



patient information

YOUR GUIDE TO PATIENT AND VISITOR SERVICES

Welcome 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 919-350-8000 (outside the hospital) or ext. 08000 (inside the hospital). We also invite you to visit us at 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

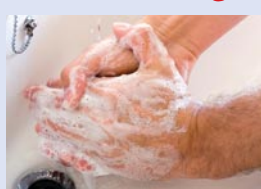
All patients wear ID bands on their wrists at all times. If your ID band comes off or is removed for a procedure, ask your nurse to get you a new one. Check your ID band to make sure your name and birthdate are correct. *Make sure all staff members check your ID before any procedure, surgery or test 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 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

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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.

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. 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 critical care units 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

All meals are prepared by the Food & Nutrition Services department. Your diet is prescribed by your physician. For patients whose doctor allows them to select their own meals, a Food Service Host will assist you with the daily menu. The host will also deliver your meal to your room and remove the tray when you are finished. An alternate food menu is available in your room. If you are here for an extended stay, a dietitian may visit you to discuss your nutritional needs.

Telephones

In-Hospital Calls: Internal numbers are reached by dialing the five-digit extension. If you need help, dial 08000 to reach the hospital operator.

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

Long Distance Calls: Dial 9 + 0 + area code + number. An operator will come on the line before your call is put through. 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. If you need assistance, please call extension 08000.

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

There is a designated waiting area near each nursing unit. The waiting area for families of intensive care patients is the Critical Care Waiting Room on the second floor. You can access the Critical Care Waiting Room by taking the A/B elevators. The Day Surgery Center Waiting Room is on the second floor above Patient Registration.

Gift Shop

Located in the E Wing corridor, the hospital gift shop sells plants, flowers, a large variety of gifts, snacks, beverages, magazines, toiletries and cards. The gift shop is open from 8:30 am to 8 pm on weekdays, and from 10 am to 7 pm on weekends.

Coffee Bar

Gourmet coffee bars, located in Café 3000 and the Heart Center Lobby, offer a wide selection of hot and cold coffee drinks. The coffee bar in Café 3000 is open from 6:30 am to 8 pm weekdays, and from 6:30 am to 7 pm on weekends. The coffee bar in the Heart Center Lobby is open from 6 am to noon weekdays and is closed on weekends.

Banking

There are two automated teller machines in the hospital – one located in the Rehab Hospital, and the other just outside Patient Registration on the first floor.

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 third floor. It is open at all times for prayer, meditation and times of silence.

Local Accommodations

Lodging information is available for members of your family by asking the Information Desk staff at extension 05151, or the Critical Care Waiting Room staff at extension 08296. The Heart Center Inn provides lodging for families of Heart Center patients. For more information, please call the Heart Center Inn at extension 07777.

Café 3000

WakeMed provides a variety of food selections at Café 3000. Located on the first floor, this full-service cafeteria is open seven days a week from 6:30 am until 8 pm and from midnight until 4 am. To avoid waiting, visitors may prefer to eat lunch before 11:30 am or after 1:30 pm.

Breakfast - 6:30 to 10:30 am

Chef Station - 11 am to 2 pm

Entrée Station - 11 am to 2 pm and 4:30 to 8 pm

Grill Station - 11 am to 8 pm and midnight to 4 am

Deli Station - 11 am to 2 pm and 4:30 to 8 pm

Sweet Shop, Soup & Salad Bar, Pizza, Grab 'n Go - 11 am to 8 pm and midnight to 4 am

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 just outside the Visitor Entrance.

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, 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.

Wireless Internet Access

Free wireless Internet access is available on your own laptop computer at our Raleigh, Cary and North Healthplex locations. We are pleased to offer this service but cannot provide computers or technical support.

Language 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 1:30 and 3:30 pm. Because of the need to maintain a sterile environment, we cannot allow flowers in the Critical Care Units.

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 Critical Care Units.

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, Franklin, Harnett, Johnston, Nash, Wayne, Wilson and other neighboring counties. 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 Raleigh Campus Administration at 919-350-8104.



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 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, licensed practical 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, angiograph, or CAT scan. Once the procedure is arranged, you will be taken to Radiology 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 Radiology team 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 05401, Monday through Friday from 8 am to 5 pm. We also have staff available on weekends. 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 08175, 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 in the hospital. They provide valuable services such as



assisting guests when they arrive, providing clerical support, delivering mail and flowers, escorting patients to and from their rooms, patient rounding and staffing the Critical Care Waiting Room. The Volunteer Services office will be happy to help you with special requests.

There are numerous volunteer opportunities throughout the hospital. If you are interested in volunteering, call ext. 08293 for information.

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.

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	WLFL-TV (CW)		LOOR022	39	TLC	59	HGTV
3	WRAL (CBS)	22	Retro Television Network	40	Spike TV	60	Food Network
4	WUNC NC Public TV	23	WGN	41	HLN	61	Women's Entertainment
5	CSPAN	24	Carolina 24	42	The Weather Channel	62	E!
6	WNCN (NBC)	25	USA Network	43	Nickelodeon	64	Cartoon Network
8	WUVC (UNIVISION)	26	TNT	44	truTV	65	Versus
9	WTVB ABC	27	A&E	45	MSNBC	66	VH1 Classic
10-11	Public/Education/ Government Access	28	ABC Family	46	Animal Planet	67	Turner Classic Movies
12	WRDC (MyNetworkTV)	29	CNN	47	Lifetime Movie Network	68	FitTV
13	WRAZ (FOX)	30	The Discovery Channel	48	VH1	69	CMT
14	News 14 Carolina	31	ESPN	49	SyFy East	70	National Geographic Channel
15	Home Shopping Network	32	ESPN2	50	Fox Sports Carolinas	71	FX
16	QVC	33	Lifetime Television	51	The Golf Channel	72	Bravo
17	Telefutura	34	TBS	52	BET	73	Hallmark Channel
18	Educational Access	35	OWN Oprah Winfrey Network	53	MTV	74	Nick Jr.
19	WRAY (Independent)	36	Comedy Central	54	TV Land	76-91	Patient Education TV
21	WRPX (ION)	37	CNBC	56	The History Channel		
22	Local Origination-	38	AMC	57	Disney		
				58	FOX News		

VISITATION



Flexible visitation is observed in all inpatient facilities from 11 am to 8 pm daily. Exceptions to the visiting hour policy are based on the patient's individual condition and situation.

- A patient may have up to two visitors at a time unless otherwise noted by the charge nurse or unit policies. The manager, supervisor, charge nurse or clinician reserves the right to adjust a unit's and/or patient's visitation based on patient condition, need, request or departmental status.
- Children age 12 and under can visit a patient with the approval of the charge nurse. Children must be accompanied by an adult at all times and cannot have been recently exposed to communicable diseases (i.e. measles, chicken pox, etc.). Children are asked to remain calm out of respect for all patients, staff and visitors.
- WakeMed respects the rights of patients to designate the visitors who can and cannot visit with them.
- Visitation may be limited at certain times such as flu season for the safety and protection of our patients.
- If you are not feeling well, it is best to wait to visit your loved one in the hospital.

Critical Care Units

- Please check with the Critical Care Waiting Room receptionist about the visitation policy in your loved one's Critical Care unit. Visits may be limited or postponed due to a patient's condition, patient's request, or unit-related activities.
- During nursing shift report (6:30-8:30 am and 6:30-8:30 pm) and quiet time (1:30-3:30 am and 1:30-3:30 pm), visitation is only permitted on a case-by-case basis to allow for staff communication and patient rest.

Children's Hospital

- Parents, grandparents and legal guardians have open visitation and are encouraged to participate in the patient's care and remain in his/her room.
- Parents are invited to stay overnight and can make arrangements with the charge nurse.

Neonatal Intensive Care Unit (NICU) & Nurseries

- Parents and grandparents (with parent permission) have open visitation.
- Two visitors are allowed at one time.
- Children under the age of 18 are not allowed to visit the NICU during RSV season.
- In the Nursery, siblings age 12 and older may visit as adults and siblings between ages 4 and 11 may visit once a week, on Saturday or Sunday, for one hour.
- In the NICU, siblings ages 4 to 12 can visit for one hour anytime during the week.
- Children under age 4 are not permitted in these areas.

Women's Pavilion & Birthplace

- Patients are encouraged to make their own choices regarding visitation, within certain limitations established to maintain the privacy and safety of all patients, family members, visitors and newborns.
- The patient's primary support person has unlimited visitation.
- Three individuals, including the primary support person, can be in the room with the patient during labor.
- During a routine Cesarean birth, attendance is limited to the primary support person with approval of the mother, physician and anesthesiologist.
- After delivery, visitation with the mother is at the mother's discretion with a maximum of five people, including the primary support person.
- Children under age 12 are limited to the infant's siblings and may not be ill, noisy or recently exposed to communicable diseases such as the chicken pox or measles.

TELEPHONE DIRECTORY

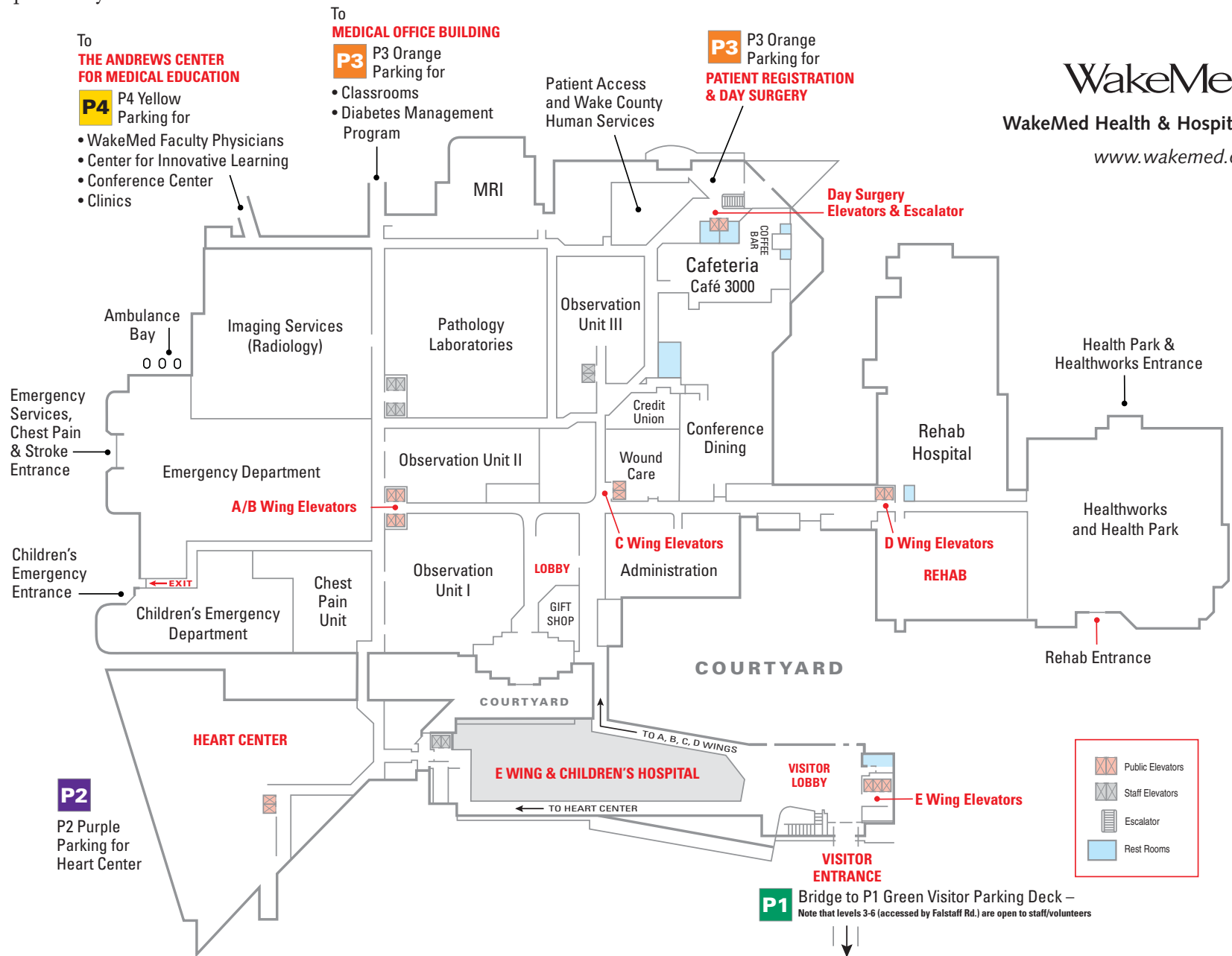
To make a call while inside the hospital, press 9 to get an outside line. For departments not listed, please call the operator at extension 08000. If calling from outside WakeMed, press 350 and the last four digits of the numbers listed here. For example, to call Administration press 350-8104.

Acute Rehabilitation Services.....08044	Environmental Services08175	Patient Registration08169
Administration.....08104	General Information.....08000	Patient and Visitor Information05151
Billing/Patient Financial Services.....08359	Gift Shop07036	Public Relations08120
Birth & Parent Education08235	Healthworks.....08602	Public Safety08171
Café 3000 (Cafeteria)05263	Housekeeping (Environmental Services)08175	Rehab Hospital08044
Case Management08127	Imaging/Radiology08511	Safety/Emergency.....03333
Children's Hospital08443	Information Desk, Visitor Lobby.....05151	Spiritual Care08556
Critical Care Waiting Room08296	Main Hospital Number.....08000	Volunteer Services.....08293
Day Surgery08730	Outpatient Pharmacy08195	WakeMed Foundation.....07656
Emergency Department08500	Patient Financial Services08359	

PARKING

Patients or their designated driver are encouraged to park in the **P3 Orange** parking deck by Patient Registration. Parking is validated for patients on the day of admission and the day of discharge. Parking for visitors is available in the **P1 Green** parking deck. A fee is charged for visitor parking. Family members of patients hospitalized for more than seven days are eligible for a discount. The discount is limited to two vehicles per family.

Please ask the attendant in the ticket booth for more information or call WakeMed Campus Police and Public Safety at 350-8171. Refunds are not available. The **P2 Purple** parking deck is for Heart Center patients having procedures or visiting their cardiologist's office. The **P4 Yellow** parking deck is intended for patients with appointments in the Andrews Center and for overflow Emergency Department patient parking.



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 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