended period than your hospital stay. Wesley Medical Center will assist you with discharge planning and can help you if TCU is the best choice for your long-term care.

WESLEY'S BIRTH CENTER

From the moment you first hear your unborn baby's heartbeat to the moment you welcome

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him or her into the world – trust Wesley Medical Center. We are dedicated to making transition into motherhood a wonderful experience. Start with Wesley’s exclusive good-moms program, which offers a wide range of services including childbirth classes and pre- and post-natal resources. When the big day finally arrives, you’ll find there is no better place to welcome your little one than the comfortable, serene, family-centered birthing suites at Wesley.

You and your baby’s safety and wellbeing are top priority at the Wesley Birth Center. With our advanced neonatal unit ready to take care of any emergency and our electronic tracking of every baby’s location, we strive to provide a peaceful environment of security and comfort. For more information on Wesley Medical Center’s Birth Center, call 601-268-5970.

CARDIOVASCULAR SERVICES

At Wesley Medical Center complete cardiac care is only a heartbeat away. With physicians who are Board Certified in all aspects of cardiovascular services, Wesley’s team of health-care providers offer a comprehensive list of services including:

- Cardioversion
- Catheterization
- Chest-Pain Protocol
- CVR Unit
- Diagnostic Cardiac Catheterization
- Echocardiography
- Electrophysiology Studies
- Pacemaker and ICD Implantation
- Percutaneous Coronary Intervention
- Peripheral Angiography and Intervention (Angioplasty, Atherectom and Embolectomy)
- Stents
- Tilt Table Studies
- Transesophageal Echocardiography
- Vascular Ultrasound

For more information visit Wesley Medical Center’s website at www.wesley.com.

YOUR PATIENT ROOM

Your nursing staff will orient you to the features of your room. Please review the following information and ask for clarification as needed.

BED

Each patient room has a VersaCare bed by Hill Rom. This state-of-the-art bed was chosen because it provides the best possible patient care for you.

The bed has a very different mattress than your mattress at home. The mattress has an 8" thickness throughout, with the exception of the mattress edge, which is 2" thick. The 8" thickness provides comfortable support while the 2" firm edge provides the safest support for you while entering or exiting the bed. The mattress contains air pockets throughout, which protect your skin during your stay in the hospital. This is particularly important if you have an extended hospital stay. Air pockets are located at the head, seat and heel sections. These air pockets provide a softer and safer surface for your skin. You may feel the mattress move beneath you or hear air being pumped in or out of the mattress when you move around. This movement is normal. The bed senses your movement and readjusts the air to maintain the appropriate pressure for your new position.

For your convenience, the bed houses controls for movement of the bed, room lighting, television and the nurse call button. Controls in the arm of the bed allow for raising and lowering the head and knee section of the bed and allow for calling your nurse if needed. The nurse call button is orange in color with a white cross. (Please see the Call Button information on this same page) There is also a remote control panel, which can be moved around the patient bed. The remote control panel allows the patient to turn the television on/off, change channels, and brighten or dim the room lighting. The remote control panel also contains a Call Button. The length of the bed can also be changed to fit the needs of most patients. Please confirm with your

nurse that your bed is the correct length for you.

Your bed has been chosen to provide you the best technology available in comfort and safety. If you need additional pillows or blankets during your stay, please request them from your nurse.

A guest chair/lounger is located in each patient room. This lounger is for the convenience of a family member or friend who may choose to remain with you during your stay. If the family needs pillows, bedding or towels please request them from your nurse.

CALL BUTTON

Each room has a call button, which rings at the nurses' station located outside your room. Someone at the nurses' station will answer your call as soon as possible so that your needs can be addressed as quickly as possible.

TELEPHONE

The telephone in your patient room can make local outgoing calls as well as receive both local and long-distance calls. For outgoing calls please dial a 9 + the area code + the phone number. Patient room-to-patient room phone calls can be made by dialing 8 + the 3-digit room number. For the courtesy of the next patient, please do not remove the telephone from your patient room.

EMAIL A PATIENT

Wesley Medical Center provides an email messaging service for our in-patients. While you are a guest in our hospital your loved ones can email you a message. Messages are received in our Customer Service Department and are delivered by our hospital volunteers from 8:00 a.m. until 5:00 p.m. each weekday. The email address is katherine.pittman@wesley.com. Please ask those sending email messages to

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include the patient's name and room number in the subject line of the email.

TELEVISION

Each patient room has a flat screen television. Television channels can be changed with the touch of a button from your patient bed.

Wesley Medical Center receives access to the following channels:

2 WLOX (ABC)	35 Lifetime
3 WXXV (FOX)	36 Nickelodeon
4 WDAM (NBC)	37 Great American Country
5 QVC	38 CNBC
6 Inspiration	39 TLC
7 PaxTV	40 Trinity
8 The Weather Channel	41 EWTN
9 PBS	42 History Channel
10 WHLT (CBS)	43 HGTV
12 CNN	45 Cartoon Network
13 ESPN	46 A&E
18 ABC Family	47 Fox Sportsouth
19 C-SPAN	48 Comedy Channel
20 C-SPAN2	49 TBS
21 TVGuide	50 Turner Classic Movies
22 Wesley Medical Center Information Channel	51 TNT
23 ESPN2	52 The Outdoor Channel
24 Sci Fi Channel	53 MSNBC
25 Comcast Sports	54 Fox News
26 Golf Channel	56 AMC
27 SPIKE TV	57 E!
28 MTV	58 Style
29 BET	59 WB
30 VH1	60 CourtTV
31 Discovery	61 CMT
32 USA	62 FX
33 Headline News	63 Bravo
34 Food	64 Discovery Health

PERSONAL BELONGINGS AND VALUABLES

Every patient room has a storage area for clothing and toiletries. We ask that if you have brought valuables with you to the hospital,

please send them home for safekeeping. If you must keep your valuables at the hospital, please notify our security department by calling 8040 on your hospital room telephone. A member of the security team will place your items into the hospital safe until you are discharged from the hospital.

IMPORTANT PHONE NUMBERS

Behavioral Healthcare Center	601-268-5026
Birth Center	601-268-5970
Business Services	601-268-8118
Case Management	601-268-8131
Cafeteria	601-268-8479
Customer Services	601-268-8405
Dial-a-Devotion	601-268-8600
Discharge Planning	601-268-8656
Education Services	601-268-8446
Forever Young	601-268-8192
Financial Services	601-268-8058
Home Health	601-268-8450
Hospital Front Desk	601-268-8126
Institute for Wellness and Sports Medicine	601-268-5010
Outpatient Rehabilitation	601-268-8563
Pastoral Services	601-268-8403
Patient Advocate	601-268-8069
Pharmacy	601-268-8181
Social Services	601-268-8066
Subway	601-296-3780
Volunteer Services	601-268-8405

CLEANING

The cleanliness of your patient room is very important at Wesley Medical Center. Your hospital room and bathroom are cleaned and your trash is emptied once a day during your stay. In the case of a patient who is in Isolation or who has Restricted Visitation, the Environmental Services personnel will dress in the appropriate clothing and take the appropriate precautions to insure the safety of themselves and the patient while cleaning the room. If you have a cleaning need, please call Environmental Services at 8196 from your room phone.