



# patient information

YOUR GUIDE TO PATIENT AND VISITOR SERVICES

**W**elcome to WakeMed. Quality at every turn is our priority for you and your loved ones throughout your stay with us. A nationally accredited health care system, WakeMed offers highly advanced services in a healing environment. We recognize that quality means more than medical care. It's about customer service excellence, safety, comfort and privacy, too. We will strive to make your stay as pleasant as possible. In this guide, you will find information about the services and amenities that are available to you and your family. You will also learn what to expect as a WakeMed patient.

We hope you find this information helpful. If you would like additional information about our services and programs, we welcome you to call 919-350-2300 (outside the hospital) or ext. 02300 (inside the hospital). We also invite you to visit us at [www.wakemed.org](http://www.wakemed.org), on Twitter and on Facebook.

*Thank you for choosing WakeMed Health & Hospitals. We look forward to serving your health care needs.*

## FOR YOUR SAFETY, PRIVACY AND CONVENIENCE

Your health and safety are our top priority. To ensure that you receive the best, safest care possible, it is very important that you are well informed and actively involved in your care. Please help your health care team make your stay at WakeMed as pleasant and safe as possible by asking questions and understanding what your care involves. WakeMed utilizes the most appropriate policies and procedures to provide you with a safe, quality health care experience.

All patients at WakeMed receive a packet called *My Important Papers* that details important topics such as safety, privacy and pain management. If you have not received this packet, please ask your nurse for one.

### General Information

Our operators are trained to respond to general inquiries and can also help direct you to any area within the hospital. Please call ext. 08000 (from inside the hospital) or 350-8000 (from outside the hospital) for general information.

### Identification

All patients wear ID bands on their wrists at all times. If your ID band comes off or is removed for a procedure, ask your nurse to get you a new one. Check your ID band to make sure your name and birthdate are correct. *Make sure all staff members check your ID before any procedure, surgery or test is performed or medicine is given to you.* If they do not check your ID band, ask them to do so. If you think you've been mistaken for another patient, please speak up. Additionally, if you are having surgery, your surgeon will initial the surgery site location just to make sure there is no confusion in the operating room.

All WakeMed employees and volunteers wear name badges. Anyone providing care to you should be wearing proper identification. Please contact your nurse or the unit manager if you have questions or concerns.

### Pain Management

We want to keep you as comfortable as possible during your stay. Your comfort level will be monitored closely using a pain scale. We encourage you to ask questions about what to expect regarding pain and pain management and to discuss pain relief options with your doctor or nurse. It is important that you ask for pain relief when pain first begins and that you tell the doctor or nurse if your pain is not relieved.

### Hand Washing

Hand washing is the most effective way to prevent the spread of infections. Wash your hands for a minimum of 15 seconds and turn off the faucet with a paper towel. Antibacterial hand gel is acceptable if hands are not visibly soiled. Don't be afraid to ask your health care providers, family or visitors to wash their hands.



### Medication Safety

Medication errors are one of the most common health care mistakes. Please make a list of all the medications you currently take, including the name, dosage and number of times a day you take the medication, and keep it with you. A medication card is included in your *My Important Papers* folder. Please leave all of your own medications at home, or send them home with a loved one. For your safety, it is important that your physician and nurse coordinate all of the medicine you take while you are in the hospital. It is also important to ask your nurse about your medicines – what they are, what they look like, what they do and what side effects you should expect or report. Do not take medicines you brought from home unless your doctor or someone on your health care team tells you that

it is okay. Make sure to tell your treatment team about allergies you have and all medications you are taking, including vitamins and supplements.

### Sharing Information

We respect your privacy and do our best to only share information about your care with you and your designees. If a visitor is in your room while we are discussing your care, we will ask you if it is okay for the visitor to be present. Don't be afraid to stop a staff member from sharing your information in front of your visitor.

### Falls Prevention

A fall can be very serious. Never hesitate to ask anyone on your treatment team to help you get in and out of bed or a chair. Wheelchairs are available throughout WakeMed for our patients to use during their stay. However, getting in and out of them without assistance may be hazardous. Please ask for help from a staff member.

### Speak Up

We encourage you to actively participate in your care. If you have questions, something doesn't seem quite right, or you don't understand something – just ask. A concern that is important to you is important to us. Please inform the nurse and/or unit manager if you have questions about your care.

### Enlist An Advocate

Enlist a trusted family member or friend to be your advocate. With your permission, your advocate can ask questions that you may not

*continued to next page*

*continued from cover*

think of and can help you remember the answers. Ask this person to stay with you, even overnight.

If your advocate is concerned about a significant change in your medical condition while you are at WakeMed, they should take action immediately by notifying your nurse or caregiver staff and explaining their concerns. If your

advocate still feels that you need additional help, they can call WakeMed's Family Care Line at:

> Raleigh Campus: ext. 04444 or 350-4444

> Cary Hospital: ext. 06600 or 350-6600

### **Leaving Your Room**

Sometimes patients leave the nursing unit to visit other areas of the hospital like the cafeteria, gift shop or courtyard. If you leave your unit, please tell your nurse or treatment team.

### **Privacy**

WakeMed is committed to protecting the privacy of our patients. Maintaining confidentiality is a core value of our organization. WakeMed uses and shares information about you for treatment purposes, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care you receive. Your health information is contained in a medical record that is the physical property of WakeMed. You have the right to review your medical record and to obtain a copy of it after you are discharged.

### **Personal Property**

Please send any valuables home with a family member or friend. WakeMed is not responsible for misplaced or stolen personal property. Another option is to check your valuables with our Campus Police staff. You will get a detailed receipt, and your property will be placed in a safe location until you leave the hospital.

### **Smoking and Tobacco Use**

WakeMed is a tobacco-free facility. The use of tobacco is not allowed inside the hospital or on hospital property. Discuss treatment options for withdrawal from tobacco use with your physician. Additional resources include the NC Tobacco Use Quitline 1-800-QUIT-NOW (1-800-784-8669) and [www.ncquitline.com](http://www.ncquitline.com).

### **Fire Drills**

For your protection, the hospital conducts fire and disaster drills regularly. After the alarm bell rings, the overhead announcer will state the purpose of the alarm. If a drill happens while you are here, please stay in your room and don't become alarmed. The hospital is a fire-resistant building, and all WakeMed staff are trained in fire protection. If there is an actual fire, a staff person will instruct you on what to do.

### **Your Room**

Your room assignment is based on your diagnosis and bed availability on the day you are admitted. All of our patient rooms are private. Please take note of your unit and room number, and let your family and friends know. If you have any questions, please ask your nurse.

### **Quiet Hours**

Great efforts are taken to ensure patients can rest without disruption. The hospital implements quiet hours every day from 8 pm to 7 am. During these hours, noise levels are reduced on all units, overhead lighting is dimmed and the overhead paging system is utilized only in emergencies. In addition, the Intensive Care Unit and Medical Surgical Immediate Care have quiet hours from 1:30 to 3:30 am and 1:30 to 3:30 pm daily. Please let us know if there is anything else we can do to make your environment more relaxing.

### **Your Hospital Bed**

Hospital beds are electrically operated; your nurse will show you how they work. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. They may be raised at night or during the day when you are resting.

### **Calling Your Nurse**

A button to call your nurse is located at your bedside. When you press the button, the nursing station is alerted that you need help. A staff member will respond to your call as soon as possible. Our staff is happy to show you how to operate the call button if you need help.

### **Menu Selection**

Food & Nutrition Services prepares your fresh, nutritious meals based on your physician's diet prescription. A clinical nutritional technician will visit you daily with menu choices. Between meals, you can order from our Room Service Menu. Our staff will work with you and your physician to make sure you receive optimal nutrition care.

### **Telephones**

**In-Hospital Calls:** Internal numbers are reached by dialing the five-digit extension. If you need help, dial 02000 to reach the hospital operator.

**Outside Local Calls:** Dial 9 + local number. There is no charge for local calls.

**Long Distance Calls:** Dial ext. 02000 and a WakeMed operator will place your call. Please tell the operator whether you are making a collect call, or whether you would like the call to be billed to your home or to a credit card. Long distance calls cannot be billed to your room.

**Telecommunications Devices (TDDs):** These devices are available for hearing-impaired patients. Ask your nurse to make arrangements.

### **Cell Phones**

Due to the operation of some hospital equipment via radio transmission, the use of personal cellular phones is prohibited throughout several areas of the hospital. Please take note of the signage marking these areas. If you are unsure, please ask. Also, as a courtesy to our patients and visitors, please silence your cell phone upon entering the hospital.

### **Photos and Video**

Patient privacy laws limit the use of cameras and video devices (including cell phones with camera capabilities) throughout the hospital. Visitors may only use cameras in a patient's private room and with the patient's consent. Taking photographic images of procedures, other people, patient records or other confidential information is strictly prohibited.

### **Waiting Areas**

For the comfort and convenience of patients' family and visitors, there are waiting areas on 2 West, 3 West, in the Pavilion Birthplace and in the Atrium Lobby at the hospital's main entrance.

### **Gift Shop**

The hospital gift shop, located in the Atrium Lobby, sells plants, flowers, a large variety of gifts, snacks, beverages, magazines, toiletries and cards. The gift shop is open from 8 am to 7 pm on weekdays, and from 11 am to 5 pm on weekends.

### **Gourmet Coffee & Quick Bites**

Gourmet coffee drinks, specialty sandwiches, salads and other items are available in our coffee shop by the Gift Shop.

### **Banking**

Freedom Federal Credit Union and an automated teller machine is located in the Atrium Lobby.

### **Notary**

Notary services are available 24/7 for patients requesting health care power of attorney and living will documents. Ask your nurse or Spiritual Care Services for assistance if you would like information about these documents.

### **Chapel**

A meditation chapel is located on the first floor near the Courtyard. It is open at all times for prayer, meditation and times of silence.

### **Local Accommodations**

Lodging information is available by asking the Atrium Lobby Information Desk staff. Overnight visitors are allowed to stay in the patient's room with the supervising nurses' approval. If you have a child in the hospital, we encourage a parent to spend the night. A limited number of roll-away beds are available.

### **Points West Café**

Our cafeteria, Points West Café, is located on the ground floor of the hospital. Points West Café provides meal service to employees and visitors and features deli, grill, salad bar, entree and chef stations. Convenient wi-fi access is available. The Café is open seven days a week during the following hours:

Breakfast - 6:30 to 9:30 am

Lunch - 11 am to 2 pm

Dinner - 4 to 8:30 pm

## STAYING IN TOUCH

At WakeMed, we recognize the key role family and friends play in your recovery process. That's why we've created multiple ways for everyone to keep in touch.

### Mail

Letters and packages for patients are delivered Monday through Friday by WakeMed volunteers. Letters and parcels that arrive after you leave are



forwarded to your home. You can leave outgoing mail at the nurses' station or give it to a volunteer. A mailbox is located at the entrance drive on Ashville Avenue (across from O'Charley's Restaurant).

### Email-A-Patient

Email-A-Patient is a simple and easy way for friends and family to send free messages to patients staying in our hospitals. Well-wishers can log on to WakeMed's Website, [www.wakemed.org](http://www.wakemed.org), click "For Our Visitors", and send patients messages by filling out and submitting an electronic message form. The message is sent to Volunteer

Services, where a staff member prints it on custom stationery, and a volunteer delivers the message to the patient. Email messages are delivered Monday through Friday during regular business hours, along with postal mail and flowers.

### CarePages

CarePages is a complimentary service offered to all WakeMed patients. By using CarePages, our patients (or their family members) have the ability to create a personalized Web page, allowing them to post online

photos and updates about the patient's medical condition. In response, friends and family can offer their love and support by posting supportive messages on the patient's visitor message board. Since a patient's CarePage has no expiration date, patients can use the tool as a valuable source of information and support for years to come. Ask your nurse for a brochure about CarePages or visit [www.wakemed.org](http://www.wakemed.org).

### Wireless Internet Access

Free wireless Internet access is available on your own laptop computer at all WakeMed locations. We are pleased to offer this service but cannot provide computers or technical support.

### Interpreters

Language interpreters are available 24-hours a day. If you need a language interpreter, please ask your nurse to request one. Our interpreters have special training to translate medical information for you.

### For the Hearing & Visually Impaired

A telecommunications device (TDD) is available to help hearing-impaired patients or for patients who want to communicate with a hearing-impaired relative or friend. Arrangements can also be made for a sign language interpreter to help a hearing impaired or deaf patient. Video interpretation for American sign language and special resources for the blind and deaf-blind are also available. Notify your nurse to make the arrangements that best suit your needs.

### Flowers

Hospital volunteers deliver flowers to patients daily between 10 am and 3:30 pm. Because of the need to maintain a sterile environment, we cannot allow flowers in the Intensive Care Unit.

### Gifts for Patients

Often, patients are prescribed special diets by their doctor. Please check with the patient's nurse before bringing gifts of food or drink to a patient. Also, please check with the nurse regarding any gifts for patients in the Intensive Care Unit.

## GOING HOME

When it is time for you to go home, please view video #638, "WakeMed Patient Discharge Video" for general information about your discharge. Ask your nurse if you need help accessing the video. A nurse, social worker and/or case manager will visit with you to go over any necessary paperwork and discharge instructions. Someone from the nursing unit will escort you downstairs, either on foot or in a wheelchair depending on your condition and whether or not you have someone to assist you.

### Skilled Nursing

WakeMed offers two facilities for patients who no longer require acute care in a hospital but need additional short-term care before discharge. Rehabilitation and specialized nursing care are emphasized. Skilled nursing units are located at WakeMed Zebulon/Wendell Outpatient and Skilled Nursing Facility and WakeMed Fuquay-Varina Outpatient and Skilled Nursing Facility.

### Home Health

WakeMed's full-service Medicare and Medicaid-certified home care agency provides nurses, medical social workers and therapists for home health care patients in Wake County. For more information, call (919) 350-7990.

### Compliments and Concerns

WakeMed encourages the involvement of patients and their authorized representatives in all aspects of their health care experience. Our goal is to provide you with high-quality care and excellent service. To do this, we need your feedback. Your comments and compliments help us constantly improve care quality and recognize staff members who provide exceptional service.

We encourage you to share your compliments and concerns with the staff delivering your care, the department manager, and WakeMed Cary Hospital Administration at ext. 02550.



After you return home, an individual may call to ask you questions about the care you received at WakeMed. This individual works for an outside company that WakeMed contracts with to conduct our patient satisfaction surveys. Again, please openly share your comments and compliments so that we may use your suggestions in our ongoing efforts to provide quality and service excellence.

For more information regarding concerns you may have, please refer to the Conflict Resolution and Ethical Decision Making section on the following page.

### The WakeMed Foundation

The WakeMed Foundation is the charitable resource for WakeMed Health & Hospitals, supporting the health system in its commitment to providing quality health care to all citizens of the community. Often, gratitude for outstanding care is expressed with a financial contribution in honor of a particular unit or caregiver. The Foundation welcomes many types of contributions. A Foundation representative will work with you or your financial advisor to determine the type of gift best suited to meet your needs and wishes. For more information, please call ext. 07656 or visit [www.wakemed.org](http://www.wakemed.org) and click on *Charitable Giving*.

## YOUR HEALTH CARE TEAM



### Medical Staff

The doctor who admits you is responsible for your care while you are in the hospital. In some cases, a doctor who specializes in care of hospitalized patients – a hospitalist or intensivist – may be the coordinator of your care. Your doctor, should be consulted if you have questions about your condition or treatment.

### Nursing Staff

Our team of professional registered nurses and nurse assistants provide 24-hour nursing care. A nurse manager is

responsible for directing and coordinating nursing care on each unit. A nurse or nurse assistant will stop to see you every hour between 6 am and 10 pm and every two hours between 10 pm and 6 am to make sure you are comfortable, ask if you need to go to the bathroom and help reposition you in bed if necessary. You are always welcome to use your call bell if you need assistance. Please contact the unit charge nurse or manager if you have questions or concerns.

### Imaging Services (Radiology)

During your stay you may need a radiology procedure such as an X-ray, MRI, ultrasound, nuclear medicine test, or CAT scan. Once the procedure is arranged, you will be taken to Imaging Services by a staff member who will bring a wheelchair, stretcher or other special equipment needed to move you safely and comfortably to your test.

Your procedure will be performed by a professional registered technologist who is dedicated to customer service excellence as well as your safety, comfort and privacy. When the procedure is completed, a member of our Patient Services assistant will return you to your room. A specially trained doctor, called a radiologist, will read your test and communicate the results to your doctor. Your doctor will then talk with you about your test results.

### Case Management

WakeMed's Case Management services are provided by teams of nurse case managers and social workers. Their goal is to make sure you receive quality care during your hospital stay and after you leave.

Social workers and nurse case managers will help you and your doctor plan for services you may need after you leave the hospital. They can arrange home care services with WakeMed Home Health or with the home health agency of your choice. They can obtain medical equipment, coordinate nursing home placement, or provide information about other community resources. Social workers are available to provide counseling services for patients and families during your hospital stay. Nurse case managers also communicate clinical information to your insurance company.

If you or a family member would like to talk to a social worker or nurse case manager, please call extension 02385 or 02386,

Monday through Friday from 8 am to 4:30 pm. Ask your doctor or nurse to help you get in touch with the Case Management department. A staff member will meet with you privately, at no charge, to discuss your needs.

### Spiritual Care

WakeMed's Spiritual Care department provides spiritual guidance and support for you and your family or friends during your hospital stay, 24 hours a day, seven days a week. While listening to and understanding your needs, a chaplain can help you obtain information and can be an emotional and spiritual resource. Chaplains are available to handle the diverse spiritual needs and cultural values a patient or family member may have. The chaplain might also help you sort through difficult decisions and resolve conflicts and communication problems. Contacting your minister or providing information on housing for out-of-town family members or friends are other areas where Spiritual Care counselors may be of help. Ask your nurse to page a chaplain if you or your family

member would like to speak with one.

### Environmental Services

Your room is cleaned daily by a member of Environmental Services. If there is a housekeeping problem, tell your nurse or call extension 02306, and it will be taken care of as soon as possible.

### Volunteer Services

We are fortunate to have many individuals and community groups volunteer each day at WakeMed Cary Hospital. They perform valuable services such as greeting guests as they arrive at the hospital, providing directions and information, delivering mail and flowers to patients, escorting patients to and from their rooms, and staffing the gift shop. The Volunteer Services staff will be happy to help you with special requests. There are numerous volunteer opportunities throughout the hospital. If you are interested in volunteering, call extension 02363 for information.



### Blossoms for Life

As part of their fund-raising efforts, The Volunteers at WakeMed Cary Hospital sponsor Blossoms for Life. The Volunteers recognize a contribution of any amount with a listing on the Blossoms for Life donor, honor and memory plaques located in the Cary Hospital Conference Center. Blossoms for Life is a unique way to say thank you for the care you received, remember a special loved one or celebrate a significant milestone. All donations are used to fund programs and services

throughout the hospital. For more information, please call Volunteer Services at extension 02363.

### Ethics Committee

There may be a time when you have to make a difficult health care decision for yourself or a loved one. WakeMed has an Ethics Committee to help you. The group includes doctors, nurses, a hospital chaplain, representatives from medical social work, administration and the community. Committee members are trained and prepared to listen to your case objectively. They will never come up with a final answer or tell you what to do. The Ethics Committee exists to help everyone involved make the best decision possible. For a more detailed brochure, ask your nurse or physician, or call Spiritual Care at extension 08556.

### Other Personnel

During your stay, you may be visited by many other health care professionals, including personnel from the Pathology (laboratory) and Imaging Services departments, and physical or occupational therapists. In addition, the WakeMed family includes many behind-the-scenes workers, such as accountants, engineers, secretaries, food service workers and others who contribute greatly toward your well-being while you are here.

### Patient Financial Services

All patients should familiarize themselves with the terms of their insurance coverage including their responsibilities related to notifying the insurance company about the services they need and/or use. This will help you understand the hospital's billing procedures and charges. Patient Financial Services representatives can be reached at extension 08359 if you have questions concerning patient bills.

### Additional Health Care Providers & Billing

During your treatment, one or more of the following physician groups may provide your care:

- American Anesthesiology of North Carolina (919) 873-9533
- Wake Emergency Physicians (800) 868-4872
- Raleigh Pathology Laboratory Associates (919) 350-8277
- Wake Radiology Consultants (919) 787-7411
- WakeMed Physician Practices (919) 350-8153

These providers will bill separately for their professional fees. These bills will be in addition to your hospital bill. You may also receive a bill from your private physician.

# PATIENT EDUCATION TELEVISION

WakeMed is pleased to provide you with 24-hour access to a wide variety of videos on health and wellness. The system is simple to use and can be viewed on your in-room television. Simply select a video from the list below and dial 07371 from your bedside phone to access the system. Listen carefully to the voice prompts, which will explain the video selection process step by step. You will be directed to the first available on-demand channel. If you have any questions or need assistance selecting the video, please contact your nurse.

## Cancer topics

- 190** Breast Cancer
- 191** Lung Cancer
- 192** Prostate Cancer
- 193** Skin Cancer
- 194** The Pap Test and Cervical Cancer

## Children's health topics

- 137** Children and Type 2 Diabetes
- 147** Staying in Balance: An Introduction to Type 1 Diabetes for Kids and Parents
- 148** It's Time to Learn about Diabetes
- 233** Danger Rangers Kids - Water Works (water safety)
- 234** Danger Rangers Kids - Fires & Liars (fire safety)
- 235** Danger Rangers Kids - Where the Fun Never Stops (playground safety)
- 236** Danger Rangers Kids - Medicine Mix-up (medicine safety)
- 237** Danger Rangers Kids - Mission 547, Safety Rules! (general safety)
- 502** I Am Your Child
- 600** Immunization: Your Child's Protection
- 602** Welcome to WakeMed Pediatrics
- 603** A Trip to WakeMed
- 605** Attention-Deficit/Hyperactivity Disorder
- 606** Cognitive Delay
- 607** Autistic Disorder
- 608** Johnnie Joins the Fire Department
- 609** Spike's Poison Prevention Adventure
- 618** Doc Monaghan on Air (Asthma)

## Diabetes topics

- 137** Children and Type 2 Diabetes
- 138** Precision Extra Blood Glucose Monitoring System
- 139** Injecting Insulin (926 closed caption)
- 140** Basic Skills for Controlling Diabetes (911 closed caption)
- 142** Preventing Long-Term Complications of Diabetes (910 closed caption)
- 144** Sick Day Management: Recognizing the Red Flags (919 closed caption)
- 146** Introduction to Carbohydrate Counting (915 closed caption)
- 147** Staying in Balance: An Introduction to Type 1 Diabetes for Kids and Parents
- 148** It's Time to Learn about Diabetes
- 150** What is Type 2 Diabetes? (906 closed caption)
- 153** Emotional Aspects of Diabetes (908 closed caption)
- 155** Diabetes and Nutrition: Eating for Health
- 156** Diabetes and Weight Control: Change for a Lifetime (907 closed caption)
- 158** Diabetes and Exercise
- 160** Accu-check Advantage Blood Glucose Meter
- 165** Precision QID Blood Glucose Monitoring System
- 167** Freestyle Blood Glucose Monitoring System
- 168** One Touch Ultra Blood Glucose Monitoring System
- 611** Managing Diabetic Hypoglycemia
- 616** Pre-Diabetes: Your Path to Preventing Type 2 Diabetes
- 630** Humalog Kwikpen Instructional DVD
- 632** Gestational Diabetes (closed caption 928)
- 706** Diabetes: Caring for Your Feet
- 707** Diabetes: Injecting Insulin/Managing Your Diabetes
- 708** Diabetes & You
- 711** Know Your Blood Sugar
- 713** Helping Insulin Help You

## Drugs and alcohol topics

- 119** Smoking: Getting Ready to Quit
- 210** Crack Attack
- 211** Chasing the Dragon: Heroin Addiction
- 212** Detox: The First Three Days
- 213** Marijuana
- 214** Aspects of Addiction
- 215** Relapse
- 216** Marijuana and the New Millennium
- 217** The Disease of Alcoholism
- 218** The Downside of Uppers
- 219** Hope: Alcoholics Anonymous
- 220** The Meth Effect
- 221** Family First: Dysfunctional Families and Codependency

- 222** Dysfunctional Families: Impact of Addiction
- 223** Just for Today: Narcotics Anonymous
- 227** Impact: Driving Drunk, Driving High
- 639** 2009 Hope: Alcoholics Anonymous

## General topics

- 100** Call, Don't Fall
- 102** Understanding and Managing Your Allergies (901 closed caption)
- 103** Your Own Path: Advance Directives
- 108** Managing Your Pain
- 228** Advance Directive: Taking Control (closed caption 936)
- 229** Pain Management: It's Your Right (closed caption 930)
- 230** Patient Safety: Stay Safe While You Are in the Hospital (closed caption 931)
- 621** Hand Hygiene Saves Lives
- 623** Family Care Line Services
- 624** Patients' Rights and Responsibilities
- 633** Patients Play a Vital Role in Patient Safety
- 638** WakeMed Patient Discharge Video
- 701** Making Health Care Choices
- 712** Exercise: It Can Work for You

## Gastric surgeries and procedures topics

- 170** Ostomy Care at Home
- 171** Flexible Sigmoidoscopy

## Heart topics

- 132** High Cholesterol: An Introduction to Treatment (922 closed caption)
- 300** Intro to Heart Disease Risk Factors (917 closed caption)
- 303** Heart Failure: Eating to Feel Better
- 308** Recovering from a Heart Attack
- 311** Understanding Your Electrophysiology Study
- 318** Preparing for Heart Surgery Discharge
- 319** Biventricular Defibrillator
- 320** Biventricular Pacemaker
- 322** Cardiac Resynchronization Therapy for ICD Patients (Medtronic)
- 323** Understanding Your Cardiac Catheter Ablation Procedure
- 324** Tikosyn
- 326** Heart Surgery: Preparing for Your Surgery (closed caption 927)
- 327** What is Coronary Artery Disease? (closed caption 933)
- 328** Women and Heart Disease (closed caption 912)
- 329** Secondary Prevention of Heart Disease (closed caption 913)
- 330** Cardiac Rehabilitation: Training Your Heart for Life (closed caption 914)
- 331** Coronary Angiography and Angioplasty (closed caption 934)
- 332** Heart Failure: Understanding Your Medications (closed caption 929)
- 333** Heart Failure: Getting Started With Treatment
- 335** Atrial Fibrillation (closed caption 929)
- 336** ICDs (Implantable Cardioverter Defibrillators)
- 337** Pacemakers
- 613** At Home with LovenoX
- 703** Intermittent Catheterization

## Kidney disease topics

- 200** Choices: Options for Living with Kidney Failure
- 202** Peritoneal Dialysis

## Maternity topics

- 502** I Am Your Child
- 504** The Neonatal Intensive Care Unit
- 505** Back to Sleep: Sudden Infant Death Syndrome
- 507** Breastfeeding: A Special Relationship
- 509** Amazing Talents of the Newborn
- 510** You Are Not Alone
- 512** Still Shiny (The Newborn's First 28 Days)
- 514** Portrait of Promise: Preventing Shaken Baby Syndrome
- 515** Begin with Love: The First Three Months Connecting with Your Child
- 564** No Matter How Small
- 625** The Period of Purple Crying
- 632** Gestational Diabetes (closed caption 928)
- 702** Lifesaver Baby

## Medication topics

- 139** Injecting Insulin (926 closed caption)
- 231** Anticoagulant Medications: Taking it Safely (closed caption 909)
- 324** Tikosyn

## Nutrition topics

- 130** Nutrition: Healthy Eating for Life
- 132** High Cholesterol: An Introduction to Treatment (922 closed caption)
- 146** Introduction To Carbohydrate Counting (915 closed caption)
- 155** Diabetes and Nutrition: Eating for Health
- 156** Diabetes and Weight Control: Change for a Lifetime (907 closed caption)
- 303** Heart Failure: Eating to Feel Better
- 709** You Have the Power
- 710** Eat Well, Feel Good

## Orthopaedic, neurology topics

- 180** Low Back Pain (916 closed caption)
- 181** Knee Replacement
- 182** Hip Replacement
- 183** Overcoming Adversity After Amputation
- 634** Managing Secondary Conditions of Spinal Cord Injury – Part I
- 635** Managing Secondary Conditions of Spinal Cord Injury – Part II
- 636** Managing Secondary Conditions of Spinal Cord Injury – Part III
- 637** Managing Secondary Conditions of Spinal Cord Injury – Part IV

## Relaxation topics

- 105** Worship 1 (Meditation/Relaxation)
- 106** Worship 2 (Meditation/Relaxation)
- 107** Relax
- 109** Relaxing Through the Seasons
- 110** Just Relax
- 111** A Day Away from Stress
- 112** Relaxation (without narration)
- 113** The Perfect Day (Relaxation)
- 114** The World of Relaxation: A Guided Mindfulness Meditation Practice for Healing in the Hospital and/or at Home
- 800** Coastal America
- 801** Beautiful America

## Respiratory topics

- 119** Smoking: Getting Ready to Quit
- 122** Healthy Choices for Managing Your Pulmonary Illness
- 124** A Patient's Guide to TB
- 125** Managing Your COPD
- 127** Living with Asthma, 2nd edition
- 129** Pleurx
- 641** Adult Tracheostomy Home Care DVD
- 714** Guide to the Aerochamber
- 715** MDI: Medication Dose Inhaler

## Stroke

- 232** After a Stroke (closed caption 932)
- 334** High Blood Pressure: An Introduction to Treatment (closed caption 918)
- 610** Stroke: What Every Person Needs To Know (closed caption 646)
- 631** Stroke: Reducing the Risk

## Women's health topics

- 190** Breast Cancer
- 194** Pap Test and Cervical Cancer
- 560** Quality Mammography Can Save Your Life
- 562** Breast Self Exam (closed caption 921)

# PATIENTS' RIGHTS AND RESPONSIBILITIES

## Patients' Rights

**Access to Care and Communication** – Patients are admitted to WakeMed facilities without regard to race, religion, gender, sexual orientation, national origin, disability, or source of payment for care. Patients have the right to access protective services with support from the hospital. The hospital shall not impose restrictions on visitors, mail, telephone calls, or other forms of communication except for therapeutic reasons that are fully discussed with the patient or their authorized representative. The patient has the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.

**Respect and Dignity** – All patients have the right to care that is respectful and considerate of personal values and beliefs, paying attention to psychosocial, spiritual, and cultural needs as they relate to individualized patient care. Patients may designate their visitors by deciding who may and who may not visit with them while in our care. WakeMed does not deny visitation based on a patient's or a visitor's sexual orientation, race, color, national origin, religion, sex, gender identity or disability. Patients have the right to refuse to be observed or cared for by any person or group other than those directly responsible for their care. Patients have the right to expect treatments and procedures to be explained to them using the language or method of communication they best understand. They have a right to pastoral counseling. Patients have the right to be free of restraints of any form that are not medically or behaviorally necessary.

**Information and Participation in Decision Making** – Patients are encouraged to become involved in all aspects of their care. They have the right to know the name of the person responsible for the delivery of their



care, the names of all care providers, and to be informed of their diagnosis and course of treatment. Patients have the right to effective communication, to receive information in a manner they understand, and to ask their care providers for clarification. Patients have the right to refuse any prescribed course of treatment – including life-sustaining treatment – after they have been informed of the possible consequences of that decision, and their refusal will not affect access to care. When the patient is not the

legally responsible representative, the authorized representative has the right to refuse care, treatment and services. Patients and families are educated about their role in helping to facilitate the safe delivery of care. Patients, and when appropriate their families, are informed about outcomes of care, including unanticipated outcomes. Patients have the right to access information in their medical record in a reasonable time frame. Patients are informed of their financial obligations.

**Informed Consent** – Patients (legally-responsible adult, parent/guardian of minor) have a right to have proposed treatments or procedures explained to them in a manner they can understand. Only after they give their voluntary consent will the procedure or treatment for routine, non-emergent care will be provided. Patients asked to participate in a research project are given information on expected benefits, risks, alternatives, the procedure itself, and/or the right to refuse to participate without compromising their access to services. Patients have the right to consent prior to recording or filming made for purposes of care and treatment, or for external purposes to be seen or heard by the public.

**Conflict Resolution and Ethical Decision Making** – Patients have the right to voice complaints about their care, and to have the complaint reviewed, and when possible, resolved. Patients have a right to expect assistance in resolution of dilemmas regarding their care and treatment. Patients having a conflict or complaint should express their concern to the staff delivering care, the department manager, or WakeMed Health & Hospitals Administration 919-350-8104. Patients with concerns about bills should call 919-350-8359. Patients can expect a written response from the hospital within 20 business days following the failure to resolve a complaint. They also have the right to file a complaint with the North Carolina Department of Health and Human Services, Division of Health Services Regulation (DHSR) at 1-800-624-3004. The address for patients wishing to send a written complaint to the DHSR is: Complaint Intake Unit, 2711 Mail Service Center, Raleigh, NC 27699-2711. They may also contact The Joint Commission at 1-800-994-6610 or [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

In addition, Medicare patients having grievances related to quality of care, coverage decisions, or premature discharge, have the right to request review by the North Carolina Appeals Hotline by calling 1-866-885-4902.

**Security, Privacy, and Confidentiality** – Patients have the right to expect to be cared for in a secure environment free from all forms of abuse (mental, physical, sexual, verbal, neglect and exploitation) and harassment. Personal privacy will be respected in care delivery. Patients have the right to privacy and confidentiality regarding their treatment, care and medical record. Patients have the right to understand the possible uses and disclosures of their protected health information. Personal health information will not be shared in front of visitors without your permission.

**Advanced Directives** – Patients of legal age have the right to express their wishes regarding treatment at any point in the care provided. Advanced Directives can include end-of-life care decisions and self-directed anatomical gift donations. In the absence of advanced directives, the hospital will offer information and education and will offer assistance in completing a written advanced directive.

**Pain Management** – Patients have the right to have their pain recognized and addressed appropriately. This includes information about pain and pain relief measures, a concerned staff committed to effective pain prevention and management, health care professionals who believe and respond quickly to reports of pain, and state-of-the-art pain management and treatment.

## Patients' Responsibilities

**Respect and Dignity** – All patients have the responsibility to follow all rules and regulations established by the hospital system concerning patient care and conduct. If they have questions related to these rules, they should ask their care provider for clarification. All patients have the responsibility to respect the rights of other patients as well as hospital staff in both their conduct and the behavior of their visitors.

**Protecting Others from the Spread of Communicable Illness and Infection** – Patients should not permit family or friends to visit if they are sick or if they have been exposed recently to a communicable disease such as TB, chicken pox, influenza, etc. Visitors should be asked to wash their hands before visiting. Patients are also encouraged to wash their hands frequently.

**Information and Participation in Decision Making** – All patients have the responsibility to provide complete and accurate information with respect to their medical history, all medication use, present complaint, and any other health-related issues that may have an effect on their course of treatment. They are expected to become partners in the development and implementation of their plan of care.

Patients are responsible for reporting unexpected changes in their condition and perceived risks in their care to the appropriate practitioner. They should notify the health care provider if they have concerns about their ability to follow the treatment plan so the hospital can make every effort to adapt to the patient's specific needs and limitations. Where such adaptations are not recommended, the patient and family should understand the consequences of failing to follow the recommended course of treatment, or of using other treatments.

All patients have the responsibility to ask questions when they do not understand what they have been told or what they are expected to do. If a patient or family refuses treatment or fails to follow instructions, they are responsible for the consequences of that decision.

**Pain Management** – Patients have the responsibility to participate in their pain management. This includes information about pain and pain relief measures, staff committed to effective pain prevention, a quick response to reports of pain and state-of-the-art pain management. Patients should ask for pain relief when pain first begins, and tell the doctor or nurse if the pain is not relieved.

**Smoking Policy** – Because of health risks to you and others from second-hand smoke, patients and their visitors are not permitted to smoke in any WakeMed facility or on any WakeMed property, including parking lots and decks.

**Meeting Financial Obligations** – Patients are responsible for promptly meeting any financial obligations for care, treatment and services provided by the hospital. WakeMed has financial counselors available to assist patients in meeting these obligations.

## TELEVISION STATIONS

WakeMed provides in-room television viewing at no charge.

2	WUVC Univision (Spanish Channel)	22	WRAY IND	42	The Weather Channel	64	Cartoon Network
3	WRAL CBS	23	Triangle TV	43	Nickelodeon	65	Vs.
4	UNC PBS	24	Triangle TV	44	CWA-TV	66	ESPN Classic
5	CSPAN	25	USA	45	MSNBC	67	Turner Classic Movies
6	WLFL WB	26	TNT	46	Animal Planet	68	FitTV
7	WNCN NBC	27	A&E	47	Lifetime Movie Network	69	WakeMed Patient Education Channel
10	WRDC	28	ABC Family	48	VH1		
11	Community Bulletin Board	29	CNN	49	Sci-Fi	70	WakeMed Patient Education Channel
12	WGN	30	The Discovery Channel	50	Paid Programming		
13	WTVD ABC	31	ESPN	51	The Golf Channel	71	WakeMed Patient Education Channel
14	News 14 Carolina	32	ESPN-2	52	BET		
15	HSN	33	Lifetime Television	53	MTV	72	WakeMed Patient Education Channel
16	QVC	34	TBS	54	TV Land		
18	Eduactional Access Channel	35	OWN	56	The History Channel	73	Hallmark Channel
20	Telefutura	36	Comedy Central	57	The Disney Channel	74	Nickelodeon
		37	Paid Programming	58	Fox News Channel	98	TV Guide
		38	American Movie Classics	59	HGTV		
		39	TLC	60	Food Network		
		40	Spike TV	61	Women's Entertainment		
		41	Headline News	62	E!		

## VISITATION



At WakeMed Cary Hospital, we promote and support a patient- and family-centered approach to care. Visiting hours are flexible to meet the needs of families and friends. Open visitation is encouraged and is adjusted to meet the patient's medical, comfort and privacy needs. Our goal is to provide a quiet, healing environment and do have a few rules in place to protect the health and well-being of our patients. Please keep the following in mind when visiting a patient at a WakeMed facility.

- Please stay home if you are sick (cold, stomach virus, etc.) or have been exposed to a communicable disease (chicken pox, measles, mumps, influenza, etc.). A staff member may ask you to visit your loved one at another time if you show symptoms of illness or if exposure to a communicable disease is suspected.
- Children are often welcome visitors for patients. Please make sure visiting children are accompanied by an adult at all times.
- Nursing staff may request visitors to leave while they are providing care to the patient or if they feel the patient needs additional rest or sleep.
- Members of the nursing staff have the authority to ask a visitor to leave if they feel the visitor is causing disruption or discomfort to any patient. Protection of our patients' privacy and welfare is a priority that we take very seriously.

## TELEPHONE DIRECTORY

While inside the hospital, you must dial 9 to get an outside line. Please call general information at ext. 02300 (from inside the hospital) or 350-2300 (from outside the hospital). If calling from outside of WakeMed Cary Hospital, dial 350 and the last four digits of the numbers listed here. For example, to call Administration dial 350-2550.

Administration .....	02550	Environmental Services		Public Relations .....	08120
Birth and Parent Education .....	08235	(Housekeeping) .....	02353	Imaging Services Department .....	02412
Business Office .....	04800	Gift Shop .....	02361	Safety/Emergencies .....	03333
Cafeteria .....	02357	Information Desk, Atrium Lobby .....	02400	Security .....	08171
Cardiopulmonary Services .....	04979	Main Hospital Number .....	02300	Spiritual Care Department .....	02536
Case Management .....	02385	Notary Service .....	02330	Volunteer Services .....	02363
Day Surgery .....	02050	Operator .....	02000	WakeMed Foundation .....	07656
Emergency Department .....	02442	Patient Financial Services (Billing) .....	08359	WakeMed Home Health .....	07990
		Patient Registration .....	04800		

### Intensive Care Unit (ICU)

WakeMed Cary Hospital's ICU has flexible visiting hours. However, visits may be limited or cancelled by the ICU nurse due to patient condition or other unit-related conditions. Also, the ICU observes Quiet Time from 1:30 to 3:30 am and 1:30 to 3:30 pm daily so that the patient has time to rest. Visitors are allowed in the rooms during Quiet Time, but cell phones should be off. However, Quiet Time may be limited due to a patient's condition or other unit-related conditions. Two members of the patients' family or visitors may visit an ICU patient at one time.

Children under the age of 12 may not visit except under special circumstances determined by the Health Care Team. These circumstances are determined on a case-by-case basis. Children under the age of 12 are allowed in the 2 West Atrium Lobby waiting area, but must be accompanied by a responsible adult.

Because of the need to maintain a clean environment, flowers are not permitted in the ICU. Cards are welcomed. Please check with the patient's nurse before bringing food.

### Women's Pavilion & Birthplace

Passes for patients' family or visitors can be picked up at the information desk in the Women's Pavilion & Birthplace lobby. Only two (2) members of the patients' family or visitors can be present in the patient's room during labor and delivery. A maximum of four (4) members of the patients' family or visitors are allowed in the room after delivery. Additional visitors should wait in the waiting area in the Women's Pavilion & Birthplace lobby.

### Emergency Department

The Emergency Department nurse shall determine the appropriate visiting in the Emergency Department areas.

### WakeMed is Tobacco-Free

For the health and well-being of our community, WakeMed prohibits the use of any tobacco products on all WakeMed campuses, facilities and office space (including parking lots, sidewalks and other outside areas). The tobacco-free policy applies to anyone at these facilities, including employees, volunteers, medical staff, vendors, patients and visitors.

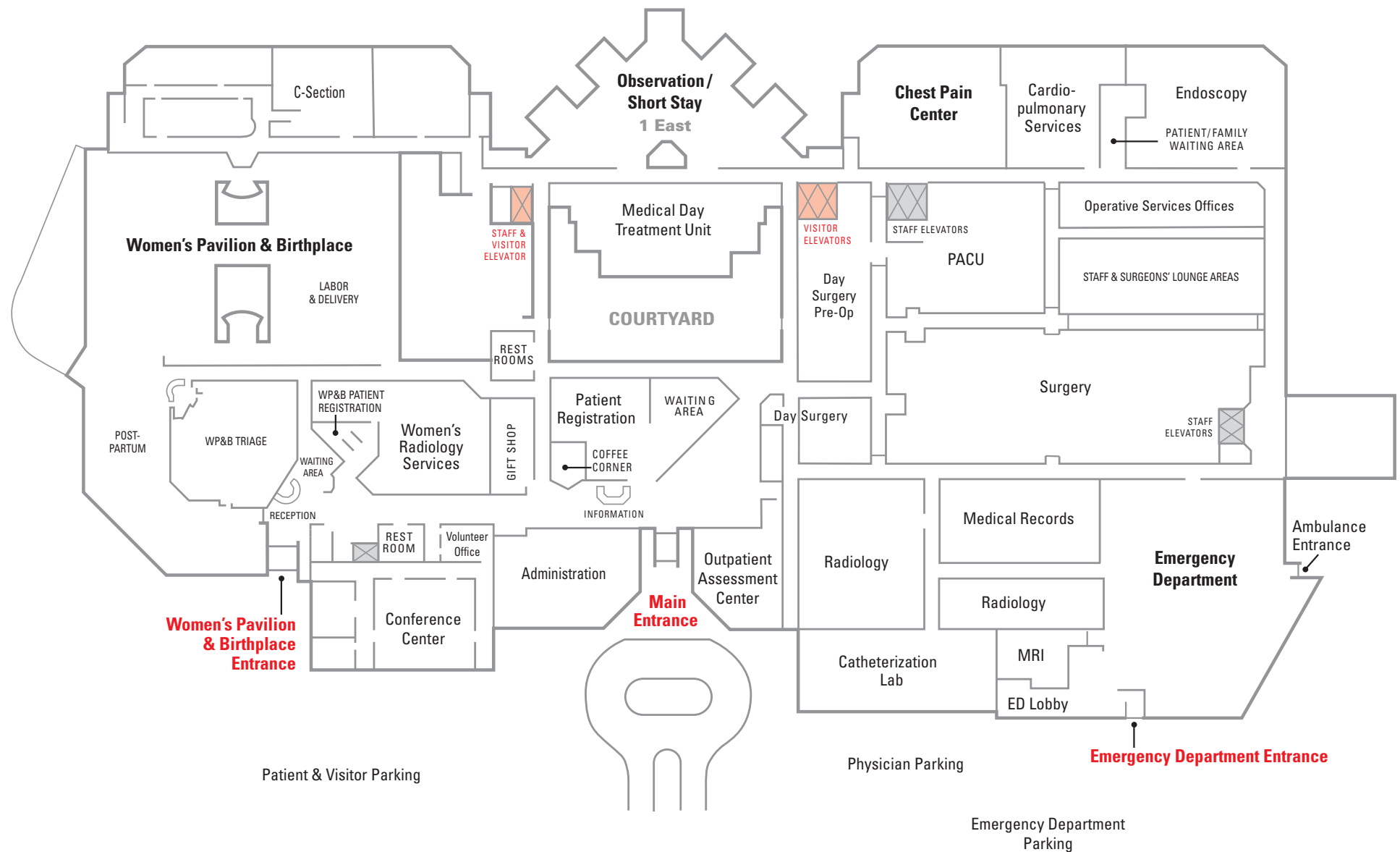
## PARKING

Parking for Cary Hospital patients and visitors is in the parking lots in front of the hospital's main entrance. There is no charge for parking. If you would like a security escort to the parking lot, call extension 08171 from any hospital phone.



WakeMed Health & Hospitals

[www.wakemed.org](http://www.wakemed.org)



## TELL US YOUR STORY

Is it the exceptional doctors, nurses and staff members? The advanced technology? The focus on patient safety? Excellent patient care means different things to different people. Why is WakeMed Health & Hospitals your health care provider of choice? Tell us your story for a chance to have it published on our WakeMed Web site, along with your first name and home town. All other information will remain confidential. Go to [www.choice.wakemed.org](http://www.choice.wakemed.org) to share your story and see why your neighbors are making WakeMed Wake County's number one choice in health care!

## WAKEMED FACILITIES

### Raleigh Campus

3000 New Bern Avenue, Raleigh 27610  
919-350-8000

### Cary Hospital

1900 Kildaire Farm Road, Cary 27518  
919-350-2300

### North Healthplex

10000 Falls of Neuse Road, Raleigh 27614  
919-350-1300

### Apex Healthplex

120 Healthplex Way, Apex 27502  
919-350-4300

### OPENING 2012

#### Brier Creek Healthplex

8001 T.W. Alexander Boulevard, Raleigh 27617

#### Raleigh Medical Park/ Capital City Surgery Center

23 Sunnybrook Road, Raleigh 27610

### Brier Creek Medical Park

10208 Cerny Street, Raleigh 27617  
919-350-8000

### Clayton Medical Park

555 Medical Park Place, Clayton 27520  
919-350-4242

### Holly Springs Medical Park

500 Holly Springs Road, Holly Springs 27540

### Fuquay-Varina

#### Outpatient & Skilled Nursing Facility

400 W. Ransom Street, Fuquay-Varina 27526  
919-350-4600

### Zebulon/Wendell

#### Outpatient & Skilled Nursing Facility

535 W. Gannon Avenue, Zebulon 27597  
919-350-4700

### Blue Ridge Surgery Center

2308 Wesville Court, Raleigh 27607  
919-781-4311

### Wake Forest Road Outpatient Rehab Center

3701 Wake Forest Road, Raleigh 27609  
919-350-4199

### Home Health

3000 New Bern Avenue, Raleigh 27610  
919-350-7990

### Outpatient Rehab Services

A.E. Finley YMCA, Raleigh  
Banks D. Kerr Family YMCA, Raleigh  
Cary Family YMCA, Cary  
Kraft Family YMCA, Apex  
919-350-3800

### WakeMed Physician Practices

Wake Specialty Physicians  
Various locations throughout the community  
919-350-8000

### WakeMed Faculty Physicians

3024 New Bern Avenue, Raleigh 27610  
919-350-2800